

# Avaya 9608G Welcome Packet



Index	
Initial Setup Initial Voicemail Setup Checking Voicemail From Home Additional Training Information	og 2 og 4 og 4 g 6
User Guide	pg 7
Connecting Headphones	og 10





### Before you Proceed:

• <u>Please ensure you've saved any work on your PC;</u> Disconnecting the cable in step 2.2 below, will momentarily break your internet-connectivity including access to network drives.

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- 1. Please unpack your new phone:
  - **1.1.** A White, Cat5, Ethernet cord should also be provided to you (separately) at the same time.

### 2. Locate your existing Local Area Network (LAN) cable (typically blue).

- **2.1.** This LAN cord should currently be plugged into your laptop, docking station, or desktop.
- **2.2.** Please remove the blue LAN cord from your PC and plug it into the data port of your new phone as shown below.
  - 2.2.1. Plugging in this line will energize the phone; you should see it start booting-up.
- **2.3.** Please plug your new, white cord, into the second phone port as shown below.
- **2.4.** Please plug the other end of this white cord into your PC (i.e. the port that the Blue LAN cord was plugged into previously).





### 3. Programming the phone:

- 3.1. Once phone is connected and booted up it will display a prompt for a username and password
- **3.2.** Please check with your on-site, telephony-liaison, if you have any questions about your number.
- **3.3.** Enter your phone's five-digit extension (generally the last 5 digits of your telephone number)

3.3.1. (Example: 71234)

3.4. The display next prompts for a password (same as extension)

3.4.1. (Example: 71234)



# Avaya Voice Mail System (AURA Messaging)



## Setting up your <u>NEW</u> voice mailbox greeting for the first time

Press the Message Button on



- Enter the temporary password of <u>110011</u> followed by the pound-key (#).
- The system will force you create a new password:
  - This password **must be** at least 6 digits long;
  - It cannot be all consecutive digits or start with a 0
  - It cannot be a single digit repeated 6 times; and
  - It **cannot** contain your extension number.
- Record a new greeting
  - the automated-system-default will remain active.
    - o (i.e. The automated system trying its best to pronounce your name.)
  - Press 3, then 1, then 1, to record, and activate your personal greeting.
- To record your name on the voicemail box, press 5, and then 5 again.

Congratulations! Your new Avaya voicemail is ready to use!



### **Local Access Numbers**

- To access your voice mail from a local exchange (from your home if you are not within the Augusta dialing area) thus eliminating a toll call fee:
- I. Call from an external phone
- II. Dial one of the below local numbers (dependent upon your location)
- III. When the call is answered, press the # key
- IV. Enter your 5-digit mailbox number followed by the # key
- V. Enter your password followed by the # key

#### Local Access Numbers

Augusta	624-4480	,	Lewiston	753-9188
Augusta	624-5485		Lewiston	795-4399
Augusta	624-7199		Machias	255-2088
RPC	624-4745		Portland	822-2300
Bangor	561-4950		Presque Isle	760-3150
Bangor	561-4480		Presque Isle	768-6899
Biddeford	286-2587		Rockland	596-4300
Boothbay	633-9577		Skowhegan	474-4810
Charleston	285-0866		Sanford	490-5469
Fort Kent	834-1085		South Paris	744-1244
Ellsworth	664-1477		South Portland	822-2899
Farmington	778-8468		Vassalboro	877-8090
Gray	657-5755		Warren	273-5399
Houlton	532-5111		Windham	893-7066





# Additional Training Materials and Videos:

- OIT created Features and Functionality Video that demonstrates the use of each button:
  - o <a href="https://www.youtube.com/watch?v=w79eIzAF-D4">https://www.youtube.com/watch?v=w79eIzAF-D4</a>

Reviewed the training materials/videos? Still have questions? Please contact us

OIT.Customer-Support@maine.gov; or 207-624-7700

\*\*Efficiency Fact: If you are calling from one 9608G VoIP phone to another, dial just their 5-digit extension!

# 9608/9611 IP Phone User Guide



#### ogging in your phone

Enter your extension Press [Enter] softkey Enter your password (Also your extension) Press [Enter] softkey

#### Logging out your phone

- Press the A button Scroll down to Log Out Presss OK twice to confirm
- Use the ▲ **v** to find the person you wish to call
- To call a non-primary number, select the person, press the [Details] softkey, then select the number
- Press the [Call] softkey or OK in the center of the phone.

# In Call Functions

Putting a call on hold (Hold will appear on the bottom of the display once you

are on an active call)

- Press the [Hold] softkey.
  - The line button flashes red and the hold icon appears on your display

Retrieving a held call (The [Resume] softkey will replace the [Hold])

Press the [Resume] softkey ro return to call

**Fransferring a call** (Transfer will appear on the bottom of the display once you are on an active call).

- During a call, press the **[Transfer]** softkey on the bottom of the display.
  - The call is automatically put on hold
- Dial the telephone number, the Contacts list, or from the History list.
- Press the [Complete] softkey to complete the transfer.

### Conference calls (With Conference you can have up to 6 people including yourself).

- Once you are on active call, press the [Conf] softkey. The call is automatically put on hold
- Dial the telephone number, the Contacts list, or from the History list.
- . Press the [Join] softkey to add the new party to call.

To add additional parties press the [Add] softkey and follow above

steps.

# Conferencing a held call to an active call

- While on an active call, press the [Conf] softkey.
- Press the Line button of the original call on hold You have successfully added the two calls together.

# Drop the last person added to the conference call

Press the Drop softkey. The last party connected to the conference call is dropped from the call.

# Dropping a person from the conference call

- From the Phone screen, select you active call.
- Press [Details] softkey Select the person you want to drop

# Phone Features

**1.** From the Phone screen, scroll **>** to access the **Features menu**.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

To return to the main Phone screen, press **Phone** or scroll ◀. Scrolling ► displays the System Numbers menu screen; scrolling ► again displays the Phone screen.

2. Scroll down to see the features that have been administered for your extension.

The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Use this table as a cross-reference to some standard feature names with the 9608/9611 abbreviations. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, contact your system administrator. Features can appear as part of the Features menu, on a softkey, or on an attached  $\buildrel {f I}$ button module, depending on how your deskphone or button module is administered.

Feature Name	Common Abbreviation
Automatic Dialing	Phone number or extension
Automatic Intercom	Auto Icom or Al
Call forwarding All Calls	Cfwrdd or CFwrd
Call Forwarding Busy/Don't Answer	CFBDA or Ignore
Park a Call	Call Park
Call Pickup	Call pickup
EC500	EC500
EC500 Extended Calling	Extnd Call
Send All Calls	SAC or Snd All

# **Call Directories**

E I Contacts (You can store up to 250 name and telephone numbers) I Viewing Contacts Details

- I Press the **Contacts** button to display the Contacts screen.
- Select the contact you want to view.
- Press the [Details] softkey to view all information available for that contact.

#### I Adding a New Contact

- I Press the **Contacts** button .
- I Press the New softkey.
- Enter the name using the dialpad.

 $\circ~$  Pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again н replaces the A with a "B," pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again re-displays the letter "A," and so on. Pause before entering the next character if the characters are on the same key. o If you want to remove a letter, number, space, or symbol that is in the middle

of the text you entered, use <> 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

- o Press the [More] softkey → Abc to change between upper and lower case letters or to enter numbers.
  - Press the [ABC] again to cycle through the options (Abc/123/abc/ABC)
- o Press the [More] softkey → Symbols to enter characters that are not on I your dialpad. Select the symbol you want to use. Press **OK** to select the symbol.
- Press Clear to delete all text and start over.

Use the Navigation Arrows to scroll to the next field or press the corresponding Line 1. | button to select the next field. 

- Enter the telephone number.
- Press the [Save] softkey.

#### I Editing a Contact

- I Press the **Contacts** button.
- Select the contact entry you wish to edit.
- I Press the [More] softkey → Edit.
- Choose the field you want to edit.
- Use the dialpad and softkeys to make changes to the contact information.
- Press the [Save] softkey.

#### I Deleting a Contact

- I Press the **Contacts** button.
- I Select the contact entry you wish to delete.
- I Press the [More] softkey → Delete.
- Press the [Delete] softkey again to confirm.

# <u>History</u>

....: I

- <sup>I</sup> Viewing the History
  - Press the **History** button.

I • Use the ← to view separate lists of your missed, answered, or outgoing calls **I NOTE:** You can scroll quickly to the top of the list by pressing **Call Log** again.

### Viewing History Details

- Press the **History** button.
  - Select the number you want to view.
- Press the [Details] softkey.
- Press the [Back] softkey to return to the list view.

#### Adding an Entry from the Call Log to your Contacts List

- Press the **History** button.
- Select the History entry you want to add to your Contacts list.
- Press the [+Contact] softkey.
  Edit name and telephone number, if necessary. Editing is same as above in Contacts
- L section

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Press Save.

#### | Removing an Entry from the History

- From the History screen, select the entry you wish to delete.
- Press the [More] softkey.
- Press the [Delete] softkey
- Press the [Delete] softkey again to confirm, or press the [Cancel] softkey if you wish to L retain the entry.

#### I Clearing all Entries from the History

- From the **History** screen, select the entry you wish to delete.
- Select the list you want to delete. (All Calls list, Outgoing Calls list etc.)
- Press the [More] softkey.
- Press the [Clear All] softkey to delete all of the entries in the list you are viewing.
- Press the [Clear All] softkey again to confirm.
- ۰.

# **Call Settings**

# Options and Settings

To reach the Call Settings menu, press

Press the Line button next to Options and Settings then Call Settings.

#### Go to Phone Screen on Calling

When set to "Yes", this feature will automatically take you back to the ⊳ GRO TE PERENE SETEBIA CAN BINGING

When set to "Yes", this feature will automatically take you back to the phone screen when an inbound call is ringing

## **Display Call Timers**

By setting this feature to "Yes", you can turn the call timers on and your display will run a call timer for each call you place or receive.

#### Redial

 $\Diamond$ By selecting "List" in this section, your Redial button will now list the last six calls you placed and you can choose which call to redial by pressing the corresponding Line button. If set to "One Number", it will only display the last dialed number. n.

#### Visual Alerting

When set to "Yes", the Voice Mail Indicator on the top right side of the ♢ phone will flash each time your phone rings.

#### Audio Path

 $\Diamond$ Choose which audio path to use when the phone is on-hook "Speaker" and Headset. (Default is "Speaker")

#### Headset Signaling...

 $\Diamond$ When using a headset, set this to "Switchhook and Alert". This setting only affects headsets.

#### **Dialing Options**

- When set to On-Hook, you can dial a number by picking up the handset,  $\Diamond$ getting a dial tone, and dialing the required number (on-hook dialing).
- $\Diamond$ When set to Editable, you can enter all or part of the number, use backspace to correct a digit if needed, and when ready, initiate the dialing
- $\Diamond$ process using a softkey.

#### Toggling caller name and number

Use this procedure to display either caller name or caller number if the  $\Diamond$ caller name is too long to fit on the deskphone screen.

# **Application Options**



Press the Line button next to  $\rightarrow$  Options and Settings  $\rightarrow$  Application Options.

To change a menu option in this section, press the Line button that corresponds to that feature. (You may also use  $\neg \land \land \land$  to scroll through the menu items.)

### <]ghcfm

When set to "Bc"ž'h\Y'd\cbY'g]``ghcd``c[[]b['WJ``g']b'h\Y'<]ghcfm

#### @c[ '6f]X[ YX'7U`g''

K \Yb gYhhc "Bc "ž h\Y d\cbY k ]`` ghcd `c[ [ ]b[ `WI`g Zfca `6f]X[ YX` 5ddYUfUbWg"H\]gcb`mUdd`]Yghc`i gYfgH\UhUbgk Yf'Wf`gZfca Ubch\Yf`hY`Yd\cbY`bi a VYf`fA Ujb`cZJW`bi a VYfž'g\UfYX``jbYg`9H7Ł"k

- DYfgcbU']nY @UVY'g
- ۶ 1. Select Personalize Labels
  - Press Change or OK.

2. ا g]b[ˈhኣYː ّ ˈɡِฟ͡c ̈̈ˈhcˈhኣYːZ/Uhi fYːVi hhcbˈmci ˈkː]gኣˈhc ʾʿUVYʾʿUbXːgY`YWi ʿʿUVY`ːnci ˈkː]gኣˈhc ːYX]h' 3 ĥΥ 4.

Press Edit.

5. Using your dialpad, edit the label. Pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again replaces the A with a "B," pre pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again redisplays the letter "A," and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key press/entry process to enter the rest of the party's name.

- Press Clear to clear all text fields and start over. 6. 7. Press Save.
- - **Restore Default Labels**

→Mci a UmfYj YfhVUW\_hch,YXYZUi hVi hhcb UVY`gVmW(ccg]b[ h)gcdh]cb" BchY h\Uhh\]gk]``]a a YX]Uhr mk]dY 5@@W dhca ``UVY`d'

# **Screen and Sound Options**

Press the Options button under the arrow keys: Scroll down until you see Screen&Sound options and press OK

- Brightness Press the [Change] softkey on the bottom of your display to change the brightness on your display screen.
- Contrast Press the [Change] softkey on the bottom of your display to change the Contrast on your display screen.
- Personalized Ringing
  - 1. To Change your Ring Pattern
    - 2. Press Change or OK to see a list of the available ring patterns.
    - 3. Select a ring pattern to listen to it.
    - 4. Press Play to hear it again.
    - 5. Press Save to make it your ring pattern.

#### Team Button Ring Type

Same as above, lets you as above, lets you choose the ring pattern for calls from Teams buttons (Not applicable to all users).

#### >BCA Ring Type

Same as above, lets you choose the ring pattern for calls from Bridged Appearance buttons (Not applicable to all users).

#### Call Pickup Ring Type

 $\Diamond$ Same as above, lets you choose the ring pattern for calls from Pickup Groups (Not applicable to all users).

#### Call Pickup Indication $\geq$

The call pickup group alert provides a visual or an audio alert on your deskphone when a member in your call pickup group gets a call. You can choose between both, none, audio or visual.

#### **Button Clicks** $\geq$

Pressing the corresponding Line button will allow you to turn the Button Click Sounds "On" or "Off".

#### $\triangleright$ Error Tones

Pressing the corresponding Line button will allow you to  $\Diamond$ turn the Error Tones "On" or "Off".

#### >Key Repeat Delay

Use this procedure to set the time for which you must  $\Diamond$ press the navigation key to start the auto repeat process. You can select from the following options: No Repeat, Default, Short, Long, and Very Long.

#### >Phone Screen Width

Set this to Half for best results. When set to Full, you only have 4 (3 if a call center agent) buttons available on the phome screen. When set to half, you can use 8 (6 if a call center agent).

#### Continuous Scrolling

When enabled, all of the menus will loop (pressing down at the bottom of the menu will bring you to the top of the menu, and vice versa).

# **CONNECTING A PLANTRONICS CS540 HEADSET**

# **TO AN AVAYA 9608 Phone**

# WITH AN APV-63 ADAPTER CABLE

The first step is to unbox the headset, and find the power supply. The headset will probably not be charged up, when it comes out of the box. The power supply may be in two pieces, requiring the wall socket plug, to be clicked into place, on the power supply.

Follow the instructions that come with the headset to set up the base, and start the headset charging,

#### THEN IGNORE THE REST OF THE INSTRUCTION MANUAL!

The part below will not be used:



Instead we will use the APV-63 cable in its place.

The APV-63 comes with this:



It is a microphone, and will NOT be used!

Plug one end of the APV-63 cable into the base.



Plug the other end into the phone.



# **Headset Signaling**

To hear ringing in your headset, when away from your desk, do the following:

Press the button with a capital A Then, press the button next to Options & Settings:



#### Press the button next to call settings

#### Then, hit the up arrow one time



Press the button next to Headset Signaling...

Then, the button next to Switchhook & Alerting



#### Press the button beneath "Select"

### Then press the phone button, and you're done!

