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.

**Answering and making a call**

**Answering a call**

**Procedure**

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 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 does automatically display 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.
- 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 whenever you receive an incoming call, set the **Go to Phone Screen on Ringing** option to **Yes**.

**Making a call**

**Procedure**

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.

**Making a call using edit dialing**

**Procedure**

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**

**Procedure**

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**

**Procedure**

1. 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.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**.

**Using the conference feature**

**Setting up a conference call**

**Procedure**

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 History list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.

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

**Procedure**

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

**Procedure**

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
Procedure
1. Press Contacts.
2. Using the dialpad, start typing the name for which you want to search.
3. Press Call to call the person or press More then Edit to edit contact information.

Calling a person from the contacts list
Procedure
1. Press Contacts.
2. 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.
3. Locate 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 his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
4. Press Call or OK.

Adding a new contact
Procedure
1. Press Contacts.
2. Press New if this is your first contact list entry, or press More then New if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. Press More >Primary if applicable.
   The primary number is the one that will always display without having to go into contact details.
9. If you have another number for this contact, select the next field and repeat from step 5.
   You can add up to two additional numbers for this contact, but you can designate only one number as primary.
10. Press Save or OK.

Editing a contact
Procedure
1. Press Contacts.
2. Search for and select the contact you want to edit.
3. Press More > Edit or Details > Edit.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to make changes to the contact information.
6. Press Save or OK.

Call History
Calling a person from the call history
Procedure
1. Press the History button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the Call softkey or the OK button.