



Avaya 9500 & 9600 Series Deskphone

User Guide

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## Description

The Avaya 9500 & 9600 desk phone supports 24 programmable call appearance/feature buttons (3 pages of 8). The labels for these are displayed in the main display and can be controlled by adjacent buttons. To scroll through the 3 pages of buttons, use the left/right **Navigation** keys.

Functions can be assigned to the phone's call appearance/feature buttons by your system administrator or by yourself using self-administration. You cannot replace call appearance/feature buttons set by your system administrator. There may be features that the system administrator has set that are not available to be changed/assigned.

Note that the 9504/9508 are digital desk phones and the 9608 is an IP desk phone. The majority of features and buttons operate the same on both the 9500 and 9600 series desk phones.

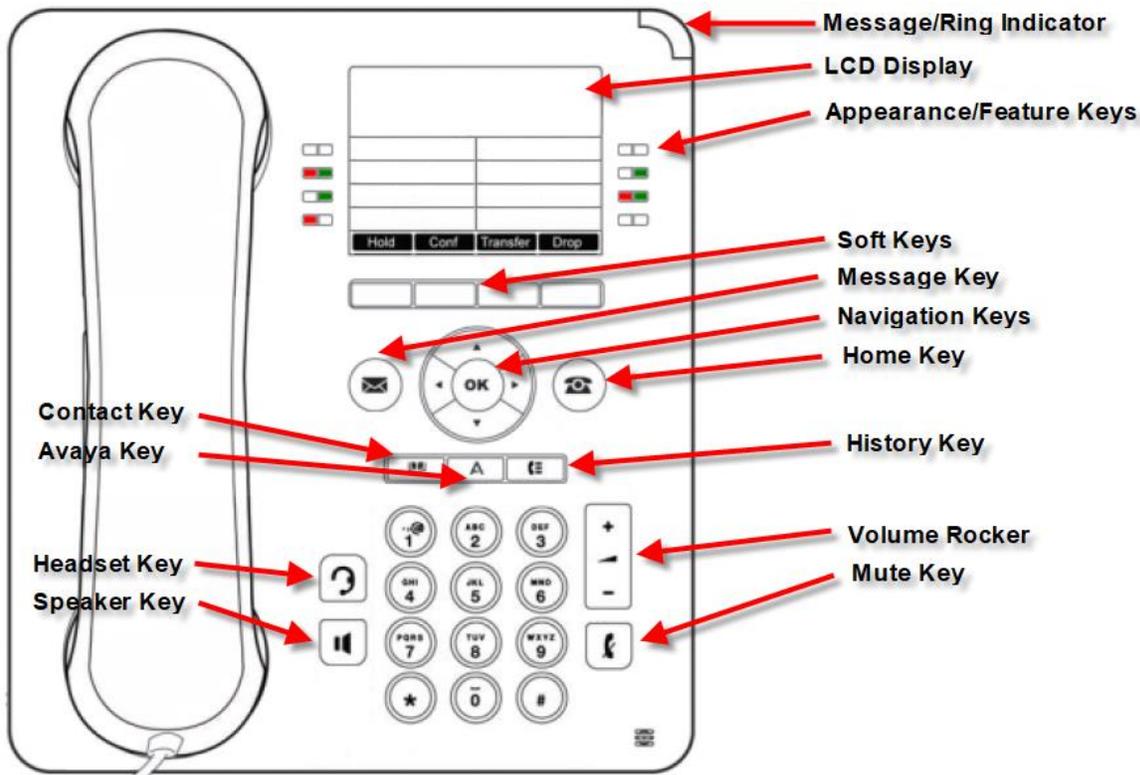


Figure 1 9500/9600 Desk Phone

**Message Waiting** – will flash when new, unheard voicemail messages exist or when the phone is ringing  
**LCD Display** – will display time/date, extension and other information related to the state of your phone

**Appearance/Feature Keys** – there are 24 appearance/feature keys consisting of 3 pages of 8 buttons. Each key can represent a call appearance, a BLF key or a feature key

**Soft Keys** – there are 4 soft keys. Each soft key will represent features most relevant to the current status of your phone

**Message Key** – used to access your voice messages, Visual Voice

**Navigation Keys** – used to navigate through various menus on the phone display. Allows up, down and OK/select (center key)

**Home Key** – used to exit from a menu screen to return to the home/idle screen

**Contact Key** – used to access the directory, displaying system directory entries as well as personal directory entries if created

**Avaya Key** – used to access phone settings such as call settings, screen & sound options, etc

**History Key** – used to access call history, can be filtered by call type (all, missed, incoming, outgoing)

**Headset Key** – used to enable or disable an optional external headset

**Speaker Key** – used to enable or disable the built in speakerphone

**Volume Rocker** – used to adjust the speaker, handset and ringer volumes

**Mute Key** – used to temporarily mute the microphone while active on a call, applies to handset or speakerphone calls

## Making Calls

If you are not already on a call, simply dial the number. The first available call appearance button is used for the call. Alternatively, press a specific call appearance button to make a call using that appearance. Note that to place an outgoing call, you must dial a 9. Extension to extension calls can be placed by simply dialing the extension that you wish to call.

Dialing with the handset on the cradle will automatically activate the speakerphone. To use the handset instead, simply lift the handset.

## Set a Callback

If the call is to an internal user and they do not answer, you can press the **Callback** soft key to end the call attempt. When the user ends their current or next call, the system will call you, and when you answer, automatically make another call attempt to the user.

## Calling a Person from the Contact/Directory

You can use any directory contact to make a call. You can also use the directory in any function where the **Dir** softkey is displayed.

1. Press the **Directory** key, the directory menu is displayed
2. Use the left/right **Navigation** keys to select the type of directory entry you want to display (External, Users, Groups, Personal or All)
3. Use the up/down **Navigation** keys to scroll through the list or start typing the name using the telephone keypad to find a matching entry. If you misdial a name, press the **Clear** softkey to return to the full list.

4. To view more details of the highlighted name, press the **Details** softkey. To return to the list, press the **List** softkey.
5. When to desired entry is highlighted, press the **Call** softkey to place the call

## Redialing a Previously Dialed Number

1. Press the **Redial** softkey. Use the up/down **Navigation** keys to scroll through the most 10 most recently dialed outgoing calls
2. Press the **Call** softkey to call the highlighted number in the call record.

## Answering Calls

A slow flashing call appearance key represents an alerting call. This may also be accompanied by ringing and by the message waiting lamp flashing. If you are currently on a call:

- To quiet the ringing, press the **Ignore** softkey. The call will still continue to alert visually.
- To redirect the call to your mailbox, press the **To VM** softkey
- To answer the call using the handset, simply lift the handset
- To answer the call using the speakerphone, press the **Answer** softkey or press the **Speaker** key
- To answer the call using an optional headset, press the **Headset** key

## Answering a Second Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

- To answer the call, press the ringing call appearance key, your existing call will be placed on hold
- Alternatively, use the up/down **Navigation** keys to scroll the display to highlight the waiting call and select the **Answer**, **To VM**, **Ignore** or **Drop** softkey to act upon the call.

## Divert a Call to Voicemail

You can redirect a call targeting to you directly to your voice mailbox

1. If the call is not the currently highlighted call on the display, use the up/down **Navigation** keys to highlight it.
2. Press the **To VM** softkey to redirect the call to your voice mailbox.

## Quiet a Ringing Call

You can quiet the ringer of a currently alerting call. The call will continue to alert visually with no audible ring.

1. If the call is not the currently highlighted call on the display, use the up/down **Navigation** keys to highlight it.
2. Press the **Ignore** softkey.
3. Calls ignored will follow any forwarding to voicemail or call forward no answer once the associated timer expires.

## Call Handling

### Adjusting the Call Volume

You can adjust the volume of the incoming audio while you are on a call

1. With a call connected, press the **Volume** rocker + or – key to adjust the volume accordingly

Note – the volume is separately adjusted for the device (handset, headset or speakerphone) you are currently using.

### Muting a Call

Muting a call temporarily mutes the microphone (handset, headset or speakerphone) during a call. When muting, you will still be able to hear the remote side of the call. The mute setting remains active even if you switch between calls using hold or appearance buttons. If you change how you are listening to a call, for example switching from the handset to the speaker, the mute setting is cancelled.

1. To activate mute, press the **Mute** key. The button will be lit while mute is active.
2. To switch mute off, press the **Mute** key again.

### Ending a Call

- The **Drop** softkey can be used to end the currently highlighted call.
- If the call is on the speakerphone, the **Speaker** key will be lit. Pressing the **Speaker** key will end the call
- If the call is on the headset, the **Headset** key will be lit. Pressing the **Headset** key will end the call
- If the call is on the handset, replace the handset to end the call

## Conference Calling

If you have a connected call and have held alternate calls, pressing the **Conf** softkey will start a conference with all of those calls. Otherwise, to start a conference or add another party to a conference:

1. Press the **Conf** softkey. Your current call is automatically placed on hold.
2. Dial the party that you want to add to the conference
3. Once they answer, press the **Conf** softkey again to add them
4. If they do not answer, press the **Drop** softkey and return to the original party by pressing the flashing call appearance key (held call).

### Dropping/Muting Conference Parties

While active in the conference, press the **Details** softkey. Scroll through the list of caller in the conference and:

- To drop a caller, highlight the participant and press the **Drop** softkey
- To mute a caller, highlight the participant and press the **Mute** softkey; to un-mute them, press the **Mute** softkey again

- To return to the call display, press the **Back** softkey

## Transferring Calls

To transfer a call, your phone must have an available call appearance key. If all of your call appearance keys are in use, end or park one of your existing calls.

1. Press the **Transfer** softkey. The current call is automatically placed on hold.
2. Dial the number for the transfer. Alternatively, press the **Dir** softkey to select a destination from the directory.
  - a. To complete the transfer, press the **Complete** softkey while the call is ringing or after it has been answered.
  - b. If the transfer destination does not answer or does not want to accept the transfer, press the **Cancel** softkey.

## Transfer to Voicemail

You can use the **Message** key to transfer a call to a user or group mailbox.

1. With a call connected, press the **Message** key, you will still be connected to the caller
2. Dial the extension/mailbox number of the user or group and press select or press the **Dir** softkey to search for a destination extension/mailbox number.
3. The selected destination will be displayed, press the **Select** softkey to complete the transfer.

## Parking Calls

If configured, the Park feature allows you to place a call into a held/parked state where the call can be picked up from any extension.

1. With a call connected, press the **Park** feature key
2. The display will automatically display the park extension where the call will be parked. Make note of the extension displayed.
3. If configured and you wish to page, press the **Page** softkey, otherwise press the **Exit** softkey to complete the park.
4. If the Page option is selected, a list of configured page zones will be displayed. Highlight the desired page zone using the up/down **Navigation** keys to highlight the desired zone and press the **Page** softkey to announce the parked call.

## Redirecting Calls

### Do Not Disturb (DND)

When you are in DND, your calls are redirected to your voicemail automatically. Calls to any group of which you are a member are not presented to you while in DND. You can still use your phone to make

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outgoing calls. While in DND, when you go off hook, a broken dialtone will be heard to remind you that you are in DND.

To activate/deactivate DND:

1. Press a programmed **DND** feature key or select the **Features** softkey then use the up/down **Navigation** keys to highlight Call Settings then press **Select**
2. Press the **Change** softkey, to toggle the setting (on or off)
3. Press the **Save** softkey to save the setting.

Note – if using a **DND** feature key, the light will illuminate when active and be extinguished when inactive. Additionally regardless of the method used to enable/disable DND, when active a N will be displayed in the grey bar at the top of your display. Additionally, a **Status** softkey will be visible. Pressing the **Status** softkey will show that DND is On. To turn it off, simply press the **Off** softkey.

## Call Forwarding

You may be able to change your forward unconditional settings using the **Features** softkey

1. Press the **Features** softkey and use the up/down **Navigation** keys to highlight **Forward** then press Select.
2. Use the up/down **Navigation** keys to highlight and then select the call forwarding that you wish to administer.

## Follow Me To

Forward your calls to another extension, administered from your extension

## Follow Me Here

Forward your calls to the extension you are currently in front of

## Forward Unconditional

Forward all calls to another destination

## Forward Busy/No Answer

Forward calls to another destination in a busy and/or no answer condition

## Mobile Twinning

If this feature is enabled, you can twin all calls to your extension to an alternate destination such as a mobile phone. When twinning is enabled, inbound calls will ring your deskphone as well as the destination number configured.

## Directory Contacts

You can add up to 100 personal directory contacts. For each directory contact, you will specify a name and associated phone number.

1. Press the **Directory** key and use the left/right **Navigation** keys to select Personal

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2. Press the **New** softkey to add a new contact
3. In the name field, enter the name of the contact using the telephone keypad (T3 method). For example for a "C" you would press the 2 key three times. The cursor will automatically increment to allow you to enter subsequent letters. Once complete, press the down **Navigation** key to scroll the Number field.
4. In the Number field, enter the destination number to be associated with this contact. Note that if the destination number is an outside phone number, you must include the 9 in the number.
5. When both the Name and Number fields are completed, press the **Save** softkey to save the entry.

## Add a Directory Contact from Call History

You can add a name and number shown in your call history to your personal contacts.

1. Press the **History** key and use the left/right **Navigation** keys to select All, Missed, Incoming or Outgoing
2. Use the up/down **Navigation** keys to highlight an entry in the history
3. Press the **More** softkey then press the **+Contact** softkey
4. The Name and Number fields will be filled with the Caller ID information received on the call. You can modify these however by using the up/down **Navigation** keys to select the field desired and modify as described in the previous section.

## Voicemail

Your voicemail needs to be setup as one of the first tasks associated with using your new phone.

### Voicemail Setup

1. Dial \*17 to access your voicemail the very first time
2. When prompted, enter your extension number followed by #
3. When prompted for your password, press # (no password)
4. When prompted, enter the password you wish to use. Note that there may be security requirements on setting your password.
5. Follow the prompts to set your password and record your name for the directory.

### Checking Voicemail from Your Avaya Phone

When new messages exist, your message light will flash. You will be able to use Visual Voice from your Avaya phone to view and manage your messages as well as administer mailbox settings.

1. Press your **Message** key to access Visual Voice
2. The Visual Voice will menu will be displayed. Within the Visual Voice menu, several items will be displayed, use the up/down **Navigation** keys to select the item to administer.
  - a. Listen – shows the number of new/old/saved messages (0/0/0). Select it to view messages in each state

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- b. Message – allows you to record a message to be delivered to another Avaya user. Select it to record a message and deliver to specific mailboxes
- c. Greeting – allows you to record a personal greeting to be played to callers. Select it to make a personal greeting
- d. Passcode – allows you to change your voicemail password. Select it to change your current password to a new one
- e. Email – if enabled, will allow you to change your voicemail to email settings. Select it to set your voicemail to email to be Copy, Forward, Alert or Off
- f. Voicemail – If enabled your voicemail will automatically answer if calls to your phone are unanswered. If disabled, automatic forwarding to your voicemail will be turned off.

### Checking Voicemail from Outside the Office

Your system configuration will dictate the best method to check your messages while out of the office. Some options include:

- If answered by auto attendant, dial the main number, press \* during the greeting and follow the prompts
- Dial your DID, when your mailbox greeting plays, press the \*7 and follow the prompts

## Voicemail Menu

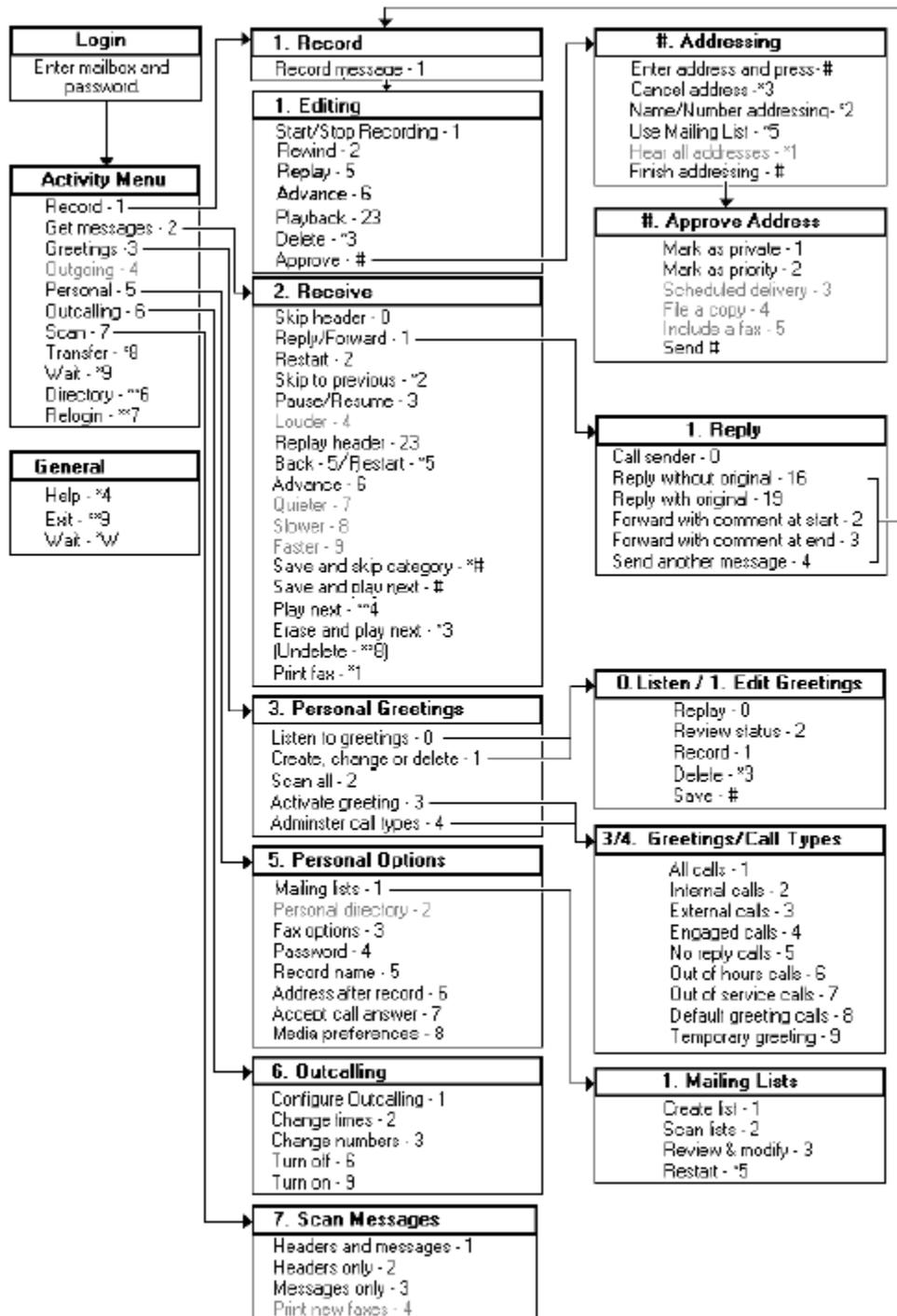


Figure 2 Intuity Mode Menu

## Programming Call Appearance/Feature Keys

To program a Call Appearance/Feature Key:

1. Press the **Features** softkey
2. Scroll to **Phone User** and press the **Select** softkey
3. Scroll to Self Administer and press the **Select** softkey
4. If prompted, enter the Security PIN. If you do not know the Security PIN, consult with your system administrator
5. A list of buttons will be displayed along with their current assignment. To change an existing button, scroll to it using the up/down **Navigation** keys and press the **Replace** softkey. Note that if the **Replace** softkey does not appear for the highlighted button, that means that the button cannot be changed as an end user. You can also select the **Erase** softkey to remove the button. To assign a button to a blank button, highlight the button and press the **Replace** softkey. A list of available features will be displayed. Scroll to the feature that you wish to assign using the up/down **Navigation** keys to highlight it and press the **Select** softkey to assign it. Note that some features require additional input such as **User BLF** and **Group BLF** which will require that you enter the user extension or group extension that you wish to monitor.