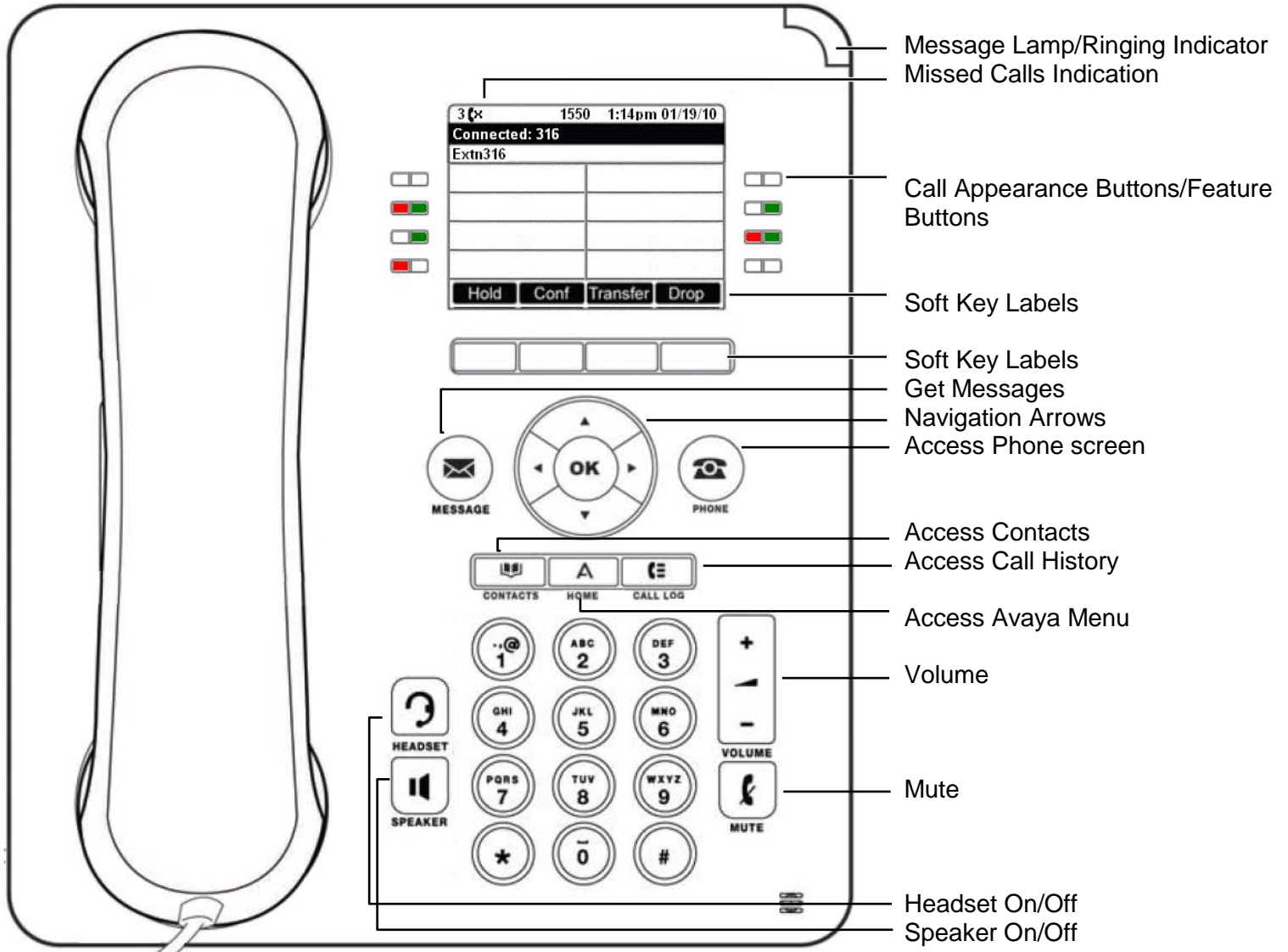


BethelUniversity

BU Avaya Phone Model 9608 User Guide



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New Phone Set-up

- I. **Plug up the Phone**
 - a. Using an Ethernet cable connect from an Orange wall Jack (Data) to the top port on the Phone. The red light should come on and the phone should start to boot. It takes about 3 min for the phone to completely boot.

- II. **Login with phone extension**
 - a. The phone may boot to the login screen. Enter the 4 digit extension you are setting up and press “Enter”. Leave the Password field empty and press “Enter” again.

 - b. The phone should now login to the Phone system and you should see the user’s name and extension number. If there are any issues contact the HelpDesk at (McKenzie) 731-342-4040 or (CPS) 615-277-8941.

Conference Calls

1. Starting a Conference:
 - If not already on a call, make a call to the first party or answer a call.
 - Press the **Conf** soft key. The current call is automatically put on hold.
 - Dial the party that you want to add to the conference.
 - If they answer and want to join the call, press **Conf** again. This call and your current held calls are turned into a conference call.
 - If they do not want to join the call or do not answer, press **Drop**. Then press the appearance key of the previously held call to reconnect to that call.

2. Adding a Call Using Conference Hold
 - Press **Conf** to put the conference on hold. This does not affect the other conference parties who can continue talking to each other.
 - Press an available appearance key on which to make a call.
 - Dial the party that you want to add to the conference.
 - If they answer and want to join the call, press **Conf** again. This call and your current held calls are turned into a conference call.
 - If they do not want to join the call or do not answer, press **Drop**. Then press the appearance key of the previously held call to reconnect to that call.

3. Adding a Call Without Holding the Conference
 - If not already highlighted, press the up or down cursor keys to display and highlight the conference call.
 - Press the **Details** soft key.


- Press **Add**.
 - Enter the number of the party you want to add and press **Call**.
Alternatively, press **Dir** to select a name from the directory.
 - If the other party does not answer, is not available or does not want to join the conference, press **Drop**.
4. Dropping/Muting Parties
- While connected to a conference call, if you press the **Details** key, the conference details menu is displayed.
 - You can then perform the following actions:
 - To scroll through the list of callers in the conference, use the up and down cursor keys.
 - To drop a caller from the conference, highlight them and press **Drop**. To leave the conference, drop yourself.
 - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.

Making a Call

1. New Call

- Start dialing: (**Internal**) 4-digit extension or (**External**) 9 + Area Code + Number
- The first available appearance button is automatically selected for the call.
- The call uses either the phone's speaker or headset depending on the phone's default handsfree audio setting. To switch to the handset, just lift the handset.
- If the number you dial matches a user or group on the telephone system, the directory name is shown and the call starts altering them. Otherwise, as soon as there are enough digits the phone will be connected to an external telephone line.
- If the call is to an internal user, and they do not answer, you can set a callback by pressing Call Back and then ending the call by pressing Drop. When a callback is set, the next time a user uses their phone or ends their current call, the system will call you and when you answer, automatically make another call to the user.

2. Calling from Contacts List

- Access the contacts directory: Press the  **CONTACTS** key. The directory menu is displayed.
- Use the left and right cursor keys to select which type of directory entries you want to display.
 - All** - All directory entries.

Personal - Your own personal directory entries.


External - Directory entries stored by the telephone system for all users to use.

Users - The names and numbers of other users on the telephone system.

Groups - The names and numbers of hunt groups on the telephone system.

- Use the up and down cursor keys to scroll through the list. Alternatively, you can start dialing the name you want to find to display only matching entries as follows:

Pressing a key enters all of the characters represented by that key. Pressing another key adds the characters from that button to the previous key press. For example, dialing **527** matches all names starting with **JAS** (for example "Jason") and with **KAR**(for example "Karl") plus any other letter combinations from those 3 key presses.

- To remove all the characters entered so far press **Clear**.
- To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
- When the required entry is highlighted, press **Call** or press the  button next to the name.
- Proceed as you would with a normally dialed call.

3. Redialing a Previous Number

List Mode - This redial method is used when your phone's redial mode is set to *List*.

- Access the redial list.
- Press **Redial**. The list of outgoing calls is displayed.
- Use the up and down cursor keys to scroll through the 10 most recent outgoing calls.
- Press **Call** to call the number displayed in the call record.
- Continue in the same way as for a normal dialed call.

One Number Mode - This redial method is used when your phone's redial mode is set to *One*.

- Press **Redial**.
- The number for the most recent outgoing call in your personal call log is redialed.
- Continue in the same way as for a normal dialed call.

Ringtone

1. Changing the Ringtone

- Press the "Home" button,
- Select "Options and Settings"
- Select "Screen and Sound Options"

- Using the arrows, navigate to “Personalized Ringing”
- Select a new ringtone.


Transferring A Call


1. Basic Call Transfer

You are able to transfer calls even if all your current call appearance buttons are in use.

- Press **Transfer**. The current call is automatically put on hold pending transfer.
- Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory or use the **Redial** option, if applicable.
- To complete the transfer, press **Complete**. You can do this while the call is still ringing.
- Transferring a call while it is still ringing is called an unsupervised transfer.
- Transferring a call after ringing finishes is called a supervised transfer.
- If the transfer destination does not answer or, after answering the call, does not want to accept the call, press the **Cancel** soft key.
- Press **Complete** to complete the transfer. If the transfer destination does not answer or does not want to accept the call, press the **Cancel** soft key.

2. Transfer to Voicemail

When set to visual voice mode, the  key can be used to transfer your current call to the voicemail mailbox of another user or group.

- With the call connected, press the  key. You are still connected to the call and can continue talking.
- Dial the extension number of the user or group to which you want to transfer the call.
- When the number matches a user or group, their name is displayed.
- To transfer the call to the user or group's mailbox, press **Select**. The caller will hear a few seconds of ringing and then the mailbox greeting.
- To exit the transfer menu, press **Cancel**.

3. Transferring a Held Call


There are various call transfer scenarios to consider:

1. Transfer to a Held Call - If you have a multiple calls on hold and you want to transfer a connected call to one of the held calls:
 - Press the **Transfer** soft key and use the up and down cursor keys to select the desired call appearance. When you are satisfied, press **Complete** to transfer the call while the other held call(s) remain on hold.

2. Transfer to a New Call – If you have a calls on hold but you want to connect your current call with a new destination:
 - Press the **Transfer** soft key and enter the destination manually using the numerical keypad
 - Press **Complete**
 - Alternatively, press **Dir** to select a destination from the directory or use the **Redial** option, if applicable.


3. Consult the Caller Before Transferring – If you have a destination call connected but you wish to refer back to the originating call before completing the transfer:
 - Do NOT press **Complete** to transfer the destination call as in scenario #2.
 - Select the originating call ('on hold pending transfer') by pressing its call appearance button. This will place the destination call 'on hold pending transfer' so that you can notify the originating caller.
 - With the originating call connected, you can now press **Complete** to connect the two calls. Held calls that are not pending transfer will not be affected. Moreover, it is not possible to have more than one call 'on hold pending transfer'.

Voicemail

1. Checking Messages
 - Press the  **MESSAGES** button. (Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.)
 - The **Visual Voice** menu is displayed.
 - The numbers shown against the **Listen** option indicate the number of new, old, and saved messages in your mailbox. (If the system administrator has configured you to receive message waiting indication for any hunt group mailboxes, you can also use the up and down cursor keys to highlight hunt group names and the number of messages in those mailboxes.)
 - Highlight **Listen** and press **Select**.
 - Use the up and down cursor keys to highlight which messages (**New**, **Old** or **Saved**) you want to listen to and press **Select**. The details of the first message of that type are displayed.
 - You can use the up and down cursor keys to scroll through the messages.
 - Use the soft keys to control the playback actions for the currently highlighted message:


- **Play / Pause**
Start/stop playback of the currently displayed message.
 - To select the next message or previous message, use the up and down cursor keys.
 - To fast forward or rewind the current playing message by 5 seconds, use the left and right cursor keys.
- **Call** - Call the person who left the message.
- **Back** - Return to the previous menu.
- **More** - Switch between the different sets of available soft key functions.
- **Delete** - Delete the message.
- **Save** - Mark the message as saved. Saved messages are not normally automatically deleted
- **Copy** - Copy the message to another mailbox. The menu will prompt you to enter the destination number.

2. Sending a Message

- Press the  **MESSAGES** button.
- Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
- The **Visual Voice** menu is displayed.
- Use the up and down cursor keys to scroll to the option **Message** and press **Select**.
- Press **Record** to start recording a message.
- To stop recording, press **Stop**.
- You can now use the following soft keys:
 - **New** - Record the message again.
 - **Send To** - Enter the number to which you want to send the message and press **Add**. You can add several numbers. When the list of numbers to which the message should be sent is complete press **Send**.
 - **Play** - Listen to the recording.
 - **Cancel** - Abandon the message

3. Mailbox Greeting

While the voicemail system will play a generic greeting to a caller, prompting them to leave a message, you can record your own greeting.

- Press the  **MESSAGES** button. (Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.)

- The **Visual Voice** menu is displayed.
- Use the up and down cursor keys to scroll to the **Greeting** option and press **Select**.
- Use the soft keys to listen to and record your mailbox greeting.
 - **Record** - Record a new greeting. Note that the greeting must be at least three seconds long or the voicemail system will discard it.
 - **Listen** - Listen to the current greeting or the new greeting just recorded.
 - **Submit** - Submit the new recording as your mailbox greeting.
 - **More** - Switch between the different sets of available soft key functions.
 - **Delete** - Delete your current mailbox greeting. The greeting will return to its default mailbox greeting.
 - **Cancel** - Return to the main **Visual Voice** menu.

For other features, visit the online guide [here](#).

FAQ

Q: How do I get my phone to email me my voicemail?

A: The phone Administrator needs to setup this request.

Q: What is my voicemail password?

A: It is usually set the same as the extension number.

Q: How do I turn my “Do Not Disturb” on/off?

A: To turn on your “Do Not Disturb” feature select the left bottom Call Appearance Buttons/Feature Buttons labelled “DND”. A green light will appear when the feature is on. Select again to turn “Do Not Disturb” off.