9611G IP Phone User's Guide

Michael Wagner - 2025-05-07 - 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**
    - Lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

- **Network Information**
    - Shows a summary of network-related parameters for your phone and provides diagnostic information.
- **VPN Settings**
    - Currently unused
- About **Avaya one-X**
    - Basic information about your telephone

Answering and Making a Call

Answering a call

- If you are not on another call, lift the handset, 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 five digit number.
    - Outside local calls dial 9, then the number with area code.
    - Outside long distance, dial 9, 1, and 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**
  - The ***first*** is with the **Send All Calls** button programmed:
    - Press **SendAll** button
    - A check mark should appear on the button to indicate the button is active
  - The ***second*** is without the **Send All Calls** button:
    - Pick up the handset or press the **SPEAKER** button.
    - Dial *8.
    - Hang up
- **There are two ways to take a phone off of call coverage and return the phone to normal operations**
  - The ***first*** is with the **Send All Calls** button programmed:
    - Press the **SendAll** button
    - The check mark should disappear on the button to indicate the button is inactive
  - The ***second*** is without the **Send All Calls** button:
    - Pick up the handset or press the **SPEAKER** button.

        - Dial #88, you will hear a succession of beeps.
        - Hang up.

Call Forwarding

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

Call Pickup

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