

## GENERAL OVERVIEW

### 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 and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does not automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

#### *Placing a Call*

- Lift the handset and dial the number
- Press the Headset button if you are using a headset
- Press the Speaker button if you are using the speakerphone

### PUTTING A CALL ON HOLD

1. Press **Hold**.
2. Press **Resume** retrieving the call.

### TRANSFERRING A CALL

#### *To Transfer a Call to an Extension*

1. While on a call, press the **Transfer** soft key; the caller automatically goes on hold.
2. Dial the number where you want to send the call.
3. Press the **Complete** soft key to complete the transfer

**Note:** If you need to return to the caller, press the **Cancel** soft key or the call appearance button of the original call.

### CONFERENCE

You can conference up to five other people (internal and/or external) on a conference call.

#### *Setting Up a Conference Call*

1. While on a call, press **Conf**.
2. Dial the telephone number or call the person for the Contacts or History list
3. Press **Join** to add the person to the conference call.

4. To add additional parties, press the **Add** soft key and dial the next number.
5. Press **Join** to connect all parties. Repeat steps 4 and 5 as needed.

#### *Dropping a person from a conference call*

- Press the **Drop** soft key to remove the last added party

## ADVANCED FEATURES

### CALL FORWARD

This feature will allow you to forward your internal extension number to any inside internal extension number.

To use with a fixed button on your telephone:

1. Scroll to the right to access the Feature Menu
2. Select the button labeled Call Forward
3. Enter the internal extension number where you want your call to go.
4. You will hear 3 beeps as a confirmation

To use without a fixed button on your telephone:

1. Lift your handset
2. Dial \*04 (dialtone heard)
3. Enter the extension number where you want your calls to go.
4. You will hear 3 beeps as a confirmation

### UN FORWARD YOUR CALLS

To use with a button:

1. Scroll to the right to access the Feature menu
2. Select the Call Forward button
3. Say Ok to turn off

To use without a button on your telephone:

1. Lift the handset
2. Dial #04
3. You will hear 3 beeps as confirmation

### CALL PICKUP

You must first be in a Pickup Group for this to work

To use with a fixed button on your telephone:

1. Scroll to the right to access the Feature Menu
2. Select the Call Pickup button . (you have now answered the call)

To use without a fixed button:

1. Lift your handset
2. Dial \*75. You have now answered the call.

### CALL PARK

This feature allows you to park caller at your extension for pickup at any other telephone.

To use with a button on your telephone:

1. Scroll to the right to access the Feature menu

2. Select the Call Park button
3. You will hear 3beeps as confirmation

To use without a button on your telephone:

1. With the caller on the line with you, Hit the transfer button
2. Enter \*74
3. You will hear 3 beeps as confirmation.

### PARK RETRIEVE

This feature is used to pick a call that has been parked

To use with a button on your telephone:

1. Scroll to the right to access the Feature Menu
2. Select the Prk Retrieve button
3. Enter the extension number where the call was parked

To use with a button on your telephone:

1. Lift your handset
2. Enter #74
3. Enter the extension number where the call was parked.

**To redial** the last number if you do not have a redial button:

1. Lift your handset and dial \*05

### SEND ALL CALLS

By activating this you will send everything immediately to your voicemail. (DND)

With a button on your telephone:

Press the Send Call button

To turn off simply touch the Send Calls button again

Without a button on your telephone:

1. Lift your handset
2. Dial \*85 to turn on or #85 to turn off

### PAGE

By activating this button you will be able to Page over Phones, External Pagers.

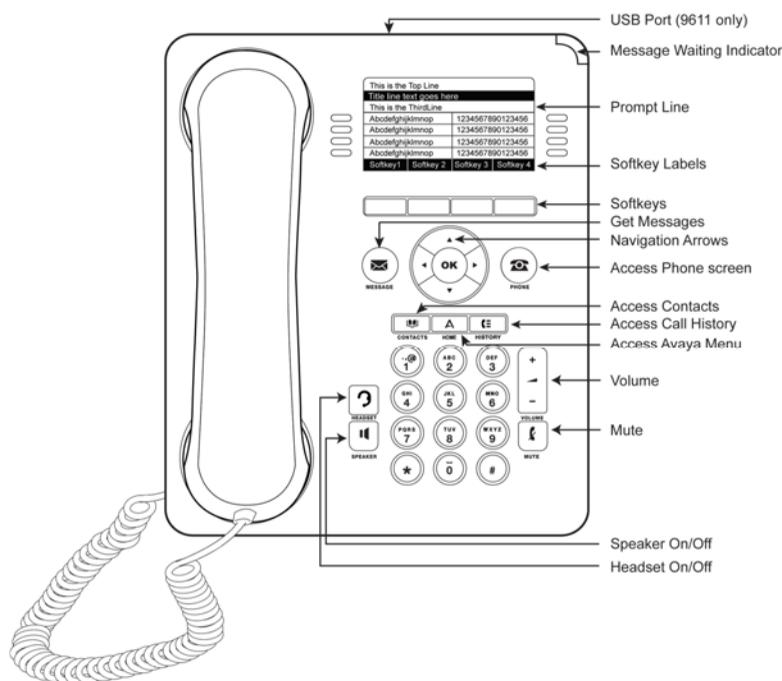
1. Press the Grp Page button
2. Make clear announcement using the handset not speakerphone
3. Hang up

### BUSY INDICATORS

These buttons if programmed will tell you when that individual is on their telephone and also acts as an Auto Dial to that extension.

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**NOTE: All extension numbers will be 7 digits in length  
No need to dial a 9 for calling out of the system**



### Message/Voice Mail

This button will speed dial your voicemail access number and will also light up if you have new messages. Your Message Waiting Indicator (top right side of your phone) will also light when you have new messages.

To initialize your Mailbox you must do 3 steps

- Change Default 121212 Password (must be at least 6 digits)
- Put in User Name (John Smith)
- Put in Personal Greeting

To retrieve your messages from remotely dial 806-743-7177, enter your 7 digit ext. and listen for voice prompts.

## BASIC FEATURES

### OPTIONS & SETTINGS MENU

The Options & Settings Menu includes choices for:

**Call Settings** includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

**Application Settings** includes choices for personalizing button labels, turning call logging on or off and including bridged calls in your call log.

**Screen & Sound Options** includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

#### **Adding a new contact**

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **more** than **New** if you already have entries in your contact list.
3. Enter the name using the dial pad.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable.
6. Select the next field.
7. Select the type of number entered (general, work, and mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
9. Press **Save** or **OK**.

#### **Call History**

##### **Calling a person from call history**

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all, un-answered, answered, 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** soft key or the **OK** button.

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

1. Press **History**.
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**.



TEXAS TECH UNIVERSITY SYSTEM  
Communication Services™

### Avaya IP Telephone User Guide



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