

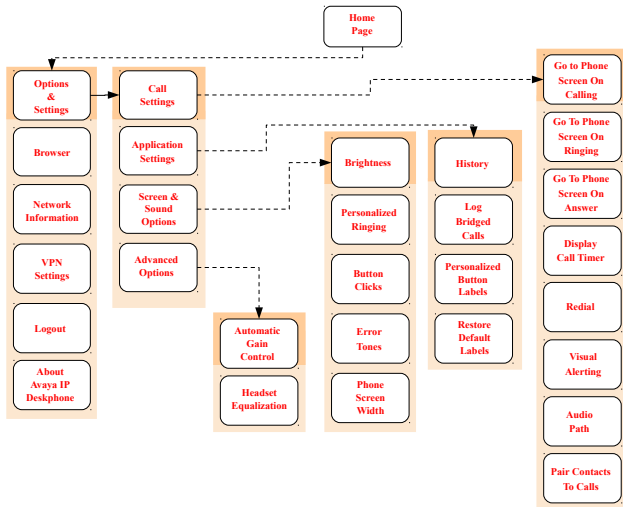


# Avaya 9608 and 9611G IP Deskphone H.323 Quick Reference

Release 6.4  
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## Menu options

The following image shows the menu options that are available to you to view the current settings and configure the required parameters on the Avaya 9608 and 9611 IP deskphones.



**\* Note:**

Some of the options may not be displayed on your deskphone if your administrator has not configured the option for your extension.

## 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**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, and the phone displays 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, you can also press **Ans Hold** to automatically put the first call on hold when you answer the new call. Also, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

### Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

### Making a call using edit dialing

1. From the **Phone** screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To remove the entire number, press **Clear**.
3. Press **Call** or **OK**.

### Putting a call on hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

**\* Note:**

The phone might display a hold timer when you put a call on hold.

4. Press **Resume** or the line button of the held call to retrieve the call.

## Transferring a call

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
2. Press **Transfer**.
3. Dial the number if you know the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call.

## Using the conference feature

### Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the contacts list, or the History list.
4. Press **Join** when the person answers the call.
5. To add another person, press **Add** and repeat Steps 3 to 4.

**\* Note:**

If you have initiated the conference call and drop out, the conference is terminated.

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

1. From the Phone screen, select your active call.
2. Press **Conf**, or press **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

### Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

## Contacts

### Searching for a contact

1. Press **Contacts**.

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

## Calling a person from the contacts list

- Press **Contacts**.
- Select the person or primary number that you want to call.  
To call a non-primary number, select the person, press **Details**, then select the desired number.
- Find the contact that you want to call by typing the name of the person as listed.  
For example, if you added John Smith to your contacts List as "Smith, John", start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.
- Press **Call** or **OK**.

## Adding a new contact

- Press **Contacts** > **New** if this is your first contact list entry, or press **Contacts** > **More** > **New** if you already have entries in your contact list.
- Enter the name using the dialpad.
- Scroll to the next field.
- Enter the number.
- Scroll to the next field and choose the type of number entered (General, Work, Mobile, Home)
- If you have another number for this contact, select the next field and repeat Step 5 to Step 6.  
You can add up to two additional numbers for this contact, but you can designate only one number as primary.
- Press **Save** or **OK**.

## Editing a contact

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

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## Call History

Release 6.4 onwards, call history also includes missed calls when the phone was offline or the user was logged

out. If you are using the deskphone in shared control mode or Road warrior and Telecommuter mode with One-x Communicator, the call logs for the deskphone are now synchronized with the call logs for the One-x Communicator.

## Calling a person from the call history


- Press the **History** button.
- Scroll to the left or right to view a separate list of all calls, missed, or unanswered 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 the **Call** softkey or the **OK** button.  
Depending on how your administrator has administered your phone, returning a missed call might result in the phone deleting the call history entry when the call goes through.

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

- Press **History**.
- Select the number you want to add to your Contacts list.
- Press **+Contact**.
- If necessary, edit the name and telephone number.
- Press **Save**.

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## Changing the display language

- Press **Home**.
- Select **Options & Settings** or **Phone Settings**.
- Press **Select** or **OK**.
- Select **Screen & Sound Options**.
- Press **Select** or **OK**.
- Select **Language**.  
 **Note:**  
The language option is available only if the administrator has enabled the option for your phone.
- Select a display language.
- Press **Select** or **OK**.
- Press **Yes** to confirm the selected language.

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## For more information

Go to [www.avaya.com/support](http://www.avaya.com/support) for latest support information, including the user guide, administrator guide,

installation and maintenance guide, interactive document, and software downloads.