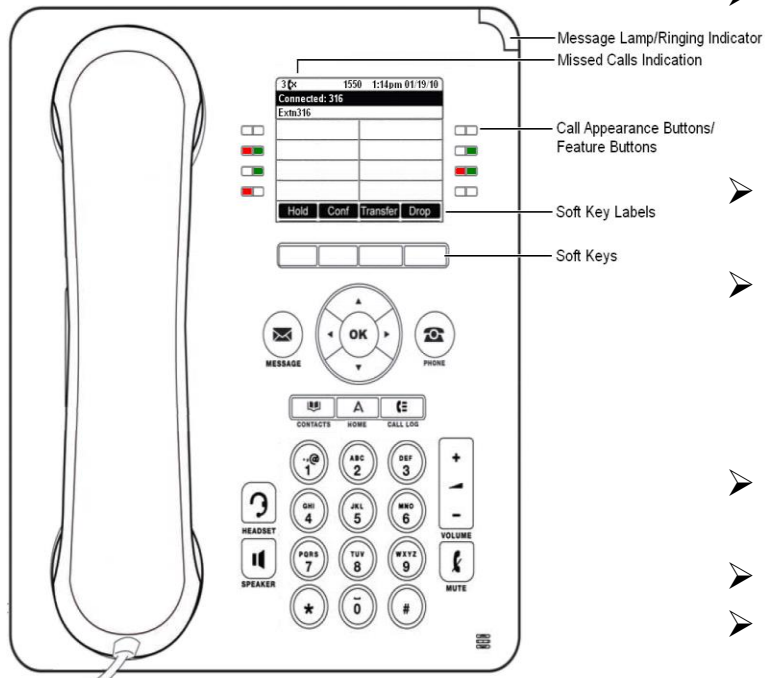


AVAYA IP 9608 Phone User Guide



Answering a second incoming call

- Press the flashing line appearance button, the first caller is placed on hold.

Place a call on hold

- Press the **Hold softkey**, or press another line appearance button.
- To return to the caller, press the flashing line appearance button of the held call.

Transfer a call

- While on the line with the caller, press the **Transfer softkey**.
- Dial the extension number
- Press the **Complete softkey**. You may announce the caller before pressing the **Complete softkey**.
- To cancel the transfer and return to the caller, press the **Cancel softkey**.

Transfer a caller to Voicemail

- While on the line with the caller, press the **Message button**. You can continue to talk with the caller.
- Dial the extension number
- Press the **Select softkey**

Place an internal call

- Lift handset or press speaker button.
- Dial the extension.
- Or press the **Contacts** button for the internal directory

Place an external call

- Lift handset or press speaker button.
- Press **9** to access an outgoing line.
- Dial the number to place the call.

Answering an incoming call

- Lift handset or press speaker button.
- If incoming lines do not ring your set, press the flashing line button to answer.

Place a conference call

- While on the first call, press the **Conference softkey**.
- Dial the extension of the next party, or press 9 plus the telephone number for an external call.
- After the party answers, announce the conference, then press the **Conf softkey** to join the parties
- If the call is not answered, Press the **Drop softkey** and then press the appearance key of the held call.

Contacts Directory

- 100 number personal directory
- Press **Contacts** button
- Press Left or Right Arrows to select your **Personal** directory
- To add a contact, Press **New softkey**
- Use the Up or Down Arrows to switch between the name and number entries.
- Enter the information
- Press the **Save softkey**.

Call (History) Log

- List of all numbers missed, answered and outgoing
- Press Call Log button
- Press Left or Right Arrows to select the call type: All, Missed, Answered or Outgoing.
- Use the Up or Down Arrows to scroll through the records.
- Press the **Details softkey** to get more information on the call.
- To save a call record into your Contacts, will in Details press the **+Contact softkey**.

Access Voice Mail

- Press **Message** button (envelope).
- Enter your voicemail password, if requested.
- Press the **Done softkey**
- Use your navigator arrows to highlight **Listen** and press the **Select softkey**
- Using your Up or Down Arrows highlight New, Old or Saved message bin, and press the **Select softkey** .
- Up or Down Arrows allow you to move between messages.
- **Sofkeys** control your playback options.

Personal Greeting

- Press **Message** button (envelope).
- Using your Up or Down Arrows, highlight Greeting, and press the **Select softkey**.
- Use the **softkeys** to Listen, Record, Submit or Delete greetings

Voicemail Messages

- Lamp will blink and Message button will light when you have a new voice mail.