

9611 IPO Telephone Guide

About Your Telephone



1. **Message Waiting Indicator** (🔴): When lit steadily red, indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
2. **Display Area:** The Display Area shows the caller information for incoming and outgoing calls. This area will also display different features and functions available on your phone.
3. **Call Appearance buttons and LED lights** (🇮🇹): Allows you to access the different lines and features available on your phone. The LED lights will change coloring depending on the activity on your phone.
4. **Softkeys Labels:** Allow you to access features that are on the phone. These labels will change depending on the status of the phone. Use the Softkey Buttons to access the features in this area.
5. **Softkey Buttons** (☐): Correspond to the labels in the display area. These labels and their functions will change depending on your state on the phone.
6. **Navigation Arrows and OK Button:** Use the Navigation Arrows to move through different screens and access different options on your phone. Use the OK Button to confirm actions on your phone.
7. **Phone Button** (📞): Returns you to your main phone screen.
8. **History** (📞): Allows you to view a list of Missed, Outgoing, and Incoming calls.
9. **Avaya Home** (🏠): The Avaya Home menu provides options that allow you to customize phone settings, select the display language, and view network information.
10. **Volume Control** (🔊): Adjusts the handset, Speaker, headset, and ringing volume, depending on which is in use.

11. **Mute** (🔇): Allows you to deactivate the microphone while active on a call.
12. **Dial Pad**: Standard 12 button pad for dialing phone numbers.
13. **Message** (✉️): The Message button allows you to connect directly to your voicemail system.
14. **Contacts** (📞): Stores speed dial entries for easy dialing.
15. **Headset** (🎧): With a headset connected, when pressed it changes audio control to the headset.
16. **Speaker** (🔊): Used to access the speakerphone.

Answer, Place, and End a Call

To receive a call:

1. Pick up the handset, Activate the Headset, Press the **Speaker** button or Press the **Answer** softkey.

To end a call:

1. Hang up the handset, Activate the Headset, or Press the **Speaker** button or Press the **Drop** softkey.

To send an incoming call directly to Voicemail:

1. Press the **To Vmail** softkey to send an incoming call directly to voicemail.

To ignore an incoming call:

1. Press the **Ignore** softkey to turn off the ringer for an incoming call.

To dial a call manually:

1. Pick up the handset, Activate the Headset, or Press the **Speaker** button.
2. Do one of the following:
 - Dial **8** and the outside number.
 - Dial the 4 digit extension number.

Hold

To place a call on hold:

1. Press the **Hold** softkey button.
 - The fast blinking green LED next to the Call Appearance button indicates the call is on hold.

To return to a held call:

1. Press the **Call Appearance** button next to the fast blinking red LED light.
 - You are now connected to the held call.

Transfer

To transfer the current call to another extension:

1. While active on a call, Press the **Transfer** softkey button.
2. When you hear dial tone, Dial the number you would like to transfer the call to.
3. Do one of the following:
 - To announce the call before transferring it, wait for the called party to answer. After announcing the caller, Press the **Complete** softkey button.
 - To transfer the call without announcing it, Press the **Complete** softkey button.
4. The call is sent to the number you dialed.
 - A two-second display message indicates the transfer is complete.

Note: To cancel the transfer, Press the **Cancel** softkey. You will be connected to the original caller.

Transfer Directly into Voicemail

To transfer a call directly to voicemail:

1. While active on a call, Press the **Message**  button.
2. Enter in the **extension number** of the party you would like to transfer the call to.
3. Press the **Select** softkey button.
4. Hang up.
 - The caller hears the greeting of the person you sent into the voice mailbox

Conference

To add another party to a call:

1. While active on a call, Press the **Conference** softkey button.
2. When you hear dial tone, Dial number of the party you would like to **add**.
3. After the party answers, Press the **Conf** softkey button to join all parties together.
4. Repeat Steps 1 through 3 for additional conference connections.

To drop the last person added to a conference call:

1. While active on a conference call, Press the **Drop** softkey button.
 - The last party added has been dropped from the conference.

Redial

To redial the last number called:

1. Press the **Redial** softkey button.
 - The last number called is automatically redialed.

To redial using a list of the last numbers called:

1. Press the **Redial** softkey button.

- The display area will show the last number called.
- 2. Press the **Up and Down Navigation Arrows** to scroll through the list of the last few numbers dialed.
- 3. When the number of the party that you would like to call shows in the display area, Press the **OK** button.
 - The number will automatically be redialed.

DND

DND or Do Not Disturb allows you to send all calls directly to voicemail.

To activate DND:

1. Press the button next to **DND**.
 - The DND LED light will illuminate, indicating that all calls will be sent directly to voicemail.
 - You will also notice the **Status** softkey has appeared.

To deactivate DND:

1. Press the button next to **DND** again
2. Or press the **Status** softkey and press the **Off** softkey to deactivate.
 - The associated light will no longer be illuminated, and all calls will ring through to your desk phone.

Paging

Allows you to page over the loudspeakers for emergency situations

To access the paging feature:

1. From any phone, dial the paging code provided to you by your administration staff.
2. Speak your message at the tone.

Forward

Call Forward allows you to forward all of your calls to another number.

To forward all your calls to another extension:

1. Press the **Call Fwd** button.
2. When you hear dial tone, Dial the extension number you want to forward all of your calls to.
3. Press the **Save** softkey.
 - The LED light next to Call Forward will illuminate indicating that all calls you receive will now ring through to the designated number.

To cancel Call Forward:

1. Press the **Call Fwd** button again.

2. Press the **Clear** softkey.
3. Press the **Save** softkey.
 - The associated light will no longer be illuminated, and all calls will ring to your desk phone.

Twinning

Delivers one-number access by enabling calls bound for an employee's business number to ring simultaneously on both their office phone and another phone.

To activate Twinning:

1. Press the **Twinning** button.
2. Using the dial pad and softkey buttons, Enter in the **number** you would like to ring simultaneously with your desk phone including the prefix 8.
3. When finished, Press the **Done** softkey button.
4. Press the **Save** softkey button.
 - The associated light will illuminate indicating that Twinning is active.

To deactivate Twinning:

1. Press the **Status** softkey button.
2. Highlight **Twinning**, and Press the **Off** softkey button.
 - The associated light will no longer be illuminated, indicating that Twinning is deactivated.

To answer an incoming call when twinning is activated:

To receive the call, you can pick up either at your extension or the twinned device.

- If you answer your extension, the call to the twinned device is terminated.
- If you answered on the twin device (your cell) you can return to your extension (desk phone) and press the Twinning call appearance. You can then continue the conversation on your desk phone and the call is terminated on your cell phone.

Note: If the call is a non-twinning call to your cell phone, it cannot be accessed from your desk phone.

To remotely turn twinning on and off:

From your cell phone associated with the twinning feature, call the remote access number: **607-758-4088**.

You will hear an announcement prompting you to enter your extension number and how to turn the twinning feature on or off.

Follow the prompts.

Contacts

The Contacts feature stores numbers for the following: Phone System Directory, Personal Speed Dials, System Speed Dials, and Hunt Groups.

To view the different Contacts List:

1. Press the **Contacts** button.
 - The first list that displays is All.
2. To view all the different available Contacts Lists, Press the **Right and Left Navigation Arrows**.
3. The lists that display are as follows:
 - **All:** Contains all internal, external, and group contacts.
 - **Personal:** Contains all of your personal speed dial entries.

To find an internal contact:

Under All contacts you will find the last names of the staff for all of the Cortland school district.

1. Press the **Contacts** button.
2. Start pressing the letters corresponding to the last name of the person you are trying to find.
 - Note: Press each letter once. Ex: Smith would be 76484.
3. You may have to use the navigation arrows to scroll up or down until you see the name. When you find it choose the option to call or details to see the extension number for that person.
4. Press the **Call** softkey to call the person.

To add a new contact:

1. Press the **Contacts** button.
2. Press the **Right Navigation Arrow** to show the Personal List.
3. Press the **New** softkey.
 - A new data entry screen will appear.
4. Using the dial pad, enter in the **Name** of this Contact.
 - Repeatedly press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - Press the **Bksp** softkey button to delete the last character.
5. Press the **Down Navigation Arrow**.
6. Using the dial pad, Enter in the telephone number.
 - Enter the telephone number as you would if you were dialing it directly.
 - Be sure to include an **8** in front of outside numbers.
 - If the number is long distance, Be sure to include a **8, 1**, then **area code**, then number.
7. When finished entering all information, Press the **Save** softkey or the **OK** button.

Deleting a contact:

1. Press the **Contacts** button.
2. Press the **Right Navigation Arrow** to show the Personal List.
3. Use the **Navigation Arrows** to highlight the contact you want to delete.
4. Press the **More** softkey button.
5. Press the **Delete** softkey button.
6. Press the **Delete** softkey button again to confirm.
 - If you press the **Cancel** softkey prior to pressing the **Delete** softkey, your contact information will not be removed.

To exit the Contacts screen:

1. Press the **Phone** button ()

Avaya Home

The Avaya Home button allows you to set preferences on your phone.

To change the ring tone:

1. Press the **Home** button.
2. The **Options & Settings** option will display, Press the **OK** button.
3. Press the **Down Navigation Arrow** to find **Screen and Sounds** Options.
4. Press the **Select** softkey or the **OK** button.
5. Press the **Down Navigation Arrow** to find **Personal Ringing**.
6. Press the **OK** button.
7. Press the **Up and Down Navigation Arrows** to listen to the 14 different ring patterns available. There are 6 Rich tones and 8 Classis tones. By default you hear the Cheerful option. You will need to hit the Classic softkey to hear those options.
8. When you hear the pattern you would like to use, Press the **Save** softkey button.

To activate Visual Alerting:

1. Press the **Home** button.
2. The **Options & Settings** option will display, Press the **OK** button.
3. Press the **Down Navigation Arrow** till the display area shows **Call Settings...**
4. Press the **OK** button.
5. The **Visual Alerting** option will be highlighted, press the **Change** softkey.
6. Press the **Save** softkey button when finished with your changes.

To change the display Contrast:

1. Press the **Home** button.
2. The **Options & Settings** option will display, Press the **OK** button.
3. Press the **Down Navigation Arrow** to find **Contrast...**
4. Press the **OK** button.
5. Use the **Navigation Arrows** to lighten and darken the display screen.
6. Press the **Save** softkey button when finished with your changes.

To exit the Menu screen:

1. Press the **Phone** button ()

History

The History stores a call log of All, Missed, Incoming and Outgoing calls.

To view the History:

1. Press the **History** button.
 - Use the **Up and Down Navigation Arrows** to view all entries in the list.
 - Use the **Right and Left Navigation Arrows** to display different lists, including All Calls, Missed, Incoming, and Outgoing.
2. To view more information about an entry, Press the **Up and Down Navigation Arrows** to highlight the entry.
3. Press the **Details** softkey button.

To add a History entry to your contacts list:

1. Press the **History** button.
2. Use the **Navigation Arrows** to find the entry you would like to add as a contact.
3. Press the **Details** softkey button.
4. Press the **+Contact** softkey button.
 - If your contacts list is full, the **+Contact** softkey is not displayed.
5. Use the **Navigation Arrows** and the dial pad to edit the name or number.
6. Press the **Save** softkey or the **OK** button.
 - The entry has been stored in your Contact list.

To remove an entry from the History:

1. Press the **History** button.
2. Use the **Navigation Arrows** to find the entry you would like to delete.
3. Press the **More** softkey button.
4. Press the **Delete** softkey button.

To clear all entries from the History:

1. Press the **History** button.
2. Use the **Navigation Arrows** to select the list you would like to delete.
3. Press the **More** softkey button.
4. Press the **DelAll** softkey button.

To exit the History screen:

1. Press the **Phone** button ()

Features

The Features screen allows you to access additional features on your phone.

To pick up another ringing phone:

1. Press the **Features** softkey button.
2. Highlight **Pickup...** and Press the **OK** button.
3. Do one of the following:
 - Enter in the **extension number** of the ringing phone.
 - Press the **Any** softkey button to pickup any ringing phone.
 - Press the **Dir** button to see the company directory.
4. Press the **Pickup** softkey button.
 - You are now connected to the caller.

To add a Busy Lamp field (BLF):

1. Press the **Features** softkey button.
2. Scroll down to **Phone User...** and Press the **OK** button.
3. Press the **Self Administer...** button.
4. Using the navigation arrows find an available button.
5. Press the available button you want to change and press **Replace**.
6. Scroll up and select **User BLF** and press **Select**.
7. Enter the **extension number** you want on that button.
8. Press the **Save** softkey.
9. For additional BLF buttons, follow steps 5 through 8.

To call an extension associated with the Busy Indicator:

1. Press the programmed Busy Indicator.

To transfer to an extension that you have a Busy Indicator on your phone:

1. While active on a call, press the **Transfer** button.
2. Press the button next to the associated Busy Indicator.

To change the Call Settings on your phone:

1. Press the **Features** softkey button.
2. Use the Down Navigation Arrow to highlight **Call Settings...** and Press the **OK** button.
3. The following is a description of the options on this screen:
 - **Do Not Disturb:** If set to On, sends all calls to Voicemail.
 - **DND Exceptions:** When DND is active, numbers in the DND Exception list will still ring through to your desk phone. All others will go to Voicemail.
 - **Internal Auto-Ans:** If set to On, when an internal extension calls your desk phone your speakerphone will automatically pickup.
 - **Withhold Number:** if set to On, it will block your caller ID on outgoing calls.
 - **Disable Ringer:** When set to On, the phone will not ring.

- **Coverage Ring:** If you have bridged appearances, you can designate if you would like them to ring or not.
 - **Redial Action:** Allows you to change the Redial option to display either a list of numbers for you to recall or automatically call the last number dialed.
 - **Enbloc Dial:** If set to On, allows you to edit numbers before being dialed, similar to a cell phone.
 - **Auto Display Waiting Calls:** if set to On, allows you to see the details of a call that is on hold.
 - **Call Timer:** Allows you to show the timer on your phone if set to On.
 - **Show Last Call Duration:** If set to On shows how long you were on the last call. Stays for 5 seconds on your phone.
4. Make all necessary changes and Press the **Save** softkey button when finished.

To exit the Features screen:

1. Press the Phone button .

Voicemail

Your Message Waiting Indicator lamp will illuminate when a caller has left a message for you.

To retrieve your messages:

1. Do one of the following:
 - Press the **Message** button  to access **Visual Voicemail**.
 - Dial ***17** to access the voice prompted Voicemail option.
2. Follow the prompts to retrieve your messages.

Note: Refer to the voicemail handouts for further instructions.