



Release 7.1.15
Issue 1
February 2022
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Avaya 9608/9608G/9611G IP Deskphones SIP Quick Reference

Icons on the deskphone

The following table lists the icons used in the Avaya 9608 IP Deskphone and Avaya 9608G IP Deskphone.

Icon	Description
	Missed call on your phone. A call was not answered or was forwarded to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	EC500 is activated.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow for additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	The call in progress is muted.

Table continues...

Icon	Description
	Pressing - on the Volume button continuously causes the ringer volume to turn off. To reinstate volume, press + on the Volume button.
	Icon indicating the deskphone is not connected to its network and is operating in "failover" mode. Some features might not be available or work correctly. See the topic <i>Limited access during failover</i> for information. If this icon displays in the appearance line, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up.
	You have designated this contact or feature as a "favorite."
	Indicates that the Send All Calls feature is on.
	Indicates that the call is using a wideband codec for excellent quality voice call.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature. The LNCC feature changes the Multiple Call Appearance deskphone to a Single Call Appearance deskphone.
	Indicates that the SLA Mon™ agent has taken control of the deskphone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates the Team button ringing state.

The following table lists the icons used in Avaya 9611G IP Deskphone.

Icon	Description
	Microphone is muted.
	Missed call on your phone.

Table continues...

Icon	Description
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	The deskphone has activated the EC500 feature.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see more pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when the application area has more information than it can display.
	Pressing - on the Volume button continuously causes the volume to turn off. To reinstate volume, press + on the Volume button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and unavailable.
	Team icon indicating this team member is not on a call, but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.

Table continues...

Icon	Description
	Indicates that the deskphone is not connected to the session manager and is operating in "failover" mode. Some features might not be available or work correctly. See the topic <i>Limited access during failover</i> for information. If the appearance line displays the icon, the icon indicates that the phone has encountered a failure and has preserved the media session until the near user hangs up. Icon also indicates non-AST mode.
	You have designated this contact or feature as a "favorite."
	The icon shown applies to the deskphones with color display. The EC500 feature is on.
	The icon shown applies to the deskphones with color display. The Send All Calls feature is on.
	Indicates that the call is using a wideband codec for excellent voice quality.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature. User can control the number of concurrent incoming calls by using the Limit Number of Concurrent Calls (LNCC) feature that changes the Multiple Call Appearance deskphone to a Single Call Appearance deskphone. If the user receives an incoming call when the LNCC feature is active and the user is already on a call, the caller gets the busy tone.

Table continues...

Icon	Description
	Indicates that the SLA Mon™ agent has taken control of the deskphone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates that the end to end call is secured.

Call history icons for 9608/9608G deskphones

The following table lists the call history icons for Avaya 9608 IP Deskphone and Avaya 9608G IP Deskphone.

Icon	Name	Description
	Missed call	Indicates that you did not answer the call or forwarded the call to your voice mail.
	Answered call	Indicates that you answered the call.
	Outgoing call	Indicates that you made the call.
	Bridged call	Indicates the number of bridged calls.

Call history icons for 9611G deskphones

The following table lists the call history icons for Avaya 9611G IP Deskphone.

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates the number of bridged calls.

Presence icons for 9608/9608G deskphones

The following table lists the presence icons for Avaya 9608 IP Deskphone and Avaya 9608G IP Deskphone.

Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the phone.
	Do not Disturb	User does not want to communicate.
	Out of Office/Offline	Out of Office: User is out of the office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the phone is not registered.

Presence icons for 9611G deskphones

The following table lists the presence icons for Avaya 9611G IP Deskphone.

Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the phone.
	Do not Disturb	User does not want to communicate.

Table continues...

Icon	Name	Description
	Out of Office/Offline	Out of Office: User is out from the office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the phone is not registered.

MLPP icons for 9608/9608G deskphones

The following table lists the MLPP icons used for Avaya 9608 IP Deskphone and Avaya 9608G IP Deskphone.

Icon	Name	Description
	Priority	Priority icon is for a priority call.
	Immediate	Immediate icon is for a priority call with a higher precedence value than Priority.
	Flash	Flash icon is for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon is for a priority call with the highest precedence.

MLPP icons for 9611G deskphones

The following table lists the MLPP icons used for Avaya 9611G IP Deskphone.

Icon	Name	Description
	Priority	Priority icon for a priority call.

Table continues...

Icon	Name	Description
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.
	Flash Override	Flash override icon for a priority call with highest precedence.

Handling calls and conferences using Multiple Device Access

With the Avaya Aura® and Multiple Device Access feature, you can have up to ten devices configured with the same extension number. You can use this extension number to transfer active calls between your devices.

Ensure that the system administrator has activated the Multiple Device Access feature (MDA) for your extension.

1. Initiate a call from your phone.
2. To transfer the call to another phone, press **Bridge** on your phone.

If the MDA phone that is joining the call uses a different signaling mode address family, you might notice the Limited Service icon appear on your device for a brief moment. After the MDA phone that is joining the call switches to using the signaling mode address family of the active call, the icon disappears.

Making a call with precedence

Use this procedure to make call with precedence level by manually dialing the extension number or selecting the desired extension from **Favorites**, **History**, or **Contacts**. The call precedence level are categorized under the following options:

- FO: Flash Override
- FL: Flash
- IM: Immediate
- PR: Priority
- Routine: Default value with lowest precedence.

Ensure that your extension is configured with the required level of precedence and your administrator has enabled the Multiple Level Precedence and Preemption feature.

Do one of the following:

Choice Option	Choice Description
Use dial plan configuration.	Dial the prefix digits followed by the extension number. * Note: The dial plan configuration is done on the Local Session Controller (LSC) or Enterprise Session Controller (ESC).
Use Priority softkey.	<ol style="list-style-type: none"> a. Press Priority softkey on the idle line appearance. b. Select the precedence level on the Precedence Selection screen. c. Dial the desired extension. + Tip: You can also select redial softkey or autodial from the System Number screen. * Note: Configuration is done by setting the parameter <code>ENABLE_PRECEDENCE_SOFTKEY</code> .
Use Avaya Menu.	<ol style="list-style-type: none"> a. Press Avaya Menu button. b. Select Priority Call. c. Select the precedence level from the Precedence Selection screen. d. Select the desired extension either from the Contacts or History screen

Routine is highlighted on the call session line if no call is made within five minutes. Also, the precedence level is valid for only one call session.

Transferring a call

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
2. Press **Transfer**.
3. Dial the number if you know the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without

announcing the call. Otherwise, press **Complete** or press **OK**.

*** Note:**

Your deskphone might receive unanswered transfers as recalled transfers. In this case, you hear a priority ring that is different from a normal ringtone and see the display message *Return* next to the call.

Making an unattended transfer

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call:** Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - **Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - **Cancel:** Terminates the call transfer.
 - **More:** Displays more options related to call transfer.
 - **Priority:** Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.
Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.
The phone displays the Select Transfer Method screen.
4. Select **Talk** softkey.
5. To complete the transfer, press the **Complete** softkey.
The phone transfers the call to the selected number.

*** Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message *Return* next to the call.

- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an attended transfer

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.
2. Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call:** Displays the held call line appearances as an option and switches to the Select Transfer Method screen.
 - **Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - **Cancel:** Terminates the call transfer.
 - **More:** Displays more options related to call transfer.
 - **Priority:** Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

3. Select **Transfer** softkey.
Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol**, **Clear**, **123**, and **Cancel** are displayed when you select **More** option.
The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.
4. To complete the transfer, press the **Complete** softkey.
The phone transfers the call to the selected number.

*** Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message *Return* next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an emergency call

If your administrator configured emergency calling for your phone, the **Phone** screen displays the **Emerg** softkey to dial a preset emergency services number.

*** Note:**

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone.

! Important:

During phone failover, when the phone switches between system servers due to a system failure, the **Emerg** softkey might not be available until your phone connects to an alternate server. This process might take a few seconds.

1. On the Phone screen, press **Emerg**.
2. Press **Yes** when the phone displays a prompt.
3. To end the emergency call, press **End Call**.

Dialing an E.164 number

1. Press asterisk (*) twice.
If you are using the **SPEAKER**, the **HEADSET**, or the call appearance line, the phone displays the plus sign (+) softkey on the screen.
2. Dial the number that you want to call.

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The phone automatically answers the incoming call and puts the previous call on hold.

*** Note:**

To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Answering a call for a call pickup group member

1. From the Phone screen, gain access to the Features screen.

2. Scroll to **Call Pickup** and press **Select** or the corresponding line button.

Answering a call on a bridged line

Answering a call on a bridged line is the same as answering the call on a primary line. For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer** or **OK** button.

1. Select the bridged call that you want to answer.
The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.
2. Press **Answer**.

Joining a call on a bridged line

Ensure that the feature is activated by the administrator.

1. Select the bridged call in progress that you want to join.
2. Press the **Bridge** softkey or **OK** or press the corresponding line key.

Initiating a group page

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

1. Dial the group pilot number.
The extensions in the group that you are calling auto answer the page.
2. Wait for seven seconds before you speak as the phone requires that time to allow an audio path.
3. Press **End Call** to stop paging.

Activating Send All Calls

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is

administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

You can also turn **Send All Calls** on or off by using the phone Features list.

If you enabled the DND affects SAC option, the phone activates the SAC feature when you manually change the presence status to DND.

* Note:

Do not enable the SAC feature in case you selected the cover all option for the coverage path. Enabling both features at the same time can cause duplicate entries in the call log.

1. Navigate to the Features screen.
2. Scroll to choose **Do not disturb**.

* Note:

If you want the feature label to read as **Send all calls**, contact your administrator to relabel the feature name.

3. Press **Select** or **OK** or the corresponding line key to activate the feature.

Activating call forwarding

1. Gain access to the Features screen.
2. Scroll to choose **Call Forward**.
3. Press **Select** or the corresponding line button.
4. Enter the destination number to which you want to forward your calls.
5. Press **#**.

* Note:

You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

Adding a person to an active call

You can add participants to an active call to set up a conference call.

Start a call.

To make a call to a participant, do one of the following:

- Dial the phone extension by using the dial pad.
- Call the person from the Contacts list or the Recents list.

Adding a person on hold to a conference call

During an active call, press **Hold**.

Answering an active call on a monitored extension

1. Press **Main menu**, and scroll to **Features**.
2. Press **Select**.
3. Scroll to choose the monitored extension for which you want to answer the incoming call.
4. Press **Select**.

Setting up speed dialing

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Assign Speed Dial Entries**.
3. Scroll and press **Assign** to select the required unassigned line.
4. Press **Select** to select the number that you want to assign.

Setting up favorites

Use this task to create a list of favorite contacts or features for quick access. You can include up to nine favorite items in the favorite list.

1. Press **Main Menu**.
2. Press **Select** to select **Options & Settings > Assign Favorites Entries**.
3. Press **Contacts** or **Features** to select and set the favorites.

Changing the language

1. Press **Main menu**.
2. Select **Options & Settings**.
3. Press **Select**.
4. Press **Select**.
5. Select **Language & Region**.
6. Select **Language**.
7. Press **Select** or **OK**.
8. Select a display language.
9. Press **Select**.
10. Press **Yes** to confirm the selected language.

Setting up automatic call back

1. Gain access to the Features screen when you get a busy signal from the extension that you called.
2. Scroll to **Auto Callback**.

3. Press **OK** or press the corresponding line button.

Activating EC500 for simultaneous ringing on multiple phones

With the EC500 feature, you can program calls in the way that your desk phone and your cell phone ring simultaneously when there is an incoming call. Using this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

1. From the Phone screen, go to the **Features** screen.
2. Scroll to **EC500**, and press **Select**.

Extending a call to your cell phone (EC500)

You can use the Extend Call feature to receive a call that is active on your office phone on your mobile phone. The Extend Call feature uses EC500 Extension to Cellular. You to transfer an office call to your mobile phone and move away from your desk. This feature is programmed by your system administrator.

* Note:

Your administrator can set the destination mobile number.

1. During an active call, gain access to the Features screen.
2. Scroll to **Extend Call**, and press **OK** to forward the call to your mobile phone.
3. Answer the call on your cell phone.
The call remains active on your phone, so you can switch back to your phone at any time.

Adding a new contact

You can add up to three numbers to a contact. You can add up to six distinct numbers to a contact. For a work extension, selecting **Track Presence** allows you to track the contact's presence, for example, Available, Busy, Away, Do Not Disturb, Out of Office or Offline. You need to create a new contact to track presence if the work extension of the contact is changed.

1. Do one of the following:
 - If this is your first Contacts list entry, press **Contacts > New**.
 - If you already have entries in your Contacts list, press **Contacts > More > New**.
2. Enter the first and last name using the dial pad.
3. Choose **Yes** in the **Track Presence** field to know the presence information for this contact. If the presence information is available for this person, the phone

displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.

4. In the **Number** field, enter the extension number.
The contact number can include a-z, A-Z, 0-9, and the following special symbols: comma (,), space, dash (-), dot (.), +, *, #, \$, &, !, ~, ?, +, =, |. A comma (,) inserts a pause during dialing.
5. Press **More > Primary** if applicable.
The primary number is the one that will always display without having to go into contact details.

* Note:

When adding a contact number, you must use your enterprise phone number as the Primary number as this number is utilized for presence indication.

6. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
7. If you have another number of this contact, scroll down and repeat steps 5 to 6.
You can add up to five additional numbers to one contact entry, but you can designate only one number as primary.
8. Press **Save**.

Searching for a contact

Use this task to search for a contact that already exist in your contacts list.

You can jump to a certain group of letters in your contacts list by pressing the associated dial pad button. For example, if you press 3, the phone displays entries starting with D, E, or F depending on the names of contacts that you might have in the contacts list that start with any of these letters. With each successive dialpad key press, the phone displays the matching entries.

1. Press **Contacts**.
2. Use the dialpad to type the name that you want to search.
If you set up your contacts in the Last Name and First Name format, type the letters of the last name. If you have set up your contacts using a different format, type the most likely letters that matches the contact that you want to find.
3. When the phone displays the required match, you can perform any of the following actions:
 - To call the contact, press **Call**.
 - To edit the contact information, press **More > Edit**.

Accessing Exchange contacts

1. Press **Contacts**.

2. Press the **More** softkey twice and then press the **Exchange**  or  softkey.
3. To copy a contact from the Exchange server to the contacts list, press **+Local**.
4. On the Contact Edit screen, specify the name, telephone numbers, and telephone types for the contact.
5. Press **Save**.

Parking a call

1. During an active call, gain access to the Features screen.
2. Scroll down to **Call Park**, and press one of the following:
 - **OK**
 - Corresponding line buttonA checkbox is selected and is displayed on screen.

Unparking a call

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

1. From the Phone screen, gain access to the Features screen.
2. Press **Select** or **OK** or the corresponding line button to choose **Call Unpark**.
3. Enter the original extension from which the call was parked.
4. Press **Enter** or **OK** to unpark the call.

Reviewing your appointments

Use this task to view your calendar appointments on your phone.

1. On the Phone screen, scroll to choose **Applications > Calendar**.
The phone displays the appointments in the start-time order.
2. Perform one of the following actions:
 - To move backward or forward from one appointment to another, press **Prev** or **Next**.
 - To call the person with whom you have the appointment, press To call the person with whom you have the appointment, tap **Call**.
 - To update the calendar with any new appointments that you have set up on your calendar, press **More > Refresh**.
 - If you pressed **More** and want to re-display the previous set of softkeys, press **More** again.

- To exit the calendar and return to the Phone screen, press **More > Exit**.

Long-term acoustic exposure protection

have the long-term acoustic exposure protection to prevent the users from getting acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. If a dynamic setting is selected, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector support long-term acoustic exposure protection when the headset profile is set to **Profile1**.

Related links

[Configuring Long term acoustic exposure protection](#) on page 7

Configuring Long term acoustic exposure protection

Use this procedure to configure the long-term acoustic exposure protection feature for your headset to protect from the acoustic exposure.

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

1. Press **Avaya Menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Advanced Options**, and press **Select**.
4. Scroll to **Long Term Acoustic Exposure Protection**, and press **Select**.
5. Choose one of the following and press **Select**:
 - **Default**
 - **Off**
 - **Dynamic**
 - **8 hours**
 - **4 hours**

Related links

[Long-term acoustic exposure protection](#) on page 7

Setting headset profile

1. Press the **Main menu**.

2. Press **Select** to select **Options & Settings > Advanced Options > Headset Profile**.
3. Press **Change** or **OK** button to select the profile that matches your headset.
4. Press **Save**.

Changing the presence status

The phone displays your presence status on the top line that you can change manually.

1. Press **Main Menu**.
2. Press **Select** to select **My Presence**.
3. Scroll and press **Select** to choose any of the following options:
 - **Automatic**: To let the phone manage the presence state.
 - **Available**: To show you are available and open for communication.
 - **Busy**: To show you are busy.
 - **Away**: To show you are away from the phone.
 - **Do not Disturb**: To show you are not open for communication.
 - **Out of Office**: To show you are out of office.
 - **Offline**: To appear invisible. The phone continues to keep the presence subscriptions with the Presence Server. The phone also keeps receiving notifications for the contacts for whom the phone subscribed to watch.
4. Press **Save**.