



# 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.


## Making Calls

1. Start by **either**:
  - Lifting the **handset**;
  - Pressing the **Headset**  button; or
  - Pressing the **Speaker**  button;
  - Pressing the **OK** button if an idle **Call Line** is available. → Continued in next column


# Answering and Making Calls (Con't)

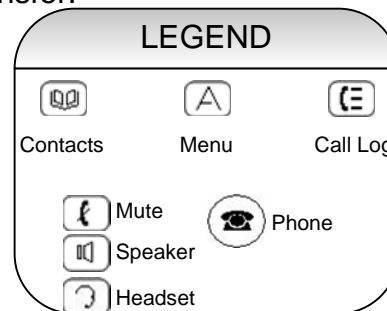
2. Then dial the number you want to call.
  - Remember to dial **9** for an outside number.

## 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; or
  - Dial the phone number with the dialpad.
2. Press the **Complete** softkey to finish the transfer.




# 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**.
  - To enter characters 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 **OK** 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 **OK** 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 **OK** button.

# Using the Call Log

## Making a Call


1. Press the **Call Log**  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**  button.
2. Find the number through the process listed above.
3. Press the **+Contact** softkey
  - To edit the name or number, press the **Up arrow** or **Down arrow** to select the **name**, **number**, or **type of phone** entry, then type the name or number using the dialpad. (See instructions for Contacts)

## 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 **OK**  button or **Join** softkey to finalize the **Conference**.

### Adding a Person on Hold

1. While in a call, press the **Phone**  button to ensure that you are in the main **Phone** menu.
2. Press the **Conference** softkey. From this menu you can either:
  - Scroll with the **Up** and **Down** **arrows** to select the call you would like to add.
3. Press the **Resume** softkey.
4. Press the **Join** softkey to add your conference.


## Conference Calls & Advanced Features

### Dropping a Person

1. While in a call, press the **Phone**  button.
2. Press the **Details** softkey.
3. Scroll to the person you want to drop with the **Up** and **Down** arrows.
4. Press the **Drop** softkey.

### Voice Dialing





**Note:** This feature is used through the **Contacts** menu. You must first save a few phone numbers before you will be able to use this feature. You also must either use the **Speaker** or **Headset** function, the Voice softkey will not appear if you lift the handset.

1. Start by ensuring that your handset is **on the hook**.
2. Press the **Contacts**  button.
3. Press the **Voice** softkey.
4. There will be a **check mark** behind **Voice** and you will hear a beep. The top of the screen will read "Speak the Name you want to dial."
5. Say the name as it is saved in your contacts list.

**For example:** if you saved the name as "John Smith", say "John Smith" into your phone.
6. The name will show up on the screen, the phone will wait for a second, and the call will go through.

## Advanced Features & Phone Information

### Adjusting Brightness or Contrast

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

