

Avaya 9611g Quick Start with Mobility Virginia Tech User Guide

Calling Basics

Answering Calls

To answer a call:

- Lift the handset
- Press the **Speaker** button
- Press the **Headset** button

Making Calls


1.) Activate the audio device with which to make the call:

- Lift the handset
- Press the **Speaker** button
- Press the **Headset** button

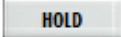
2.) Wait until a dial tone is audible and then enter the number.

- Internal: dial "1" or "2" and then the extension (e.g., 11234 and 21234, these numbers would dial different phones).
- Local: dial "9" and then enter the 7-digit phone number.
- Long distance: dial "9" then "1" then the 10-digit phone number.

Switching Lines

If you have more than one active call and need to switch between lines, you can do so by pressing the side buttons: 

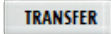
Putting Calls On Hold

1.) While on an active call, press the **Hold** softkey: 

2.) When you want to resume the call, press the **Resume** softkey:



Transferring Calls


1.) While on an active call, press the **Transfer** softkey, then dial the number to which you want to transfer the call: 

2.) When the call is answered, press the **Complete** softkey:



Voicemail

Accessing Voicemail Messages

1.) To access your voicemail, press the **Message** button 

MESSAGE

OR dial your region's voicemail number:


Blacksburg: 540-231-1000

National Capital Region (VTRCA, NVC, LCI, EMC): 703-538-3740

Richmond: 804-643-1326

2.) Follow the prompts given by the voicemail system. When prompted to "enter your password", dial your password and press the # key to submit it.

Send All Calls to Voicemail

While on the main phone screen, press the **Send All** softkey. When enabled, a check will appear next to **Send All**. To disable press the **Send All** softkey again so that a check no longer displays. 

Unified Messaging


Unified Messaging allows you to receive email notification of new voicemail messages, including an audio copy of the voicemail. Instructions are available at: www.nis.vt.edu/training/deskphone/unified_messaging.php

Conference Calls

Setting Up A Conference Call

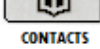
1.) While on an active call, press the **Conf.** softkey: 

2.) Dial the number you want to add.

3.) When the person answers, press the **Join** softkey: 

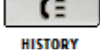

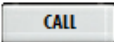
Contacts, History, Speed Dials

Add a Contact

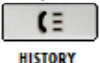
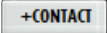
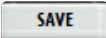
- 1.) Press the **Contacts** button. 
- 2.) Press the **New** softkey.
- 3.) Edit the appropriate fields using the navigation wheel and dial pad. Note that tracking Presence will only work if the contact has the mobility package and you are adding their Avaya extension.
- 4.) Once you've filled out the details, press the **Save** softkey.

SAVE

Calling From Call History

- 1.) Press the **History** button. 
- 2.) Scroll left or right to sort the calls and up or down to select the number to call. 
- 3.) To start calling, press the **Call** softkey. 

Adding Entry From Call History To Contacts

- 1.) Press the **History** button: 
- 2.) Scroll down to the name of the person you want to add
- 3.) Press the **+Contact** softkey and edit the name and number if necessary: 
- 4.) When done, press the **Save** softkey. 

Set a Speed Dial (only works if Contact entry was created)

- 1.) Press the **Home** button.
- 2.) Select **Options & Settings**.
- 3.) Use the navigation wheel to select "Assign Speed Dial Entries".
- 4.) Select the number/contact entry to assign to a speed dial and press the Assign softkey.
- 5.) To use your speed dial, hold the dial pad number for the entry you set.

Add a Favorite

Favorites will display on your main phone screen.

- 1.) Press the **Home** button.
- 2.) Select **Options & Settings**.
- 3.) Use the navigation wheel to select "Assign Favorites Entries".
- 4.) Use the navigation wheel to select an Unassigned slot for your Favorites entry.
- 5.) Press the **Contacts** softkey.
- 6.) Use the navigation wheel to select the contact to add as a favorite and press the **Select** softkey, then select the number to add and press the **Select** softkey again.

Mobility

*Note that EC500 and Extend Call will cause minutes to be used on your mobile phone provider's plan.

Enable/Disable EC500*

EC500, when enabled, causes your mobile phone to ring as well as your deskphone so you can take your work calls on either device.

- 1.) Press the **Phone** button.
- 2.) Press the right arrow of the navigation wheel.
- 3.) While on the phone screen, press the line button next to EC500.

Activating Extend Call*

Extend Call is activated while on a call and will cause your mobile phone to ring so that you can take the call on your mobile phone and hang up your deskphone.

- 1.) While on an active call, press the **Phone** button.
- 2.) Press the right arrow of the navigation wheel.
- 3.) While on the phone screen, press the line button next to **Extend Call**.

Softphone

A softphone is a program or app you install on your device that allows you to make calls through your client. For detailed information and to see the features for different clients, go to:

<http://www.nis.vt.edu/training/mobility/intro.php>