

## 9611G IP Phone User's Guide

Michael Wagner - 2023-04-10 - Comments (0) - Telephone





## Scrolling and Navigation

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

The softkey labels will change according to the options available for the selected line. 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.

## Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, get information about your phone and network settings. When you press the Home button, you see the following menus:

- Options and Settings
  - Options & Settings, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.
- Network Information
  - Network Information shows a summary of network-related parameters for your phone and provides diagnostic information.

- VPN Settings
  - VPN Settings are unused at this time.
- About Avaya one-X
  - Basic information about your telephone

## 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 if you are using a 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 automatically displays 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.

### Making a call

- Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
- Inside calls, dial the 5 digit number.
- Outside local calls dial 9, then the number with area code.
- Outside long distance, dial 9, then 1, then the number you are calling with area code, then your authorization code at the prompt.

### Putting a call on hold

- Press **Phone** to view the main Phone screen, if necessary.
- If you are not active on the line you want to put on hold, select that line.
- Press **Hold**.
- Press **Resume** or the line button of the held call to retrieve the call.

### Transferring a call

- 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 call the person from the history list.
- Announce the caller or simply press **Complete** to finish the transfer.

## Call Coverage

- There are two ways to send all incoming calls straight to voicemail
  1. With Send All Calls button programmed:
    1. Press **SendAll** button
      - A check mark should appear on the button to indicate the button is active
    2. Without Send All Calls button:
      1. Pick up the handset or press the **SPEAKER** button.
      2. Dial **\*8**.
      3. Hang up
  - There are two ways to take a phone off of call coverage and return the phone to normal operations
    1. With Send All Calls button programmed:
      1. Press the **SendAll** button
        - The check mark should disappear on the button to indicate the button is inactive
      2. Without Send All Calls button:
        1. Pick up the handset or press the **SPEAKER** button.
        2. Dial **#88**, you will hear a succession of beeps.
        3. Hang up.

## Call Forwarding

- To forward all incoming calls to another extension
  1. Pick up the handset or press the **SPEAKER** button.
  2. Dial **\*2** followed by the **extension** to which you'd like to forward your phone.
  3. Hang up.
- To turn off call forwarding
  1. Pick up the handset or press the **SPEAKER** button.
  2. Dial **#22**, you will hear a succession of beeps.
  3. Hang up.

## Call Pickup

- To answer a phone in you pick-up group (if configured by I.T.)
  1. Pick up the handset or press the **SPEAKER** button.
  2. Dial **\*7** or press the **Call Pickup** speed dial button (if configured by I.T.).
  3. Begin talking immediately.

## Conference Calls

The 9611G Voice Over IP telephone only supports conference calls of **up to 6 parties** (You

and 5 others). If you need a larger conference call, you can order a [MeetMe conference here](#).

### **Setting up a conference call**

- From the **Phone** screen, select your active call.
- Press **Conf**.
- Dial the telephone number, or call the person from the contacts list, or call the person from the history list.

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

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

### **Accessing the Features menu**

- From the Phone screen, **scroll right** to access the Features menu.
- **Scroll up or down** to see the features that have been administered for your extension.

## **Contacts**

### **Searching for a contact**

- Press **Contacts**
- Using the dial pad, start typing the name for which you want to search.
- Press **Call** to call the person or press **More**, and then **Edit** to edit contact information.

### **Calling a person from the contacts list**

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

## Adding a new contact

- 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 telephone number and press **Primary** if applicable.
- Select the next field.
- Select the type of number entered (general, work, mobile, or home).
- Press **Save** or **OK**.

## Editing a contact

- Press **Contacts**.
- Search for and select the contact you want to edit.
- Press **More** then **Edit**.
- Choose the field you want to edit.
- Use the dial pad and softkeys to make changes to the contact information.
- Press **Save** or **OK**.

## Call History

### Calling a person from call history

- Press the **History** button.
- Scroll to the left or right to view a separate list of all calls, un-answered calls, answered calls, or outgoing calls.
- Scroll up or down to select the person or number you want to call.
- Select the person or number you want to call.
- Press **Call** softkey or the **OK** button.

## Changing the Ringtone

- Press the **Home** button
- Select the **Options & Settings** menu
- Scroll down to the **Screen & Sound Options** menu
- Select **Personalized Ringing...**
- Scroll up or down the list until you find the ringtone that you like
  - You can also select the **Classic** button for additional ringtones
- Once you select a ringtone you can press **Save** or the **Phone** button.

## Personalized labels

- Press the **Home** button
- Select the **Options & Settings** menu
- Scroll down to the **Application Settings** Menu
- Select **Personalized Labels...**
- Scroll up or down to select the label you would like to change and press the **OK** button.
- Begin typing the label
  - To type a letter, press the appropriate numerical button (2-9) until the correct letter appears.
  - To remove a letter, press the **BKSP** button.

## The on-phone Directory

The Avaya 9611G IP phone has the option to have an on-phone telephone directory for on-campus extensions. This feature must be enabled by I.T. The on-phone directory information is based on Caller-ID information, so some people may not appear in the on-phone directory.

### Using the on-phone directory

- Select the **Directory** speed dial button
- Begin typing in the person's name (last name first) using the numeric keypad.
  - When typing the name, you only need to press the key **once for each letter** of the person's name.
  - The name will appear on the top line of the phone screen with the **name** and **extension**
    - If there are no matches, the screen will indicate "NO MATCHES"
  - The on-phone directory information is based on Caller-ID information, so some people may not appear in the on-phone directory.
- If there are multiple names that match (e.g. "Smith"), it may become necessary to press the **Next** button to scroll through all of the matching names

### Making a call from the on-phone directory

- Once you have found the person in the directory to which you'd like to place a call, press the **Make Call** button, or press **Exit** and dial the number manually.

#### Related Content

- [Identifying your telephone](#)