Avaya 9600 Series IP Telephone

Getting Started

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2 **Creating and Saving Contacts**

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4 **Using the Call Log**

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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
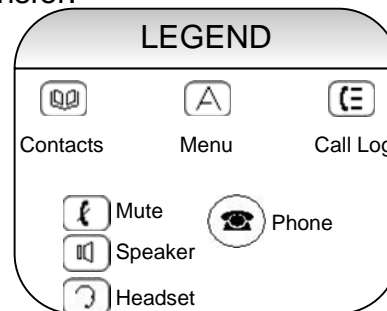

Answering and Making Calls (Con't)

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 s**oftkey. 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.

LEGEND

Contacts	Menu	Call Log

Mute

Speaker

Headset

Phone

# 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)

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.

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.

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.

Labels:
- USB Port
- Message Waiting Indicator
- Missed Call Indicator
- Prompt Line
- Line Buttons
- Softkey Labels
- Softkeys
- Message
- Navigation Arrows
- OK
- Phone
- Contacts
- Call Log
- Avaya Menu
- Volume
- Mute
- Speaker
- Headset
- Forward