

## CONFERENCE

Allows user to connect with two to five parties.

### Setting 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. 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.
6. Press **Drop** at any time to drop the last person added to the conference call.

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

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

1. From the Phone screen, select your active call.
2. Press **More** then **Details**.

## PERSONALIZING BUTTON LABELS

You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons. For example, you can change the label for your extension to "My Line."

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels...**
7. Press **Change** or **OK**.
8. Select the label you want to edit. *If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit.*
9. Press **Edit**.
10. Edit the label using up to 13 characters. Press **Clear** to clear all text fields and start over.
11. Press **Save** or **OK**.
12. You may revert back to the default button labels by selecting **Avaya Menu > Options & Settings > Application Settings > Restore Default Button Labels** and pressing **Default**.



## VOIP 9600 Series Telephones

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## CONTACTS

You can save up to 250 names and up to 3 telephone numbers per name. You can call a contact by speaking the contact name. (see Voice Dialing)

### Searching for a contact

1. Press **Contacts**.
2. Using the dial pad, 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

1. Press the **Contacts** button.
2. Select the person or primary number you want to call.
3. Press **Call** or **OK**.

### Adding a new contact

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 telephone number and press **Primary** if applicable.
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, scroll down and repeat Steps 5 - 7.
9. Press **Save** or **OK**.

### Editing a contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** then **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**.

## CALL FORWARD

### To Activate:

1. Pick up handset and dial \*2.
2. Listen for dial tones.
3. Dial desired telephone number. Listen for confirmation tone (3 beeps).
4. Calls normally answered at that extension will ring at the alternate number.

### To Cancel:

1. Get dial tone and dial #2.
2. Calls will ring at the original extension.

## SEND ALL CALLS (SAC)

Allows calls to go directly to call coverage path without ringing the dialed extension.

**To Activate:** Press **Send All** button (✓ appears) or dial \*3

**To Cancel:** Press **Send All** again (✓ dis-appears) or dial #3

## HOLD

**To Activate:** Press **Hold** button (light flashes fast when the call is on hold).

**To Cancel:** Press **Resume** or the line button of the held call to retrieve the call.

## SELECT RING TYPE

Allows user to choose one of eight personalized patterns.

1. Press **Menu**.
2. Select **Options & Settings**.
3. Scroll down to and select **Screen & Sound Options**.
4. Select **Personalized Ringing**.
5. Scroll down to hear and select ringer style..
6. Optional ringers may be selected by pressing **Other** softkey.
7. Press **Save** or **Cancel** to finish.
8. Press **Phone** to end.

## TRANSFER

Allows user to redirect calls to the appropriate extension.

### To Use:

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer** or **OK**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. You can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**

Note: When a call has covered to you or you pick it up with #4, to transfer it to that person's Voicemail, press **Transfer**, dial #8 and press **Transfer** again.

## VOLUME

- **Ringer** - Press the volume up or down to adjust ringer volume when phone is not in use.
- **Speaker** - Press the volume up or down to adjust speaker volume when the speaker is active.
- **Handset** - Press the volume up or down to adjust the handset volume when the call is active.

## VOICE DIALING

1. Press **Contacts**. If Voice dialing is enabled, a **Voice** softkey displays.
2. If no tone is generated or if no green bar appears next to the **Voice** softkey, press **Voice** again to restart voice dialing.
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.
4. When one or more contacts display, press the appropriate softkey.