Avaya 9600 Series IP Telephone

Getting Started
1. Answering and Making Calls
2. Creating and Saving Contacts
3. Conference Calls
4. Using the Call Log
5. Advanced Telephone Features

Answering Calls
1. If you are not on another call, lift the handset.
2. If you would like to use a different method:

   - Press the corresponding Call Line buttons, located right of the screen. (If you only press the button without lifting the handset, it will put you on speaker phone.)
   - Press the Speaker button to answer with the Speaker phone.
   - Press the Headset button to answer with your connected headset.

Recommended Settings
Note: These are the settings that are not standard for new 9600 series phones. The following changes will make your phone easier to use.

1. Press the Menu/Home button.
2. Press OK or the Select softkey to enter the Options & Settings Menu.
3. Scroll to “Go to Phone Screen on Calling” and use the Change softkey to set it to yes.
4. Scroll to “Go to Phone Screen on Ringing” and use the Change softkey to set it to yes.
5. Scroll to “Go to Phone Screen on Answer” and use the Change softkey to set it to yes.
6. Exit back out to Options & Settings Menu and then scroll to Screen and sound Options.
7. Scroll to Button Clicks and Change softkey to Off.
8. Scroll to “Phone Screen Width” and Change size from Full to Half.

Conference Calls & Advanced Features

Making and Transferring Calls

Making Calls
1. Start by either:
   - Lifting the handset;
   - Pressing the Headset button; or
   - Pressing the Speaker button;
   - Pressing the Call button if an idle Call Line is available.
2. Then dial the number you want to call.
   - Remember to dial 9 for an outside number.

Putting a Call on Hold
1. While in a call, press the Phone button to get to the main Phone menu.
2. Press the corresponding Call Line button to choose the call which you would like to put on hold.
3. Press the Hold softkey.
4. Press the Resume softkey to take the call off of hold.

Transferring a Call
1. While in a call, press the Phone button to get to the main Phone menu.
2. Press the Transfer softkey. Then either:
   - Press the Call Log softkey to find the number in the list of recent calls;
   - Press the Contacts softkey to find a person;
   - Dial the phone number with the dialpad.
3. Press the Complete softkey to finish the transfer.

Using the Call Log

Making a Call
1. Press the Call Log/History button.
   - If the Call Log button is glowing red, you have a missed call.
2. Press the Left arrow or Right arrow to scroll through the following different call types:
   - All Calls
   - Missed Calls
   - Answered Calls
   - Outgoing Calls
3. After selecting the type of call, press the Up arrow or Down arrow to select the person or number from the previous selection.
4. Press the OK button or the Call softkey.

Call Log to Contacts List
1. Press the Call Log/History button.
2. Find the number through the process listed above.
3. Press the +Contact softkey

Legend

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<thead>
<tr>
<th>A</th>
<th>B</th>
<th>E</th>
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</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>Menu/ Home</td>
<td>Call Log/ History</td>
</tr>
<tr>
<td>E</td>
<td>E</td>
<td>E</td>
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<tr>
<td>Speaker</td>
<td>Phone</td>
<td>Mute</td>
</tr>
</tbody>
</table>
Conference Calls

Making a Conference Call
1. Make your initial call, by either finding the contact in the contact list or by dialing the number.
2. Press the Phone button to ensure that you are in the main Phone menu.
3. Press the Conference softkey. From this menu you can either:
   - Press the Call Log softkey to find the number in the list of recent calls.
   - Press the Contacts softkey to find a person.
   - Dial the phone number with the dialpad.
4. Press the button or Join softkey to finalize the Conference.
5. Repeat up to 5 additional endpoints.

Creating and Saving Contacts

Creating Contacts
1. Press the Contacts button.
2. Press the More softkey.
3. Press the New softkey.
4. Enter the name using the Dialpad:
   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   - Pause before entering the next character if the characters are on the same key.
   - Enter remaining letters or numbers.
   - To enter a space, press 0.
   - Press the Bksp softkey to delete the last character.
5. When finished, press the button or the OK softkey.
6. Once finished with the name, press the Down arrow to select the phone number, and proceed to enter it.
7. Press the Save softkey or the button.

Calling Contacts
1. Press the Contacts button.
2. Scroll up or down to select the person or number you want to call.
3. Press the Call softkey or the button.

Advanced Features & Phone Information

Adjusting Brightness or Contrast
1. Press the Menu/Home button.
2. Scroll to Options & Settings.
3. Press or the Select softkey.
4. Scroll to Screen & Sound Options.
5. Press or the Select softkey.
6. Scroll to and Select either Brightness or Contrast.
7. Press or the Change softkey.
8. Scroll to the right or left to adjust either the brightness or contrast.
9. Press Save softkey.