AVAYA

Release 7.0.1
Issue 1
May 2016
© 2014-2016, Avaya, Inc.
All Rights Reserved.

Avaya 9608/9608G/9611G IP Deskphones SIP Quick Reference

Icons

Icons on the deskphone

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

Icon	Description
	Missed call on your phone.
	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.

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 *Limited access during failover* 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.
HD	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.
CTL	Indicates that the SLA Mon™ agent has taken control of the deskphone.
REC	Indicates that the call is being recorded for SLA Mon™.

Icon	Description
	Microphone is muted.
	Missed call on your phone.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.

Table continues…

Icon	Description
	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.
	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 *Limited access during failover* for information.

Table continues…

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

Related links

Call history icons for 9608/9608G deskphones on page 2
Call history icons for 9611G Deskphones on page 2
Presence icons for 9608/9608G on page 2
Presence icons for 9611G on page 2

Call history icons for 9608/9608G deskphones

The following icons indicate the types of calls.

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

Related links

Icons on the deskphone on page 1

Call history icons for 9611G Deskphones

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.

Related links

Icons on the deskphone on page 1

Presence icons for 9608/9608G

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 deskphone.
	Do not Disturb	User does not want to communicate.
	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 deskphone is not registered.

Related links

Icons on the deskphone on page 1

Presence icons for 9611G

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 deskphone.
	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 deskphone is not registered.

Related links

Icons on the deskphone on page 1

Answering and calling

Switching to another deskphone during an active call

The feature is available only if the administrator enables the option for your extension.

1. Answer the incoming call from your deskphone.
2. To switch to the other deskphone, press **Bridge** on that deskphone.

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 emergency call

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

Dialing an E.164 number

1. Press asterisk (*) twice or press the plus sign (**+**) to display the plus sign (+).

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

Call pickup group

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.

Bridged calls

Answering a call on a bridged line

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

1. Select the bridged call in progress that you want to join.
2. Press the **Bridge** softkey.

Paging

Initiating a group page

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 deskphone requires that time to allow audio path.
3. Press **End Call** to stop paging.

Call forwarding

Activating Send All Calls

1. Gain access to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or the corresponding line button 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 **Enter**.

   After you enter the forwarding number, you will hear a confirmation tone.

Conferencing

Adding a person to an active call

1. From the Phone screen, select your active call.
2. Press **Conf**.

   The active call goes on hold.
3. Dial the telephone number, or call the person from the contacts list or the History list.
4. Press **Join** when the person answers the call.
5. To add another person, press **Add** and repeat Steps 3 to 4.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf** to establish a conference, or press **Add** if you are already in a conference.

   The active call goes on hold.
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** to add the person to the conference call.

Team button

Answering an active call on a monitored extension

1. Go to the Features screen.
2. Scroll to choose the monitored extension for which you want to answer the incoming call.
3. Press **Select** or press **OK** twice.

Options & Settings

Setting up speed dialing

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

Features

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

1. From the Phone screen, gain access to the **Features** screen.
2. Scroll to **EC500** and press **OK/Select** or the corresponding line button.

Extending a call to your cell phone (EC500)

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 deskphone, so you can switch back to your deskphone at any time.

Contacts

Adding a new contact

1. Press **Contacts** > **New**.
2. Enter the first and last name using the dialpad.
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 deskphone displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.
4. Scroll to the next field.
5. Enter the 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.
6. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
7. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.

   You can add up to five additional numbers for this contact, but you can designate only one number as primary.
8. Press **Save**.

Searching for a contact

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 deskphone 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**.

Call parking

Parking a call

1. During an active call, gain access to the Features screen.
2. Press **OK** or the corresponding line button to choose **Call Park**.

   After parking the call successfully, the deskphone provides a confirmation tone.

Unparking a call

1. From the Phone screen, gain access 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 release the call.

Appointments

Reviewing your appointments

1. On the Phone screen, scroll to choose **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 **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**.

Headset profiles

Setting headset profile

1. Press **Home**.

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.

   For more information on headset profiles that Avaya supports, see the document *Avaya one-X® 96X1 Series IP Deskphone Headset Profiles* at the Avaya Support website.
4. Press **Save**.

Presence

Changing the presence status

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

1. Press **Home**.
2. Press **Select** to select **My Presence**.
3. Scroll and press **Select** to choose any of the following options:
   - **Automatic**: To let the deskphone 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 deskphone.
   - **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 deskphone continues to keep the presence subscriptions with the Presence Server. The deskphone also keeps receiving notifications for the contacts for whom the deskphone subscribed to watch.
4. Press **Save**.