About Your Telephone

Your telephone provides many features, including a Phone screen for viewing and managing your calls, a call log, a contact list (speed dial), a menu of options and settings and access to your voicemail.
# 9608/9611G IP Telephone Button/Feature Descriptions

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<th>Number</th>
<th>Name</th>
<th>Description</th>
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<td>1</td>
<td>USB Port</td>
<td>You can recharge a battery-powered device using your phone's USB port. Connect the device to your phone with a USB cable to recharge it. (9608 only)</td>
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<tr>
<td>2</td>
<td>Message Waiting Indicator</td>
<td>An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.</td>
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<tr>
<td>3</td>
<td>Phone Display</td>
<td>The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The Status Line also provides messages related to the current application or the actions that must be performed on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depends on how your phone is administered.</td>
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<tr>
<td>4</td>
<td>Features and Call Line Appearances</td>
<td>The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. In case of an incoming call, the green LED blinks. While the Deskphone is off hook, both the red and the green LED glow. Lines also indicate if a feature is enabled or disabled in the Feature, view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.</td>
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<td>5</td>
<td>Softkeys</td>
<td>Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.</td>
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<tr>
<td>6</td>
<td>Navigation Arrows</td>
<td>Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.</td>
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<td>6</td>
<td>OK</td>
<td>Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number.</td>
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<td>7</td>
<td>Phone</td>
<td>Press Phone to bring you back to the home screen.</td>
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<td>8</td>
<td>Message</td>
<td>Press the Message button to connect directly to your voicemail system.</td>
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<td>9</td>
<td>Contacts</td>
<td>Press Contacts to view the entries in your contact list.</td>
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<td>10</td>
<td>Avaya Menu</td>
<td>Press Avaya Menu to configure options and settings, access the browser, log out, or view network information.</td>
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<td>Call History</td>
<td>Press History to view a list of your outgoing, incoming, and missed calls.</td>
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<td>Volume</td>
<td>Press volume to adjust the volume of the handset, headset, speaker, and ringer.</td>
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<td>Press Mute to mute a call in progress. To take a call off mute, press Mute.</td>
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Your Telephone Number

Your telephone extension is displayed on the right-side of the screen as a 4-digit number. Your full number is 201-684-XXXX; where XXXX is your extension.

Scrolling and Navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

Answer a Call

To answer an incoming call:

1. If you are not on another call, lift the handset, or press the line button next to the incoming call or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

   If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**.
To ignore an incoming call:

1. Press **Ignore**.

   - The ringer is turned off for the currently incoming call.

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### Make a Call

To make a call to an on-campus number:

Lift the handset or press **Speaker**, then dial the 4-digit extension you want to call.

To make a call to an off-campus number:

Lift the handset or press **Speaker**, then dial 9, 1 and the full 10-digit number you want to call.

#### Dialing Emergency numbers:

- If you have an emergency, dial 9-911 immediately. Once your 911 call is finished, dial x6666 to report your emergency to the Ramapo Public Safety Department.
- Non-Emergency calls for the Ramapo Public Safety Department, dial x7432.

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### Redial

To redial a number:

1. From the Phone screen, press **Redial**.

   **Note:** The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.

2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.

3. Press **Call**.
Hold

To put a call on hold:

1. From the main Phone screen, select the line you want to put on hold.
2. Press Hold.

To retrieve a call from hold:

1. Press Resume.

Mute

To mute a call:

1. Press the Mute button.
   - The Mute button light turns on.
   - The other person cannot hear you.

To unmute a call:

1. Press the Mute button again.
   - The Mute button light turns off.
   - The call is unmuted and the other person can hear you again.
Bridged Calls

To answer a call on a bridged line:

Answering a call on a bridged line is basically the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing Speaker or Headset or Answer.

1. Select the bridged call that you want to answer.

   **Note:** The ringing line will be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged line, you have to select the ringing line (just like for an incoming call to a primary line).

2. Press Answer.

Transfer

To transfer a call:

1. From the Phone screen, select the line you want to transfer.
2. Press Transfer.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list. If the person answers, press Complete or simply hang up to transfer the call. If they do not answer or the call goes to voicemail, press Drop to hang up that call and then press the button next to the extension that was called to return to the caller on hold.

Conference

To set 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 call the person from the Call Log list.
4. Press Join to add the person to the existing call.

   **Note:**
   You can add up to 5 people on one call.
To add a person on hold to a conference call:

1. From the Phone screen, select your active call.
2. Press **Conf**.
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.

To drop the last person added to conference call:

1. From the Phone screen, select your active call.
2. Press **Drop**.

To put a conference call on hold:

1. While you are on the conference call, press **Hold**.
   - The other parties can still talk to each other.

2. Press **Resume** or **OK** to resume the conference call.
Call Log

To view the call log:

1. Press History.  
   Note: You can go to the top of the list by pressing History again.  
2. Scroll to the right or left to view separate lists of your answered, outgoing, or missed calls lists.

To view call log details:

1. Press History.  
2. Select the number you want to view.  
3. Press Details.  
4. To return to the list view, press Back.

To call a person from the call log:

1. Press History.  
2. Select the person or number you want to call.  
3. Press Call or OK.

To add an entry from the call log to your Contacts list:

1. Press History.  
2. Select the number you want to add to your Contacts list.  
3. Press +Contact.  
4. Edit the name and telephone number, if necessary.  
5. Press Save.

To clear all entries from the call log:

Clearing all entries from a call log might or might not delete all of the entries in every log. For example, if you are viewing the Outgoing Calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All Calls list, pressing Clear All deletes all calls from the call log.
1. Press **History**.
2. Select the list you want to delete.
3. Press **More**.
4. Press **Clear All**.
   - The display requests confirmation.
5. Press **Clear All** again or **OK** to confirm.
   - All of the entries from the list you were viewing are deleted.

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To remove an entry from the call log:

1. Press **History**.
2. Select the number you want to delete.
3. Press **More > Delete**.
   - The display requests confirmation.

**Note:** If you want to cancel and exit this procedure press **Cancel**.

4. Press **Delete**.
   - The selected call log entry is deleted.

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**Contacts**

To add a new contact:

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dial pad.

**Note:** Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. Pause before entering the next character if the characters are on the same key. Enter remaining letters or numbers. If you want to delete the last character, press **Bksp**. If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor. To change between upper and lower case letters, or to enter numbers, press **More > Abc**. To cycle through the options (Abc/123/abc/ABC), press **ABC** again to until the type you want to use is displayed. To enter characters that are not on your dial pad, press **More > Symbols** and select the symbol you want to use then press **OK** to select the symbol. To delete all text and start over, press **Clear**.
4. Select the next field.
5. Enter the (primary) telephone number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, repeat Steps 5 through 7. You can add up to three numbers for this contact.
9. Press **Save** or **OK**.

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**To edit an existing contact:**

1. Press **Contacts**.
2. Select the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and soft keys to make changes to the contact information.
6. Press **Save** or **OK**.

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**To delete a contact:**

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More > Delete**.
   - The display prompts for confirmation.

   **Note:** If you want to exit this procedure and cancel the deletion, press **Cancel**.

4. Press **Delete**.

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**To call a person from the Contacts list:**

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.
To view Contacts details:

1. Press Contacts.
2. Select the contact you want to view.
3. Press Details.

Call Forwarding All Calls

To turn call forwarding on:

1. Press the Right navigation button to access the Features menu.
2. Select Call Forward from the list.
3. Enter the number to which you want to forward your calls.
4. After entering, you should hear a confirmation tone.
   - All of your calls will be forwarded to the number you entered.

To turn call forwarding off:

1. Press the Right navigation button to access the Features menu.
2. Select Call Forward.
3. Press Select or OK.

Message

To retrieve your messages:

1. Press the Message button (to the left of the navigation arrows) or dial 7500. Alternatively, you can dial 201-684-7500 from any outside phone to get to your voicemail. There is a separate Voicemail Users Guide that covers the specific options for voicemail.
   - You are connected directly to your voicemail system.
Directory

To call a person from the directory:
1. Press 0 on your dial pad to access the directory.
2. Use the dial pad keys to start spelling the last name of the person you want to call.

   Note: Press each dial pad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.
3. Follow the prompts to select the number of the person you want to call.
4. Press the number given.

Telephone Settings

To change the ring pattern:
1. Press Avaya Menu.
2. Select Options & Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
7. Press Change or OK to see a list of the available ring patterns.
   o Additional ring patterns are available by pressing the “Classic” or “Rich” soft key.
8. Select a ring pattern to listen to it. If you want to hear it again, press Play or OK.
9. To enable the current ring pattern on your phone, press Save.
   Note: This changes the ringing of the phone itself. There is no way to make line appearances ring differently.

To adjust the brightness of the display:
1. Press Avaya Menu.
2. Select Options & Settings.
3. Press Select or OK.
4. Select Screen & Sound Options.
5. Press Select or OK.
6. Select Brightness.
7. Press Change or OK.
8. Select Phone.
9. Scroll to the right or left to adjust the brightness.
10. Press Save or OK.

Troubleshooting

Contact the Telecommunications department for assistance via email @ telecomm@ramapo.edu or call the ITS Helpdesk at x7777.