



**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.

## Avaya 9608/9611 Telephone



## Quick Reference with AVST Messaging


### For Support Dial:

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## 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

### Message Commands

- [1] Reply
- [2] Play envelope
- [3] Forward
- [5] Record
- [6] Delete/Restore
- [9] Send
- [0] Message Options

### Basic Commands

- [\*] Help
- [#] Cancel Exit

### While Listening to Messages

- [1] Rewind 5 secs
- [3] Advance 5 secs
- [7] [1] Reply to sender
- [7] [3] Forward message
- [7] [6] 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**

## PLACING CALLS

Lift the **RECEIVER** or press the **SPEAKER** or **OK** button.

### Internal Number:

4 digit dialing within Budapest office

7-digit dialing to:

Marnes, 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 2<sup>nd</sup> 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 2<sup>nd</sup> call, ANS DROP terminates the original call and answers the 2<sup>nd</sup> 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 2<sup>nd</sup> caller connects, press the **JOIN** softkey to add the 2<sup>nd</sup> 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.