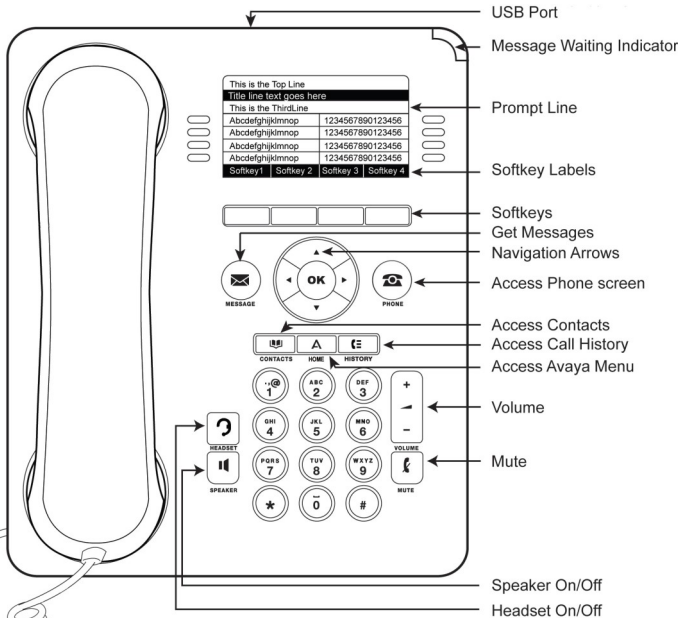


Avaya 9611 Phone User Guide



In Call Functions

Putting a call on hold (Hold will appear on the bottom of the display once you are on an active call).

- Press the **[Hold]** softkey.
o The line button flashes red and the hold icon appears on your display

Retrieving a held call (The **[Resume]** softkey will replace the **[Hold]**)

- Press the **[Resume]** softkey to return to call

Transferring a call (Transfer will appear on the bottom of the display once you are on an active call).

- During a call, press the **[Transfer]** softkey on the bottom of the display.
o The call is automatically put on hold
- Dial the telephone number, the Contacts list, or from the History list.
- Press the **[Complete]** softkey to complete the transfer.
o To stop the transfer and return to the caller, press the **[Cancel]** softkey or press the line button of the original call.

Transferring a call straight to voicemail

- During a call, press the **Transfer** softkey on the bottom of the display.
- Use **▲▼** to locate the feature **Transfer VM**.
- Press the **Line** button next to Transfer to Voice Mail.
o Recording answers; "Enter the party's extension number and then press Transfer":
- Dial the Extension number that the call is being transferred to, press the **Phone** button to return to the main screen
- Press the **[Complete]** softkey on the bottom of the display to complete the transfer.

Answering and Making Calls

Placing a call

- Lift the handset and dial 9+ the number.
- If you are using a headset, press the **Headset** button and dial the number.
- If you are using the speakerphone, press the **Speaker** button and dial the number.

Answering a call

- Lift the handset
- If you are using a headset, press the **Headset** button.
- To use the speakerphone, press the **Speaker** button or press the **[Answer]** softkey on your display.

Calling a person from history

- Press the **History** button.
- Use the **◀▶** to select the list you wish to view i.e. Missed, Answered...
- Select the person or the number you wish to view or call.
- Press the **[Call]** softkey or **OK** in the center of the phone.

Calling a person from the contacts list

- Press the **[Contacts]** button.
- Use the **▲▼** to find the person you wish to call
o To call a non-primary number, select the person, press the **[Details]** softkey, then select the number
- Press the **[Call]** softkey or **OK** in the center of the phone.

Conference calls (With Conference you can have up to 6 people including yourself).

- Once you are on active call, press the **[Conf]** softkey.
o The call is automatically put on hold
- Dial the telephone number, the Contacts list, or from the History list.
- Press the **[Join]** softkey to add the new party to call.
o To add additional parties press the **[Add]** softkey and follow above steps.

Conferencing a held call to an active call

- While on an active call, press the **[Conf]** softkey.
- Press the **Line** button of the original call on hold
o You have successfully added the two calls together.

Drop the last person added to the conference call

- Press the **Drop** softkey. The last party connected to the conference call is dropped from the call.

Call Directories

Contacts (You can store up to 250 name and telephone numbers)

Viewing Contacts Details

- Press the **Contacts** button to display the Contacts screen.
- Select the contact you want to view.
- Press the [**Details**] softkey to view all information available for that contact.

Adding a New Contact

- Press the **Contacts** button .
- Press the **New** softkey.
- Enter the name using the dialpad.
 - Pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again replaces the A with a "B," pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again re-displays the letter "A," and so on. Pause before entering the next character if the characters are on the same key.
 - If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use ◀▶ to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Blsp** to remove the character
 - Press the [**More**] softkey → **Abc** to change between upper and lower case letters or to enter numbers.
 - Press the [**ABC**] again to cycle through the options (Abc/123/abc/ABC)
 - Press the [**More**] softkey → **Symbols** to enter characters that are not on your dialpad. Select the symbol you want to use. Press **OK** to select the symbol.
 - Press **Clear** to delete all text and start over.
- Use the **Navigation Arrows** to scroll to the next field or press the corresponding **Line** button to select the next field.
 - Enter the telephone number.
 - Press the [**Save**] softkey.

Editing a Contact

- Press the **Contacts** button.
- Select the contact entry you wish to edit.
- Press the [**More**] softkey → **Edit** .
- Choose the field you want to edit.
- Use the dialpad and softkeys to make changes to the contact information.
- Press the [**Save**] softkey.

Deleting a Contact

- Press the **Contacts** button.
- Select the contact entry you wish to delete.
- Press the [**More**] softkey → **Delete** .
- Press the [**Delete**] softkey again to confirm.

History

Viewing the History

- Press the **History** button.
- Use the ◀▶ to view separate lists of your missed, answered, or outgoing calls
- NOTE:** You can scroll quickly to the top of the list by pressing **Call Log** again.

Viewing History Details

- Press the **History** button.
- Select the number you want to view.
- Press the [**Details**] softkey.
- Press the [**Back**] softkey to return to the list view.

Adding an Entry from the Call Log to your Contacts List

- Press the **History** button.
- Select the History entry you want to add to your Contacts list.
- Press the [**+Contact**] softkey.
- Edit name and telephone number, if necessary. Editing is same as above in **Contacts** section
- Press **Save**.

Removing an Entry from the History

- From the **History** screen, select the entry you wish to delete.
- Press the [**More**] softkey.
- Press the [**Delete**] softkey
- Press the [**Delete**] softkey again to confirm, or press the [**Cancel**] softkey if you wish to retain the entry.

Clearing all Entries from the History

- From the **History** screen, select the entry you wish to delete.
- Select the list you want to delete. (All Calls list, Outgoing Calls list etc.)
- Press the [**More**] softkey.
- Press the [**Clear All**] softkey to delete all of the entries in the list you are viewing.
- Press the [**Clear All**] softkey again to confirm.

Phone Features

(Features are dependent upon administrative rights)

Call Forward (Allows you to re-direct your incoming calls to any extension number other than your coverage)

- Press the [**Call Fwd**] softkey or **Line** button next to **Call Forward**.

You will hear dial tone. Enter the forwarding number. You will hear a confirmation tone. The light next to the button will turn on.

To deactivate Call Forward

- Press the [**Call Fwd**] softkey or **Line** button next to **Call Forward**. You will hear dial tone.

Call Park (Puts a call on hold at your extension for retrieval at any extension.)

Parking a Call on Your Own Extension

- Press the ▶ to view the phone features
- Press the ▼ to locate **Call Park**.
- Press the line button next to **Call Park**. Wait for confirmation tone. Hang up.
 - The line button will be lit when a call is parked.

Retrieving A Parked Call

- Lift your handset or press the Speaker button.
- Press the **Park Retrieve** button
- Dial the Extension number where the call was parked.
 - You are connected to the parked caller and the light on the **Call Park** line button disappears.
 - If you receive intercept tone, the parked call has been dis connected or retrieved by someone else.

Call Pickup (when you want to answer a ringing phone in your group.)

To answer a ringing phone, press the **Call Pickup** button and enter the extension of the phone that is ringing. That call will now be on the user's phone that picked up.

Send All Calls

- From the Phone (Main) screen, press [**SendCalls**] Softkey to send all your calls to voicemail.
- When the feature is activated the button will be displayed as [**SendCalls**✓]
- From the Phone (Main) screen, press the [**SendCalls**] Softkey to deactivate.

Directory (Company Directory)

Access Directory

- Press **Directory**
- Using your keypad, enter the 1st 3 letters of the person's last name

Scrolling through names

- Press **Next** on the features menu
- Names will scroll down based on letters you entered

Calling a Directory name

- Press **Make Call** on the feature menu