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Avaya IP Office 9500 and 9600 Telephone User Guide



Additional resources available at <http://marketingtools.avaya.com/knowledgebase>

Key	Description
	Soft Keys - The keys below the display have variable functions. When the key is active, its function is indicated by the text label above it.
	Message - This key is used to access your voicemail system. By default this uses a series of menus on your phone's display.
	Navigation Keys - Press the ▲ up and down ▼ arrow keys to scroll through lists. In some menus, you can also use the ◀ left and right ▶ arrow keys to enter and exit different levels of the menu. A menu option that accesses a sub-menu is indicated by the ... dots (ellipsis) icon after its name.
	OK - The OK key normally matches the function offered by the leftmost soft key below the screen.
	PHONE - This key is used to exit any menu you are in and return to the appearance buttons menu. During a call it can also be used to toggle the options displayed on the appearance menu.
A	MENU - This key is used to access a menu for phone settings and information.
	CONTACTS - This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.
	CALL LOG / HISTORY - This key displays a record of your most recent calls (answered, missed, and outgoing). The button is illuminated when you have new missed calls.
	VOLUME - Press + plus or – minus on the Volume key to adjust the volume of the incoming call. Separate volumes can be adjusted for the ringer, handset, headset, and speaker.
	HEADSET - This key is used to answer and end calls using a headset connected to the phone's headset socket. The button is lit when you are connected to a call using the headset.
	MUTE - This key can be used to mute your speech to the currently connected call. The button is lit while mute is active.
	SPEAKER - This key is used to answer and end calls using the phone's handsfree speaker and microphone. The button is lit when you are connected to a call handsfree.
	<p>These keys have two roles:</p> <ul style="list-style-type: none"> · Appearance Keys - These buttons represent calls that you can make or receive. · Feature Buttons - Those keys not configured as appearance keys can be used for other functions. · On touch screen phones, these buttons are replaced by their text labels on the screen.

The **CONFERENCE**, **DROP**, **HOLD**, **REDIAL** and **TRANSFER** keys found on other Avaya phones are presented as soft key functions relative to the current call.

Making Calls

If you are not already on a call, then you can just dial **9** and the number. The first available appearance button will be used for the call. Alternatively, you can press a specific appearance button in order to make a call using that button.

If the number you dial matches a user or group on the telephone system, the directory name of the user or group is shown and the call starts altering the target.

Call Soft Key Options

The options displayed for the buttons at the bottom of the display will change dynamically to reflect actions that you can perform during calls or while the phone is idle.

Some or all of these options will only be available if enabled by your system administrator.

Account

- Enter an account code to associate with the call.

Answer

- Answer a page call, turning it into a normal call.

CallBack

Set an automatic callback on the user that you have called but who has not answered. When they next end a call, the telephone system will call you and when answered, will automatically make a call to the

- user.

Complete

- Complete the transfer of a held call. A **Cancel** option is also shown which will end the transfer attempt.

Conference

Put your current call on hold and present dial tone for you to dial the number you want to add to a

- conference with the held caller.

Connect

- Take a call off hold.

Dir

Access the directory in order to select a number by name rather than dialing it. The type of names

- available in the directory is adjusted to match those suitable for use by the feature.

Drop

- End the call.

Ignore

Quiet the ringer for the current alerting call. The call will continue alerting until either answered, it goes

- to voicemail, or the caller abandons the call.

Pickup

- Answer the call that is held or alerting another user.

Redial

- If there are outgoing numbers in your call log, display the list of those numbers.

Transfer


Put your current call on hold and present dial tone for you to dial the number to which you want to


- transfer the call.

ToVM

- Send an alerting call to your voicemail.

Transferring 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.

1. With the call connected, press the  key. You are still connected to the call and can continue talking.
2. Dial the extension number of the user or group to which you want to transfer the call.
3. 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**.

Starting a Conference

If you have a connected call and any held calls, pressing the **Conf** soft key will start a conference between you and those calls.

If you do not already have a held call, you can use the process below to start a conference.

1. Make a call to the first party or answer a call.
2. Press the **Conf** soft key. The current call is automatically put on hold.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Conf** again.

If they do not want to join the call or do not answer, press **Drop** and then press the appearance key of 5. the held call.

Notes About Conference Calls

You can use the **Conf** key as an alternative method for transferring calls; this is particularly useful for internal users. However, if you are the only internal user in a conference, bear in mind that you are the conference host and dropping yourself from the call would end the conference for all participants.

If you already have calls on hold, pressing the **Conf** key will create a conference containing the connected call and the call on hold. You can add more calls if you like.

If you have a call 'on hold pending transfer' and you wish to conference yourself, your current call, and the call 'on hold pending transfer,' pressing the **Conf** key will start a conference that includes all three of you. Other held calls will not be included, but you can add more calls or drop yourself if necessary.

Pressing the **Conf** key against a held call will add that call to the extension's current call (alerting or connected). Any calls 'on hold pending transfer' will also be added to the call.

Viewing Conference Details

You can display a list of the parties involved in a conference call.

1. If not already displayed, press the ▲ up or down ▼ arrow key to display the conference call.
 2. Press the **Details** soft key.
- To scroll through the list of callers in the conference, use the ▲ up and down ▼ arrow keys.
 - To drop a caller from the conference, highlight them and press **Drop**.
 - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
 - To return to the call display, press the **Back** soft key.

Initial Voicemail Setup

Dial ***17** for audible voicemail.

The system will state "Welcome to IP Office. Please enter extension and pound sign."

Enter **your extension number followed by #**.

The system will then state "Enter your password and pound sign."

Press # (you should not have a password if this is the first time you have accessed your mailbox).

You will then be asked to **create a new password**, followed by the # (pound) sign.

Then you must **confirm your new password** followed by the # (pound) sign.

You will now be asked to record your name. **Press 1** when prompted and record your name at the tone, and **press 1** when complete.

Your initial setup is complete. You may hang up.
