

Avaya 9611g Quick Start 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

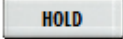
2.) Wait until a dial tone is audible and then enter the number.

- 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

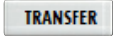
If you have more than one active call and need to switch between lines, you can do so by pressing the side buttons: 

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:



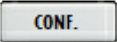

Transferring Calls

- 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:



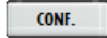


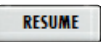
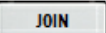
Conference Calls

Setting Up A Conference Call


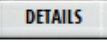

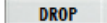
- 1.) While on an active call, press the **Conf.** softkey: 
- 2.) Dial the number you want to add.
- 3.) When the person answers, press the **Join** softkey: 

Adding A Person On Hold To A Conference Call:

While either on a call or on a conference call:

- 1.) a.) Press the **Conf.** softkey:  OR
b.) Press the **Add** softkey: 
- 2.) Using the buttons to the side of the screen, select the line which has the person on hold: 
- 3.) To take the person off hold, press the **Resume** softkey: 
- 4.) To add them to the call, press the **Join** softkey: 

Dropping a Person from a Conference Call:

- 1.) From the phone screen, select the conference call using the side buttons: 
- 2.) Press the **Details** softkey: 
- 3.) Select the person you want to drop via the side buttons: 
- 4.) Press the **Drop** softkey: 

Voicemail

Accessing Voicemail Messages

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



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

Call History

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.

Call Forwarding

Forwarding Calls

While on the main phone screen, press the **Call Forw** softkey.

When enabled, a check will appear next to **Call Forw**:

To disable press the **Call Forw** softkey again so that the check no longer appears.