

## DIALING INSTRUCTIONS

- Within your office – Dial the 4–digit ext.
- Within the AVAYA Enterprise – Dial the 11 digit ext. (i.e., 1-860-xxx-xxxx)

## EXTERNAL DIALING (Outside of your office)

### Local within your area

9 + Area Code + 7 Digits

### Long distance

9 + 1 + Area Code + 7 Digits


800/888/877

9 + 1 + 800/888/877 + 7 Digits

### International

9 + 011 + Country Code + City Code + number

## CUSTOMIZING YOUR PHONE

- Press the HOME button  to access the Avaya menu options list.
- *Options & Settings* will provide options to adjust many personal settings such as ring type, display contrast, key click preference and many more.

## VOLUME CONTROL BAR

When your phone is idle, you may adjust the ring volume by pressing + or - on the volume bar until you reach the desired volume.

- **Caution**, your ringer can be turned OFF by turning the volume down completely. An icon will appear in the upper left corner of the display indicating that the ringer is off.
- The volume of the Speaker, Handset and Headset may be adjusted during an active call by using the volume bar + and - as needed.



## SETTING UP YOUR MAILBOX



- From your new Avaya phone press the message key
- Enter the default password 2016 when prompted. (FIRST TIME ACCESS ONLY)
- Follow the tutorial prompts.

## VOICEMAIL EXTERNAL ACCESS

1. Dial Voice Mail External: (860) 856-4800
2. When system answers, press # followed by your 11 digit mailbox extension, (i.e., 1 860 xxx-xxxx)
3. Enter your password.  
DEFAULT MAILBOX PASSWORD = 2016  
(FIRST TIME ACCESS ONLY)

## VOICEMAIL QUICK TIPS

FUNCTION	KEY
Play new messages	1 - 1
Delete message	7
Save message	9
Skip to next message	#
Help	0
Cancel	*
Bypass a colleague's greeting	#



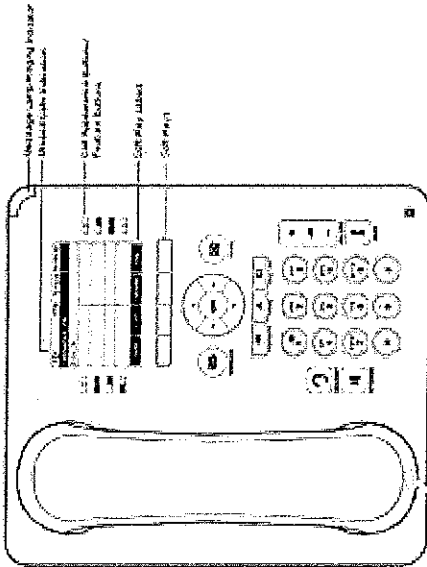
State of CT



AVAYA 9611G IP  
TELEPHONE

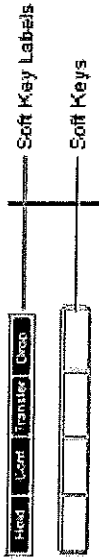
*QUICK REFERENCE GUIDE*

## PHONE OVERVIEW



## SOFT KEYS

The four "Soft Keys" below the display are dynamic keys that change based on the status of your phone. Press the key below the label to access that function.



## CALL APPEARANCES (LINE KEYS)

Your phone has 3 line appearances of your extension. You can receive two incoming calls simultaneously. The third line is reserved for your outgoing dialing access.

## PLACING CALLS (see dialing instructions on back)

You may place a call one of the following ways:

- Lift the handset and begin dialing.
- Simply begin dialing without lifting the handset to activate the speakerphone.
- Press the Speaker key and begin dialing.

## ANSWERING CALLS

Incoming calls will ring and a green light will flash next to the solid red light beside your extension appearance.

You may answer calls one of the following ways:

- Lift the handset and begin speaking.
- Press the Speaker key and begin speaking hands free.
- Press the line key where the call is ringing.
- Press the "Answer" soft key.

## CALL HOLD

1. During a call, press the "Hold" soft key (Note: The line key winks while caller is holding)
2. To retrieve held call, press the winking line key OR press the "Resume" soft key.

## TRANSFER

1. During call, press the "Transfer" soft key.
2. Dial the extension you wish to transfer to,
3. Hang up to complete the transfer OR wait to announce the transfer and then hang up OR press "Complete" soft key to complete transfer then hang up.

## CONFERENCE (6 parties' total)

1. During a call, press the "Conf" soft key
2. Dial the internal extension or external number of the party you wish to add,
3. When the party answers, press the "Join" soft key OR press the OK button to add the party.
4. Press the "Add" soft key and repeat steps 2 and 3 to add additional parties to the call.

## SEND ALL (Redirects your calls immediately to voicemail)

### To Activate SEND ALL

1. Press the SEND ALL soft key. (Note, a ✓ appears next to send all and icon appears in top status line when activated.)

### To Deactivate SEND ALL

1. Press the SEND ALL soft key again. (Note, ✓ and icon disappear.)

	Use the "Navigation" arrows to move between menus. Press OK to select options.
	The "Message" button lights when you have new messages. Press this key to access your mbox.
	The "Phone" button will take you to the main screen where you manage your calls.
	The "Contacts" button allows you to store names and phone numbers for easy access.
	The "Home" button provides menu access to options and settings to customize your phone.
	The "History" button allows you to view your outgoing, incoming and missed call logs.
	Press the "Speaker" button to activate and deactivate the speakerphone function.
	Press the "Mute" key to mute activate and deactivate the microphone or the handset.