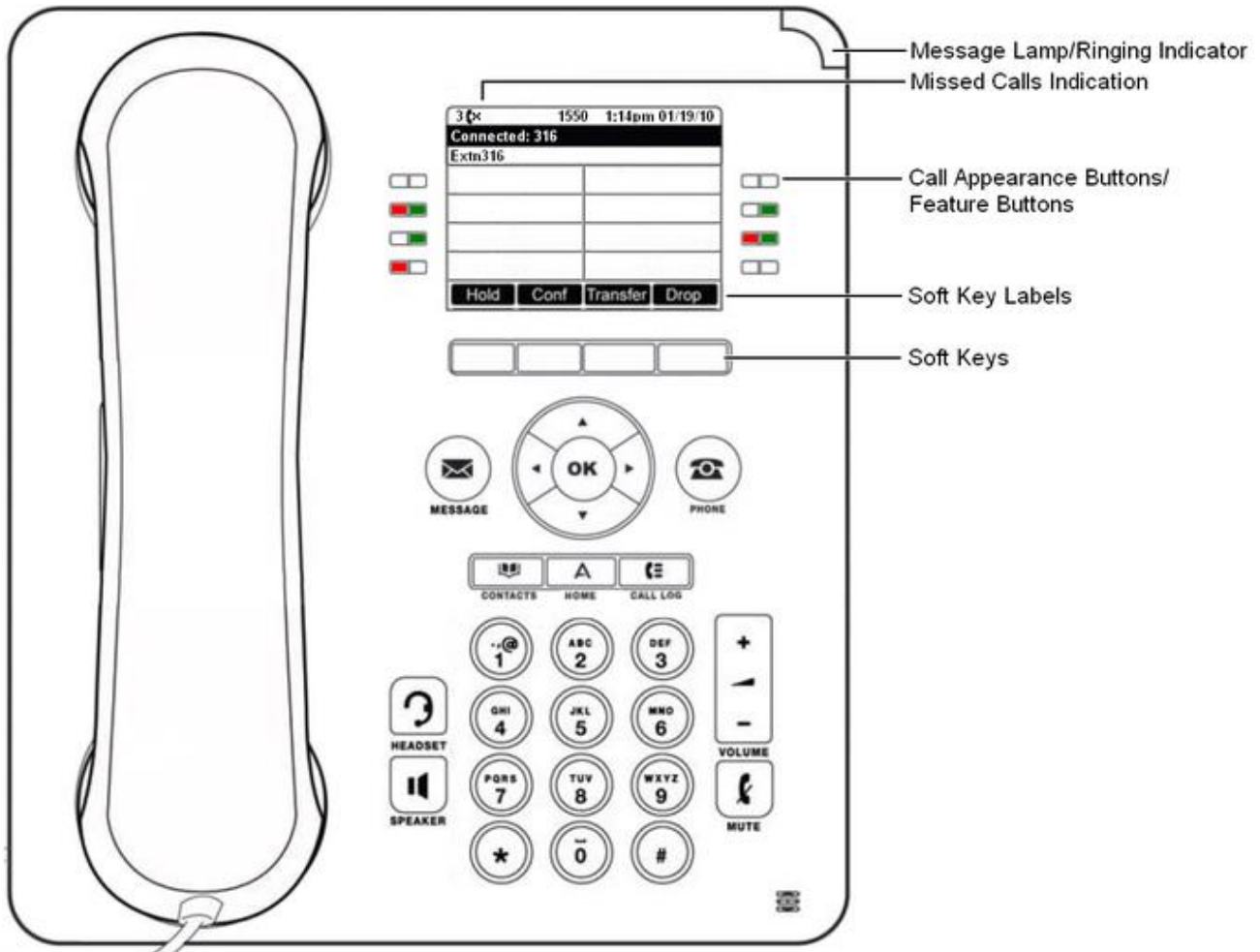# Avaya IP 9611G Desk Phone Quick Reference Guide

Basic Phone Layout:

- The **PHONE** button will bring you the Main Screen that shows your line and pre-programmed buttons on your phone.
- The **HOME** button will bring up programming options for you to customize your phone.
- The **CONTACTS** button allows you to store names and phone numbers for easy dialing.
- The **CALL LOG** or **HISTORY** button allows you to see missed, outgoing and answered calls. You can return the call, delete, or save to contacts.
- The **MESSAGE** button will light up when you have a voicemail message. You can also press to dial/access the voicemail system.
- The **OK** button has multiple functions. It give dial tone, answers calls and completes functions. The arrow buttons move you to various screens in the display.

The Main Phone Screen will always show your phone number and any other pre-programmed lines. All other programming, such as speed dials and directory, will be on the feature screens.

There are **4 soft keys** below the display screen. Options will change depending on the status of your phone.

Answering:
Lift the handset, or press **Speaker**, or **OK**, to answer the call. **OK** will default to the speakerphone. If you are using a headset, press the **Headset** button.

Answering a call – if you are already on a call:
You can take 2 calls to your telephone number at one time. The 3rd line is used for outgoing calls, or transferring a call. The ringing line will flash green next to the solid red light.

While on a call, you can press the **Hold** button to automatically put the first call on hold when you answer. Or, just press the ringing line. Alternately, you can press the **Drop** button to automatically drop the first call when you answer the new call.

*Note: You can toggle between calls by pressing the line button for each call.

Hold:
If you are not at the Main Phone Screen, press the **Phone** button to display it. If you are active on the line you want to put on hold, press **Hold**. To go back to the same call, press **Resume**, or the line of the held call to retrieve the call.

If you are not active on the line you want to put on hold, select that line. Press **Hold**.

Making Call:
Lift the handset, or press **Speaker**, or **Handset** (if applicable), or a line button for an available line.
- Campus calls: dial 4-digit extension
- Off-Campus calls: dial 9 + 10-digit number
- International calls: 9 + 011 + country code + city code

*Note: Calling international requires approval. Some phones are restricted. Call the Telephone Support Office (x2562) for more information.

Transfer:
- 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.
- Press **Transfer**.
- Dial the telephone number, or call the person from the **Contacts** list, or **History** list.
- You can hang up if you do not want to announce the call.
- For a supervised transfer, wait until the person you are transferring the call to answers. Announce the call and press **Complete** or **OK**.

Send All Calls:
- Press the **Send All** button to send all calls directly to voicemail. A check mark will appear next to the **Send All** button, and an icon will appear in the upper left of the screen as well.
- Press **Send All** to resume taking calls.

*Note: If you use the EC500 feature (landline rings to UWSP cell phone), the **Send All** feature overrides EC500. Do not turn on **Send All** if you want your UWSP cell phone to continue to ring.

Call Forward:
This allows you to forward your telephone to another on-campus number. Forwarding your telephone to an off-campus number is not allowed. If you want to forward to an off-campus number, please call the Telephone Support Office.
- To activate, lift up the handset and press [*2], then enter the 4-digit extension that will receive the calls.
- To deactivate this feature, lift up the handset and press [#2].

Conference Calling:
The 9611 telephone set allows up to 5 people on a conference call.
- From the Phone screen, select your active call, if not already on that line.
- Press **Conf**.

- Dial the telephone number, or call the person from Contacts or History.
- When the person answers, press **Join** or **OK** to add the person to the existing call.
- Press **Add** and repeat these steps to add another person to the conference call.

Adding a person on hold to a conference call:
- From the Phone screen, select your active call.
- Press **Conf**, you will get dial tone.
- Select the call on hold that you want to add to the conference call.
- Press **Join** to add the person to the conference call.

Dropping a person from a conference call:
- From the Phone screen, select your active call.
- Press **Details**.
- Select the person you want to drop.
- Press **Drop**.

*Note: To drop the last person you added onto the call, press the **Drop** button.

Adding Contacts:
- Press **Contacts**.
- Press **New** if this is your first contact list entry, or press **More**, then **New**, if you already have entries in your contact list.
- Enter the name using the dial pad.
- Select the next field. Enter the number (9 + 10-digits for off-campus numbers, or 4-digits for on-campus numbers).
- Select the next field.
- Select the type of number entered (general, work, mobile, home).
- If you have another number for this contact, select the next field and repeat steps. You can add up to two additional numbers for this contact.
- Press **Save** or **OK**.

Calling a person from the contacts list:
You can call a contact in your contacts list by using the arrows to highlight the name.
- Press the **Contacts** button.
- Select the person or primary number you want to call.
- To call a non-primary number, select the person, press **Details**, then select the desired number.
- Locate the contact you want to call by typing the name of the person as listed.

Home Button:
The **Home** button will bring you to the Avaya Menu Screen. Here you can adjust and customize options and settings for your telephone. When you press the **Home** button, you will see the following menus:
- Options & Settings
- Network Information
- VPN Settings
- Log Out
- About Avaya IP Deskphone

Accessing the Features menu:
From the Phone screen, use the navigation button and scroll to the right side to access the **Features** menu. The LED next to the feature name indicates if the feature is currently active. If the light is on, the feature is on and the light is green. To return to the main Phone screen, press **Phone** or scroll to the left.