



Quick Reference Guide Avaya 9611G



Three helpful tips to using your new phone:-

1) Changed phone options by pressing the phone buttons, not by touching the actual display.

On the bottom row of phone display are various words or commands. The four Softkey buttons below the screen correspond directly to these functions. Each Line / Feature button corresponds with the entry item displayed on screen. Press the Line/Feature button to perform these functions.

2) Phone display turns black after 15 minutes of inactivity. The display illuminates several different ways by: a) Picking up the phone receiver. b) Receiving an incoming call. c) Pressing the far right key of the Soft Keys.

3) Press the Phone button located in the middle of phone if stuck on an unfamiliar screen display.
The Home button is primarily used for personal phone settings.

Placing a Call – Pick up the handset receiver comment below for you may mean – 1) If using the speaker, press Speaker button. 2) If using a compatible hands free headset, press headset button.

Internal Calls:

- Pick up the handset. Dial the 5 digit extension of the party you wish to call.

Long Distance Calls:

- Pick up the handset
Dial **9** then **1** then **Area Code** then number.

Local Calls:

- Pick up the handset
Dial **9** and then the 7-digit local number

Dial By Name:

- **Dial By Name** should appear on phone display. Press the black PHONE/Exit button if the *Dial By Name* option does not appear. The phone will ask for the person's name or phone number you wish to call. State the first and last name of user. Phone locates person in system and places the call.



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Send All Calls to Voice Mail

- To a phone that currently does not have a call - Press **Send All** Softkey button.
- For a ringing phone: Press **To VMail** softkey.

When a phone call is active, the display reads *Hold, Conf, Transfer and Drop*. Press the corresponding Softkey directly under the display to perform these tasks.

Transferring Calls

1. Press Softkey button directly under the word *Transfer*
2. Dial the number to which the call will be transferred.
3. Press Softkey button under the displayed word *Complete* and hang up.
4. To stop the call transfer, press *Cancel* to return to original party. If you make a dialing error, press *Clear* to re-enter the number.

Placing a call on Hold to Answer another Call

When the phone rings, the caller's name and number appear on the display. This allows you to be automatically connected to the call when you lift the receiver or press the *Speaker* button.

If already on a call, and you want answer the new call - Press the **Ans-Hold** Softkey button. This will hold the existing call and allow you to answer the new call. The active phone *Line/Feature* buttons will blink green.

To resume a call when multiple lines are still active, press the corresponding *Line/Feature* green flashing button. To reconnect to a single call, press the Softkey button displayed under the word **RESUME**.

To End/Drop the existing call and answer a new call, press the **Ans-Drop** Softkey button. The Caller is disconnected immediately.

To send an incoming call to Voice Mail, press the **To VMail** softkey button.

To Ignore the new incoming call and silence the phone ringing, press the **Ignore** Softkey button

Conference Calls

Up to six people are allowed on a conference call, at one time.

Setting up Conference Calls

1. Have the first participant on the line.
2. Press the Softkey button under the word *Conf* or *Add* displayed on screen.
3. Dial the next person.
4. Press softkey button under the word *Join*.
5. Continue until all parties have been added to call.

Call History

You are permitted **100 history entries**.

1. Press the **History** button located in the middle of the phone to display a list of all your phone activity.
2. Use the arrow keys located in the white *OK* circle in middle of phone to move to through the call history. Press the left or right arrow to toggle through *All Calls* or *Missed* or *Answered* or *Outgoing* calls. Press the up or down white arrow to go a particular call entry. Press the *Call* Softkey to return the call. Press *Details* Softkey to view details of the call. Press *+Contacts* to add person to your *Contacts* list. Press *MORE* Softkey button. You may **Delete** a call or **Clear All** to clear all the phone calls in a *History* area. You must confirm this request by pressing the *Clear All* softkey twice.

Contacts

You may have up to **250 entries**

View Contacts

1. Press the black **Contacts** button located in middle of phone.
2. Scroll through contacts with the *Up/Down* white arrows located in middle of phone. Select the contact to be viewed.
3. Press *Details* softkey to view contact information.

Add a New Contact

1. Press the **Contacts** button.
2. Press *New* (You might have to press the *MORE* key to return to the "New" screen option).
3. Enter the name using dial pad and pressing the phone keys until the appropriate character appears.. Use the **Bksp** softkey to backspace and retype info
4. Use the navigation arrows to scroll down to the next field.
5. Enter the telephone number (**reminder: dial 9 to get an outside line**)
8. Press *SAVE* Softkey. Press the black phone button to return to main phone.

For assistance our Help Desk phone number is 441-8324.