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## Navigation tips

A navigation icon appears in the telephone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to move between the Phone screen and Features list or the Features list and System Numbers list. Go to other screens when the paging icon (left- and right-facing arrows) displays on a line or to move the cursor right or left when entering text.

The softkey labels change according to the options available for the line you select. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

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## Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Home button, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

- Options & Settings...
- Browser... (not currently available)
- Network Information...
- About Avaya one-X
- Log Out

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more. See [Options & Settings](#) for more information.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone and provides diagnostic information. See [Viewing Network Information](#) for information. If your administrator has set up Web applications, this option appears under the Phone Settings menu instead.

About Avaya one-X provides the release number of your telephone software.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in.

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## Answering and making a 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 **Speaker** to answer 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**.

### Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

### Making an emergency call

You do not have to be logged in to make an emergency call. If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

#### Important:

During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

1. Press the **Emerg.** softkey. If you do not see an **Emerg.** softkey, pick up the handset or press the **Phone** button, then press the **Emerg.** softkey.
2. If the telephone prompts "Do you want to make an emergency call?" press the **Yes** softkey. Some phone systems will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker and displays "Emergency Call in Progress".
3. To end the emergency call, press the **End Call** softkey or press the **Speaker** button.

### Making a call using edit dialing

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using softkeys, you can change the number/character format or backspace to "edit" the number before actually dialing it.

### Putting a call on hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.
4. Press **Resume** or the line button of the held call to retrieve the call. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

### Transferring a call

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**.

### Forwarding calls

1. From the Phone screen, scroll right to access the Features menu.
  2. Select Call Fwd.
  3. Enter the number to which you want to forward your calls as the destination, then press **Enter** or **OK**.  
After you enter the forwarding number, you hear a confirmation tone.
  4. Press **OK** to turn the call forwarding feature off if it is already on.
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## Using the conference feature

### Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

### Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.

4. Press **Resume** to take the call off hold.
5. Press **Join** or **Conf** to add the person to the conference call.

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## About Features

In addition to the Features menu, your administrator may also place selected features on softkeys on the call appearance (Phone) screen. Frequently used features can also be set up on the Quick Touch panel, if the panel is activated. For more information about what features and options are available for your extension, contact your system administrator.

### Accessing the Features menu

1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to see the features that have been administered for your extension.

### Send All Calls

1. From the Phone screen, scroll right to access the Features menu.
2. Select SendAllCalls.
3. Press **OK** or press the line button on which Send All Calls appears to turn Send All Calls on or off.

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## Contacts

### \* Note:

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality.

### Searching for a contact

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

### Extended searching

1. Press **Contacts**.
2. Press **Search**.
3. Use the dialpad keys to enter all or part of the first and last name of the person you want to call.
4. Press **Search** to start the search.
5. If the search displays the name and number of the person you want, select the line on which that person appears and press the appropriate softkey:
  - **Call** to dial that person's number.
  - **Details** to see detail information on this person.
  - **+Contacts** to add this person to your Contacts list.
  - **Cancel** to return to the Search screen.
6. If the search does not locate the person you want, press **Cancel** and use this procedure to perform a different search. For example, if you entered a partial first and/or last name, enter the name in its entirety and search again.

### Calling a person from the contacts list

1. Press the **Contacts** button.
2. Select the person or number you want to call.
3. Locate the contact you want by starting to type the person's name as it is listed.
4. Press **Call** or **OK**.

### Adding a new contact

1. Press **Contacts**.
2. Press **New**.
3. Enter the first and last name using the dialpad.
4. Select the next field.
5. To know the presence information for this person select **Yes** on the **Track Presence** field. If presence information is available for this person, presence icons will subsequently appear next to this person's name/number on the Phone or Contact screen.

6. Select the next field.
7. Enter the telephone number and press **Primary** if applicable.
8. Select the next field.
9. Select the type of number entered (work, mobile, home, track presence).
10. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
11. Press **Save** or **OK**.

### Editing a contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

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## Call History

### Calling a person from the call history

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

### Adding an entry from the call history to your contacts list

1. Press **History** button.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.

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## Changing the language

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

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## For more information

Go to [www.avaya.com/support](http://www.avaya.com/support) for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.



## Avaya one-X™ Deskphone SIP 9608/9611G Quick Reference

