Message Waiting Indicator: An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If visual alerting is enabled, this light flashes when you receive an incoming call.

Prompt Line: View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus.

Call Appearances: The number of lines available to make or receive calls (call appearances) depends on how your system is administered. Press the line button to initiate or answer a call.

Lines: The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Lines also indicate if a feature is enabled or disabled in the Feature view.

Softkeys and Softkey Labels: Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.

Navigation Arrows: Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.

Message: Press to connect directly to your voicemail system.

Phone: Press to view and manage your calls.

Contacts: Press to view the entries in your Contacts list.

History: Press to view the history of your outgoing, incoming, and missed calls. The icon on the History button is illuminated when you have missed calls. The top line of the Prompt shows the Missed Call icon and the number of calls missed.

Home: Press to configure options and settings, access the browser, log out, or view network information.

Volume: Press to adjust the volume of the handset, headset, speaker, and ringer.

Mute: Press to mute a call in progress. To take a call off mute, press Mute again.

Speaker: Press to use the speakerphone. To take a call off speakerphone, lift the handset.

Headset: Press to use the headset if it is connected. Only HIS headset cords are compatible with your phone.

Quick Reference with AVST Messaging

For Support Dial:

Message Commands
[1] Reply
[2] Play envelope
[3] Forward
[4] Previous Message
[5] Record
[7] Send
[0] Message Options
[*] Help
[#] Cancel Exit

While Listening to Messages
[1] Rewind 5 secs
[2] Advance 5 secs
[3] Reply to sender
[4] Forward message
[7] Delete message
[9] Call sender

Recording Greetings
Record Standard Greeting
8,0,1,3,2
Record Out of Office Greeting 8,0,1,3,3

AVST Messaging Tips (Call Pilot)

LOG IN
Inside the Office at your own desk
Press the Voicemail access button
Enter your password

Outside the Office
Dial the Messaging access number:
Enter your mailbox number (Extension number)
Enter your password (Default: 159753)

MAIN MENU
Press 1 Skip Backward
2 Play—Decrease speed 2,1. Increase speed 2,3
3 Skip Forward
4 Previous Message
5 Record
6 Next Message
7 Message Commands
8 Mailbox Commands
9 Call Sender
PLACING CALLS

Lift the RECEIVER or press the SPEAKER or OK button.

Internal Number:
4 digit dialing within Budapest office
7-digit dialing to:
Marne,Montpellier,Warsaw,Moscow,Leipzig,Watford,
Tense,Munich (others to be added)

External Number: Dial “0” followed by the number.

Note:
Press DROP to try another number. (If in the middle of dialing you want to start over with a new dial tone press CLEAR).
Press DROP when the call is completed.

ANSWERING A CALL

Phone rings, lift the RECEIVER, or press the SPEAKER or OK button, or the ANSWER softkey.

ANSWERING A 2ND CALL: (While on another call)
While on a call, press the ANS HOLD or ANS DROP softkey. (ANS HOLD places the original call on hold and answers the 2nd call. ANS DROP terminates the original call and answers the 2nd call).

If you wish to go back to the original call (if you used ANS HOLD): Once the call has ended, press DROP then press the CALL APPEARANCE button associated with the original call.

HOLD

Press the HOLD softkey to place the current caller on hold.
Press the appropriate call appearance button to return to the held call or press the RESUME softkey when the designated call is highlighted in the screen.
If you wish to place another call while a caller is on hold: Select an available call appearance

TRANSFERRING CALLS

This allows you to transfer a caller to another extension.
With the caller on the line, press the TRANSFER softkey.
Dial the extension number where the call will be transferred to.
Announce the call (optional).
Press the COMPLETE softkey to complete the transfer.

NOTE: To dial another number, select the DROP softkey, then dial the new number (if in the middle of dialing you need to start over with a new dial tone, press CLEAR).
Press COMPLETE to complete the transfer or CANCEL to return to the original caller.
To cancel the transfer (prior to pressing the COMPLETE softkey), press the CANCEL softkey to return to the original caller.

CONFERENCE CALLING

This function enables you to set up a conference call – up to 6 parties – yourself plus 5 others..

Outbound Conferencing: With the first caller on the line, press the CONFERENCE softkey.
Dial the next number (either internal or external).
When the 2nd caller connects, press the JOIN softkey to add the 2nd caller to the call.
Repeat these steps until all parties are added – using the ADD and the JOIN softkeys each time.

Inbound Conferencing: With the first caller on the line, and a second call ringing into your extension, select ANS HOLD. To join the calls, select CONFERENCE; NAVIGATE up to original line, select OK or Resume, or press the appropriate CALL APPEARANCE button then press the JOIN softkey.

CONTACTS (Speed Dials)

The 9600 series telephones allow you to store up to 250 names and telephone numbers.

Adding a new contact:
Press Contacts
Press New
Enter the name using the dial pad – utilize the same convention as when entering in a name on your cell phone
Select the next field
Enter the telephone number – exactly as you would dial it out (remember to insert a “9” for an outside number)
Specify the number type (Home, Work or Mobile)
Press Save

Editing a contact:
Press Contacts
Select the entry you wish to edit
Press More, then press Edit
Use the dial pad and softkeys to make changes to the contact information
Press Save

Deleting a contact
Press Contacts
Select the entry you wish to delete
Press More, then press Delete
Press Delete again to confirm deletion.

HISTORY (CALL LOG)

The 9600 series telephone maintains a log of calls that have been received or made from your extension and categorizes them into three categories – Missed, Incoming Answered, and Outgoing.

Use the navigation buttons to scroll through the different categories (the History button is illuminated when you have missed calls. The top left hand corner of the display will indicate the number of missed calls.)
Select the appropriate entry from the log to view the call details. You are then able to add the number to your speed dials/contacts (+ contact), call the number back, or delete the entry.
Note: Once you have visited the Call Log, the missed call counter resets itself and the CALL LOG button illumination goes out

HOME/MENU– Button with Avaya “A” symbol
You can use the HOME /MENU button to adjust and customize options and settings for your telephone. This allows you to set your preferences for Ring Pattern, Screen Contrast, Screen Brightness, Redial (single vs list), Phone Screen Width, and Change Labels.
The Features menu gives you access to advanced telephony features that have been assigned to your telephone by your system administrator.
From your phone (home) screen use the [→] to access the features that have been assigned to your telephone but that are not visible from your home screen.

DIRECTORY, NEXT and MAKE CALL

This is an integrated dial by name directory. Press the DIRECTORY button then use the touch-tone pad to spell out the person’s last name (Do not be concerned with the location of the letter on the dial pad key).
Press the NEXT button for the next name with a similar spelling. Once a listing has been located, pressing the MAKE CALL button will dial the extension displayed on your screen. This feature can also be used in conjunction with transferring and conference calling

PHONE / EXIT

Pressing this button always returns you to your home screen.

NAVIGATION BUTTONS

You can use the NAVIGATION buttons to move between calls and or features or press the appropriate button associated with the call or feature.