The 9608/9608G/9611G IP User's Guide and Quick Reference
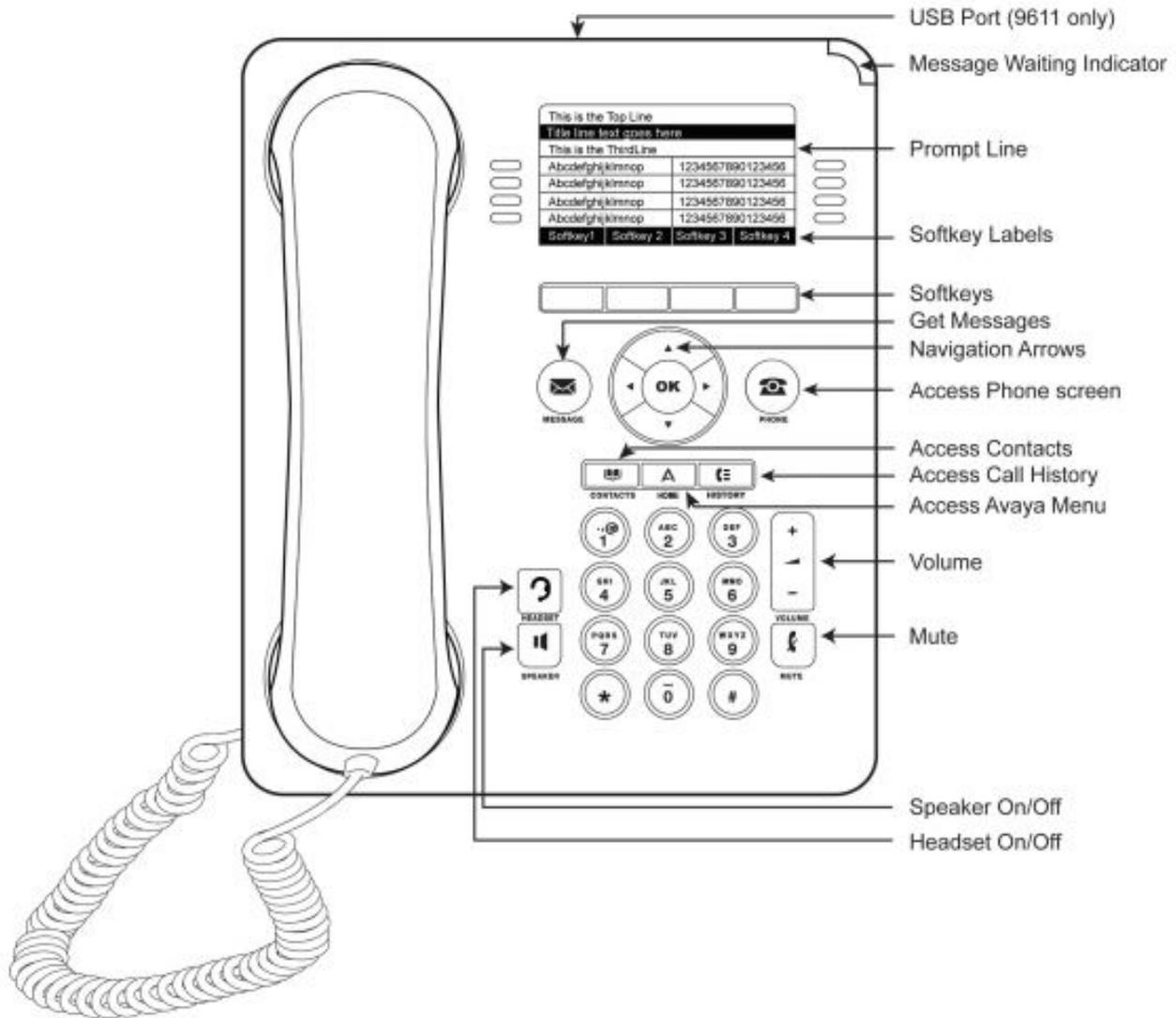

The **9608/9608G/9611G IP** supports 24 programmable call appearance/feature buttons, has 8 physical buttons, 4 softkeys, USB port, and a two-way speakerphone. The phone is also wall mountable.

The **9611G** also has a 2.8 inch by 2.1 inch Color LED display.
The **9608/9608G** has a 3.2 inch by 2.2 inch Gray Scale Monochrome LED Display

The **9608G** and **9611G** supports Gigabit Ethernet speed.

The **9608/9608G/9611G IP** supports a headset

Line Diagram of the 9608/9608G/9611G IP

USB Port (9611 only)

Message Waiting Indicator

Prompt Line

Softkey Labels

Softkeys
Get Messages
Navigation Arrows

Access Phone screen

Access Contacts
Access Call History
Access Avaya Menu

Volume

Mute

Speaker On/Off

Headset On/Off

Display Icons for the 9608/9608G/9611G IP

Icon	Description
[×	Missed call; a call was not answered or was forwarded to voice mail.
🔔	Incoming call is alerting.
(	Call is active.
ꝏ	Call is on hold.
((	Conference is active.
☰	Conference is on hold.
◀▶	Use the Right or Left navigation arrow to see additional pages/screens/options.
◀	Scroll left for other options.
▶	Scroll right for other options.
↕	Scroll up or down when there is more information than can display in the application area.
▲	End of a list; scroll up to see choices.
ƒ	The call in progress is muted.
⊘	The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
[¨]	Team icon indicating this team member is available.
[ ]	Team icon indicating this team member is busy on a call and not available.

Icon	Description
☎	Team icon indicating this team member is not on a call but is forwarding incoming calls.
☎	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
☎	Your administrator may place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.
☎…	Indicates that your phone is in an "Unnamed Registration" state, caused by not entering an extension within 60 seconds of being prompted for one or not entering a password. In this situation, your phone may register with its call server but will show only one call appearance, no features, and will allow only outgoing calls. To switch from the unnamed registration state, login with a valid extension and password.

Hold

Allows user to place a caller on hold.

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

To Cancel:
Press the flashing call appearance button or the **Resume** Softkey to access the call.

Transfer

Allows user to redirect calls to appropriate extension.

To Use:
1. With first caller on the line, press the **Transfer** Softkey. The call is automatically put on hold.
2. Listen for dial tone. Dial desired number and introduce caller.
3. Press **Complete** Softkey.

Conference

Allows user to connect with two to five additional parties.

To Use:
1. Establish call with first party (receive or place).
2. Press **Conf** Softkey.
3. Place call to second person.
4. Once the second person answers, press the **Join** Softkey.
5. Press the **ADD** Softkey to add more callers to the Conference.

Send All Calls (SAC)

Allows calls to go directly to coverage without ringing at the extension.

To Activate:
Press **Send Calls** or **SAC** button (light comes on) or dial ***3**.

To Cancel:
Press **Send Calls** or **SAC** again (light goes off) or dial **#3**.

Priority Calling

Allows user to dial an extension without the call following the coverage path.

To Use:
Dial ***1** and the extension you wish to reach.

Speakerphone

Allows user to have a conversation or access voice mail without picking up the handset.

To Use: Press **Speaker** (hear dial tone). Dial desired number or use automatic dial button. You can also just begin dialing while the handset is on hook.

Call Forward

Allows user to redirect calls to an alternate number on or off campus.

To Activate:
1. Pick up handset and dial ***2** or press the **Call-Forward** button if equipped (Hear dial tone).
2. Dial campus extension or ***9** and local number (Hear confirmation tone - 3 beeps).
3. Calls normally answered at that extension will now ring at the alternate number.

To Cancel:
1. Get dial tone and dial **#2** or press the **Call-Forward** button if equipped.
2. Calls will ring at the original extension.

Speed Dial (also known as Automatic Dialing or Auto Dial)

Allows user to dial fewer digits for frequently called numbers.

To Program:
Pick up handset, dial ***0.**
Press the SD button to be programmed.
Dial number to be stored (include ***9** if off campus).
Press button to be programmed again.
Repeat step 1 – 4 for each number.

To Use:
Pick up hand set.
Press desired Speed Dial button.

Call Pick-Up

Allows user to answer a ringing phone from another extension. Extensions must be programmed into the same call pick-up group by Telecom.

To Use:
When you hear a phone ringing, get dial tone and dial **#4** or press the call pick-up (**CPU**) button.

Redial

Redial allows you to dial the last number dialed

To Use:
Pickup the handset and press the **Redial** Softkey.

To Change (From a single list redial, to a multiple list redial):
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Call Settings** Options.
4. Select the **Redial** Option.
5. Press **OK** or the **Change** Softkey to select from List and One Number.
6. Press the **Save** softkey to save your selection.

Mute

Allows user to place phone in listen only mode.

To Activate:
Press the **Mute** button (The light will come on).

To Cancel:
Press the **Mute** button (The light will go off).

Select a Ring Tone

Allows user to choose one of eight personalized ring patterns.

To Change:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Screen/Sounds** Option.
4. Select the **Personal Ringing** Option.
5. Use the Arrows Up and Down to select a ring pattern. Select between Classic & Rich (Modern) Ring Tones by pressing the **Rich/Classic** Softkey
6. Press the **Save** softkey button when you have selected a ring pattern.
7. Press the **Phone/Exit** button to return to the main phone screen.

Adjust Screen Brightness & Contrast

Allows user to adjust the phone display to be lighter or darker.

To Change Brightness:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Screen/Sounds** Option.
4. Select the **Brightness** Option.
5. Adjust the Brightness using the Left and Right Arrows.
6. Select the **Save** softkey to save your selection.

To Change Contrast:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Screen/Sounds** Options.
4. Select the **Contrast** Option.
5. Adjust the Contrast using the Left and Right Arrows.
6. Select the **Save** softkey to save your selection.

Error Tones and Button Clicks

Allows user to choose enable or disable the Error tones and Button clicks on the phone.

To Change Button Clicks:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Screen/Sounds** Options.
4. Select the **Button Clicks** Option.
5. Use the Arrows Left and Right or the **Change** softkey to select if you want to hear the button clicks.
6. Select the **Save** softkey to save your selection.

To Change Error Tones:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Screen/Sounds** Options.
4. Select the **Error Tones** Option.
5. Use the Arrows Left and Right or the **Change** softkey to select if you want to hear the Error Tones.
6. Select the **Save** softkey to save your selection.

Call Timer

Allows user to automatically have a call timer displayed during an active call.

To Change:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings.**
3. Select the **Call Settings** Options.
4. Select the **Call Timer** Option.
5. Use the Arrows Left and Right or the **Change** Softkey to turn on or off the feature.
6. Press the **Save** softkey to save your selection.

History

Allows user to see both inbound and outbound calls

To Use:
1. While on-hook, press the **History** button.
2. Use the Arrows Up and Down to view the calls in the log.
3. Use the Arrows Left and Right to narrow down the call log view (From All, Missed, Answered, Outgoing).
4. To place a call out of the **History** Log, highlight the entry and press the **OK** button. (If the call is a Long Distance call you will be charged LD Charges)
5. Press **Details** softkey to see more information regarding the call (Use the Arrows up and Down to view more details).
6. To Delete an entry, press the **More** softkey then press the **Delete** or **Delete All** softkey
7. To add entry as a contact, press **Details** softkey than press **+Contacts** softkey (Follow the instructions on Contacts to complete this request)
8. Press **Phone/Exit** button to return to the main phone screen (The Call Log red led will be extinguished when you return to the main phone screen)

Enable Split Screen

Allows the use of either 4 button or 8 button operation. By default the phone is setup to only use 4 buttons.

To Switch Screen Modes:
1. While on-hook, press the **Home** button
2. Select the **Options & Settings**.
3. Select the **Screen/Sounds** Options.
4. Select the **Phone Screen Width** Option.
5. Use the Arrows Left and Right or the **Change** softkey to select between **Half** (*8 Button usage*) or **Full** (*4 Button usage*).
6. Select the **Save** softkey to save your selection.

Contacts

Allows contacts to be stored on the phone for quick look up and dialing.

To Enter Contacts (** Please read the Best Practices Note Below):
1. While on-hook, press the **Contacts** button.
2. If no contacts have been entered, press **New** softkey. If contacts already exist and there is a need to add contacts press the **More** softkey and then the **New** softkey.
3. Enter the Name of the contact using the dialpad (**I.E.** to get the letter A press 2, to get the letter C press 2 three times. For symbols press either 1, * or #. For a Space press 0.) The phone will Auto-Capitalize the First letter of every word. To correct a letter press the **Bksp** softkey. Press the **OK** softkey when the name has been entered.
4. Enter the Number of the contact using the dialpad. (include ***9** if off campus). If a Pause is needed in dialing press the **More** softkey and then press the **Pause** softkey (This will put a 3 Sec Pause when dialing).
5. When finished press the **Save** softkey. If the entry is not needed then press the **More** softkey and then the **Cancel** softkey.
6. Press **Phone/Exit** button to return to the main phone screen.

** BEST PRACTICES - Contacts can also be used to identify callers that are outside the phone system (i.e. Cell Phone, Home phone, etc.).

However, you must enter the **Displayed Number** (<u>**NO *9** info in front of the number</u>) as the first point in the contact. You can add a second number including the *9 dial the contact.

Contacts with more than one number will need separate entries. Follow this process for each number instead of combining the numbers in one contact.

To use a Contact:
1. While on-hook, press the **Contacts** button.
2. Using the Arrows Up and Down to select the Contact you wish to call.
3. Press the **Details** softkey to see the available numbers to call.
4. Using the Arrows Up and Down, select the number you want to use to dial out and press **OK** or the **Call** softkey.
5. To take the call off the speaker phone, just pick-up the handset or press the headset button (If the phone is equipped with a headset).
6. If you need to edit a Contact, press the **Edit** softkey and follow the steps found for Entering a Contact.

Pairing Contacts to Call

Allows stored Contacts to be displayed for incoming calls.

To Enable:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Call Settings** option.
4. Use the **OK** Button or **Change** softkey to select if you want the Pair Contacts to Calls turned on or off.
5. Select the **Save** softkey to save your selection.

Audio Path

Allows you to select which option for Audio when using the Contacts and History dial options.

To Change where the Audio Path is presented when dialing from the Contacts or History:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Call Settings** option
4. Use the **OK** Button or **Change** softkey to select if you want the Audio Path either on the Headset or Speaker.
5. Select the **Save** softkey to save your selection.

Visual Alerting

Allows the Messaging Waiting Light to flash for inbound calls (This can be good for areas that turn off the audio ringing)

To Enable:
1. While on-hook, press the **Home** button.
2. Select the **Options & Settings**.
3. Select the **Call Settings** option
4. Use the **OK** Button or the **Change** softkey to select if you want Visual Alerting turned on or off.

USB Drive (9611G Only)

The USB Drive is reserved for Future Use – Below is details regarding the USB Drive.

Not all USB Flash drives are supported, the USB Flash drive must be formatted with a FAT or FAT32 file system (The phone does not support the NTFS file system)

The 9611G must also have the IEEE setting turned to H (This switch is found on the back of the phone and will require a reboot of the phone)

The USB Drive allows you to have a personal screen saver with your own appropriate photos. (This feature is **<u>not supported by ITS Telecom</u>** and is provided as a convenience).

Each photo must be in a .JPG or .JPEG format and they need to be stored on the USB Drive under a directory or folder called **\Pictures**

The maximum allowable height and width for each picture on a 9611G IP Deskphone is 240 H x 320 W pixels (If the size of your photos are bigger than the maximum, the photo will not be displayed). You may need to resize your photos to fit the screen maximum.

When you plug in the USB Drive, it will take a few seconds to recognize the device and then the screen will ask some questions, just press the **Exit** softkey. To test your photos, press the **Home** Button, Select **My Pictures**, and the photos will be displayed.

When the screen saver is active (Normally 60 minutes of phone inactivity) each picture will display for 5 seconds.

In upcoming releases the USB Drive can be used to import/export contacts onto the phone.