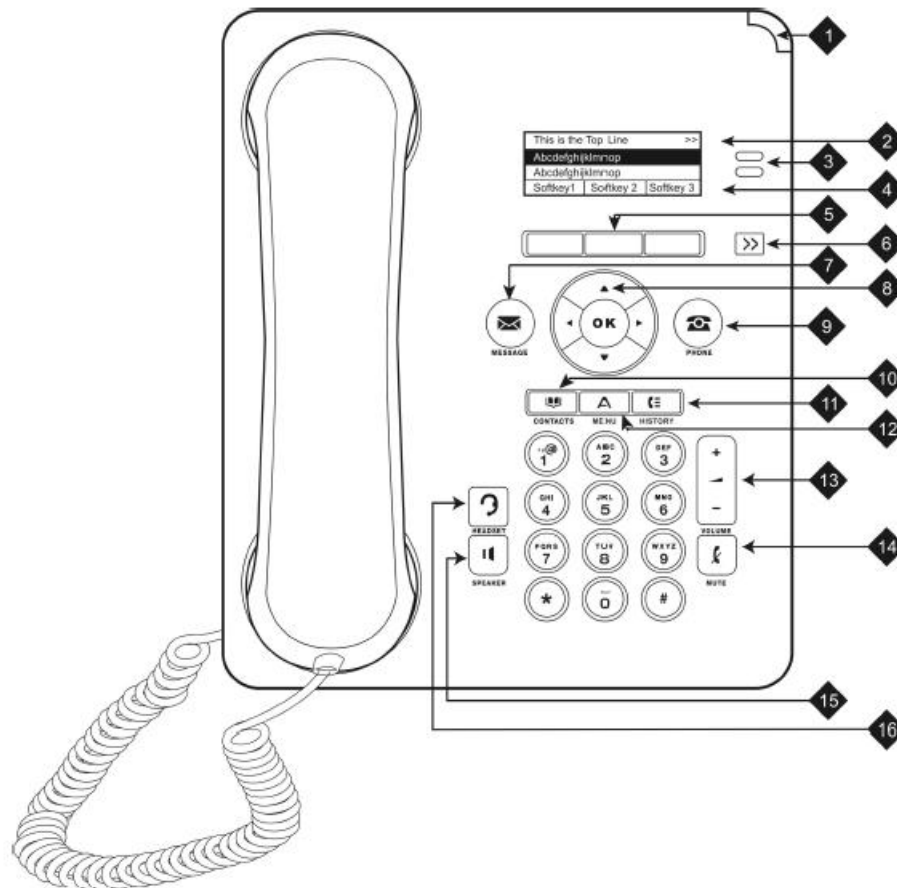


AVAYA 9601 SIP DESKPHONE INSTRUCTIONS



The following table provides button/feature descriptions for the 9601 deskphone.

	Name	Description
1	Message Waiting Indicator	An illuminated red light in the upper corner of your phone indicates you have voicemail messages waiting. If visual alerting is enabled, this light flashes when you receive an incoming call.
2	Top Line	The Top Line shows status information such as the time and date, error indications and missed calls.
	Call Appearances	The number of lines available to make or receive calls (call appearances) is three unless otherwise administered. Press the line button to initiate or answer a call.
3	Lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Lines also indicate if a feature or system number (for example, an autodial number) is enabled or disabled in the Feature or System Numbers view.
4 5	Softkeys and Softkey Labels	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.
6	Display Mode	Use the Display Mode key to scroll the selected line when the ">>" symbol appears.
7	Message	Press the MESSAGE button to connect directly to your voicemail system.
8	Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.
9	Phone	Press PHONE to view and manage your calls or to return to your main screen.
10	Contacts	Press CONTACTS to view the entries in your Contacts list.
11	History	Press HISTORY to view the history of your outgoing, incoming, and missed calls.
12	Avaya Menu	Press AVAYA MENU to configure options and settings.
13	Volume	Press VOLUME to adjust the volume of the handset, headset, speaker, or ringer.
14	Mute	Press MUTE to mute a call in progress. To take a call off mute, press Mute again.
15	Speaker	Press SPEAKER to use the two-way speakerphone. To take a call off the speakerphone, lift the handset.
16	Headset	Press HEADSET to use the headset if one is connected. Only HIS headset cords are compatible with your phone.

9601 PHONE INSTRUCTIONS

MESSAGE WAITING INDICATOR	If you have messages in your Avaya Voice Mailbox, the light on the top right corner of your telephone will be lit solid red. In addition, the Messages button will also be lit. Once you have listened to your messages, the lights will turn off.
YOUR PHONE DISPLAY	<p><u>Your Phone Display Contains the Following Information</u></p> <ul style="list-style-type: none"> • The top line of the display shows the time and the date while idle • If you have missed calls, the left hand side of this top line will display the missed call icon, which will include the number of calls you have missed. Your HISTORY button will also be lit • If any of the phones "Forwarding" features are active, the forwarding icon will be displayed as well • The Line button area alternates between the extension lines you use to place and receive calls and the features that are programmed on your 9601 telephone • These line buttons include LED lights which will light to show when a line or feature is active • The bottom of the display screen is the softkey area. When the phone is idle, you will see a minimum of a <i>Redial</i> option. While on a call, the softkey features include: <i>Hold, Conf, and Transfer</i>
NAVIGATION ARROWS and the OK BUTTON	<p><u>Up and Down Navigation Arrows</u></p> <ol style="list-style-type: none"> 1. Use the Up and Down Navigation arrows to scroll through lists <p><u>Right and Left Navigation Arrows</u></p> <ol style="list-style-type: none"> 1. Use the Right and Left Navigation arrows to navigate between menus or to move the cursor during test input. <p><u>OK Button</u></p> <ol style="list-style-type: none"> 1. Press the OK button for a shortcut to an action. For example, when you select a call log entry, pressing OK dials the number for you
PHONE BUTTON	<p><u>Using the PHONE Button</u></p> <ol style="list-style-type: none"> 1. Press the PHONE button anytime to return to the main phone screen to view and manage your calls
MESSAGE BUTTON	<p><u>To Dial the Voice Mail System</u></p> <ol style="list-style-type: none"> 1. Press the MESSAGE button to connect directly to your voice mail system 2. You will need to input your information to enter your mailbox
VOLUME BUTTON	<ol style="list-style-type: none"> 1. Press the VOLUME button to adjust the volume of the handset, headset, speaker or ringer 2. They are all independent of each other
MUTE BUTTON	<p><u>Preventing the Other Person on the Line From Hearing You</u></p> <ol style="list-style-type: none"> 1. Press the MUTE button. The other party cannot hear you 2. The MUTE button lights when your call is muted 3. To reinstate two-way conversation, press the MUTE button again
MAKING A CALL	<p><u>Make a Call With Your 9601 Phone in Any of the Following Ways</u></p> <ol style="list-style-type: none"> 1. Lift the handset and dial the number 2. If you are using a headset, press the HEADSET button and dial the number 3. If you are using the speakerphone, press the SPEAKER button and dial the number 4. The first available line appearance line displays the off-hook icon and the background appears shaded

<p>ANSWERING A CALL</p>	<p>When an inbound call rings to your extension, the Bell icon appears next to the Line Appearance on your display. The phone rings and the call information displays on that Line Appearance.</p> <p><u>To Answer an Incoming Call</u></p> <ol style="list-style-type: none"> 1. Lift the handset 2. If you are using a headset, press the HEADSET button 3. To use the speakerphone, press the SPEAKER button <p><u>To Answer a Second Incoming Call</u></p> <ol style="list-style-type: none"> 1. Press the <i>Hold</i> softkey to automatically place the first call on hold and press the ringing Line Appearance button to answer the second call
<p>SEND ALL CALLS Allows incoming calls to be directed to your voice mail without answering.</p>	<p><u>To Send a Call Directly to Your Voice Mailbox</u></p> <ol style="list-style-type: none"> 1. Press the softkey below <i>Send All</i> to send an incoming call directly to your voicemail without answering the call
<p>ENDING A CALL</p>	<p><u>To End a Call</u></p> <ol style="list-style-type: none"> 1. Hang up the handset 2. If you are using a headset, press the HEADSET button 3. If you are using the speakerphone, press the SPEAKER button
<p>REDIAL (The Redial softkey will display after a missed call)</p>	<p><u>Using Redial</u></p> <ol style="list-style-type: none"> 1. Press the softkey below <i>Redial</i> (By default the system will display a list of numbers you can choose to redial from. From the Avaya Menu, you can change this setting to dial only the last number dialed.) If Outgoing Call list is cleared, redial will not be available.
<p>HOLD</p>	<p><u>Placing a Call on Hold</u></p> <ol style="list-style-type: none"> 1. Press the softkey below <i>Hold</i> (The line button flashes red when the call is holding and the hold icon appears on your display) <p><u>Retrieving the Held Call</u></p> <ol style="list-style-type: none"> 1. Press the flashing line button to retrieve the call or the <i>Resume</i> softkey
<p>TRANSFER Sends a call from your extension to another extension.</p>	<p><u>To Transfer a Call</u></p> <ol style="list-style-type: none"> 1. During a call, press the <i>Transfer</i> softkey on the bottom of the display (The call is automatically put on hold and the second line becomes active) 2. Dial the 5-digit extension number to which you want to transfer the call 3. Press the <i>Complete</i> softkey on the bottom of the display to complete the transfer (To stop the transfer and return to the caller, press the <i>Cancel</i> softkey or press the line button of the original call.)
<p>IGNORE</p>	<p>Press the Ignore softkey to stop or turn off the ringer for an incoming call.</p>
<p>TRANSFER TO VOICE MAIL Transfers a caller directly into another individual's voice mailbox bypassing ringing the phone.</p>	<p><u>Transfer to Voice Mail</u> While on a call, press the <i>Transfer</i> softkey</p> <ol style="list-style-type: none"> 1. Dial the voice mail access code 2. Voice Mail answers and prompts for destination extension number and # sign 3. Voice Mail now prompts for password and # sign – ignore this 4. Dial "4" and # sign 5. Press the <i>Transfer</i> or <i>Complete</i> softkey to complete the transfer 6. Hang up

CONFERENCE

Your phone supports conference calls, enabling you to speak with up to 5 people in different locations.

Setting up a Conference Call

1. While on the current call, press the *Conf* softkey (The call is automatically on hold and the second line becomes active)
2. Dial the number of the next party
3. Press the *Join* softkey to add the new party to the call
4. Press *Add* and repeat these steps to add another person to the conference call if needed

Using the Conference Button to Add A Held Call to An Active Call

1. While on an active call, press the *Conf* softkey or *Add* if you are already in a conference
2. Select the call on hold that you want to add to the conference
3. Press the softkey below *Resume*
4. Press the softkey below *Join* (You have successfully added two calls together)

Drop the Last Person Added to the Conference Call

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

Dropping a Specific Caller from a Conference Call

1. From the Phone screen, select your active call
2. Press *Details*
3. Select the person you want to drop
4. Press *Drop*

CALL PARK

Puts a call on hold at your extension for retrieval at any extension.

Parking a Call on Your Own Extension

1. Press the *Transfer* softkey
2. Dial the *Call Park* access code #70#
3. Wait for confirmation tone
4. Press the **OK** button
5. Hang up (The line button will be lit when a call is parked)

Retrieving A Parked Call

1. Lift your handset or press the **SPEAKER** button
2. Dial the *Park Retrieve* access code #77
3. Dial the 5-digit extension number of the parked call (If you hear intercept tone, the call has been disconnected or retrieved by someone else)

CALL FORWARDING

Temporarily forwards all your calls to another extension.

Activating Call Forwarding

1. Using the right Navigation Arrow, locate the Features menu
2. Using the down Navigation Arrow, locate *Call Fwd* and press the **OK** button
3. Dial the 5-digit extension number where calls are being forwarded, then press *Enter* or **OK**
4. Wait for confirmation tone
5. Hang up (The *CFwd* button will have a check mark)

Canceling Call Forwarding All Calls

1. Using the right Navigation Arrow, locate the Features menu
2. Using the down Navigation Arrow, locate the *CFwd* feature
3. Once highlighted, press the **OK** button and the *CFwd* feature box is unchecked and you will hear a confirmation tone

CALL PICKUP

Allows you to answer a call at your telephone for another extension in your pickup group

To Answer a Call with a Programmed *Call Pickup* softkey

1. Using the right Navigation Arrow, locate the Features menu
2. Using the down Navigation Arrow, locate *Call Pickup*
3. Once highlighted, press the **OK** button

NOTE: If you do not have a Call Pickup softkey programmed on your telephone, use the following code

To Answer a Call from an Idle Phone

1. Press one of your available/idle line buttons (you will hear dial tone)
2. Dial *7 (you will now be connected to the caller)

To Answer a Call from a Busy Phone

1. Ask the current party to hold then press the **Hold** button
2. Press one of your available/idle line buttons (you will hear dial tone)
3. Dial *7 (you will now be connected to the caller)

CONTACTS

The 9601 telephone allows up to six numbers per contact.

Contact searches are done by last name of each contact.

Adding a New Contact

1. Press the **CONTACTS** button
2. Press the *New* softkey
3. Enter the first name using the dial pad
 - Press the *Clear* softkey anytime you need to start over
 - Pause before entering the next character if the characters are on the same key
 - To enter a space, press **0**
 - Press *Bksp* to delete the last character

Example: Pressing the “2” on your dial pad displays the letter “A.” Pressing the “2” key again 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. If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows 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 to the left of the cursor.

- Press the softkeys below *More >Abc* to change between upper and lower case letters or to enter numbers.
 - Press the softkey below *ABC* again to cycle through the options (*Abc/123/abc/ABC*) until the type you want to use is displayed.
 - Press the softkeys below *More >Symbols* to enter characters that are not on your dial pad. Select the symbol you want to use. Press **OK** to select the symbol.
4. Press the down Navigation Arrow to enter the last name
 5. Continue to use the down Navigation Arrow to scroll to the next field to enter the telephone number and so forth
 6. When finished, press the *Save* softkey or the **OK** button

Searching for and Calling a Contact

1. Press the **CONTACTS** button to display the Contacts screen
2. Select the contact you want to view
3. Press the *Call* softkey or **OK** button to call that person or the *Details* softkey to view all information available for that contact

Editing a Contact

1. Press the **CONTACTS** button
2. Select the contact entry you wish to edit
3. Press the softkeys below *More >Edit*
4. Choose the field you want to edit
5. Use the dial pad and softkeys to make changes to the contact information
6. Press the *Save* softkey or **OK** button

Deleting a Contact

1. Press the **CONTACTS** button
2. Select the contact entry you wish to delete
3. Press the softkey below *More* twice
4. Press the softkey below *Delete* again to confirm
5. Press “Yes” softkey to delete or “No” softkey to retain

CALL HISTORY

You can use **HISTORY** to view your incoming, outgoing, answered, or missed calls from your extension, a bridged extension, or a call picked up if you are a member of a call pickup group.

Adding an Entry from **HISTORY** to your Contacts List

1. Press the **HISTORY** button
2. Select the entry you want to add to your Contacts list
3. Press the *+Contact* softkey button
4. Edit name and telephone number, if necessary.
Pressing the “2” on your dial pad displays the letter “A.” Pressing the 2 key again 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 redisplay the letter “A,” and so on. Pause before entering the next character if the characters are on the same key
5. Press *Save*

Viewing the Call History

1. Press the **HISTORY** button
2. Scroll to the right or left to view separate lists of your incoming, missed, answered, or outgoing calls

Viewing Call History Details

1. Press the **HISTORY** button
2. Select the number you want to view
3. Press the *Details* softkey
4. Press the *Back* softkey to return to the list view

Calling a Person from the History Log

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

Removing an Entry from History

1. From the **HISTORY** screen, select the entry you wish to delete
2. Press the *More* softkey
3. Press the *Delete* softkey
4. Press the *Yes* softkey to confirm, or press the *No* softkey if you wish to retain the entry

Clearing all Entries from History

1. From the **HISTORY** screen, select the entry you wish to delete
2. Using your right Navigation Arrow, select the list you want to delete. (All Calls list, Outgoing Calls list etc.)
3. Press the *More* softkey until you have the Clear All option displayed as a softkey.
4. Press the *Clear All* softkey to delete all of the entries in the list you are viewing
5. Press the *Yes* softkey again to confirm, or press the *No* softkey if you wish to retain all entries

TURNING OFF CALL HISTORY

You can turn call history on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history.

Turning off Call History

1. Press the **AVAYA MENU** button
2. Select *Options & Settings* or *Phone Settings*
3. Press *Select* or the **OK** button
4. Scroll to *Application Settings*
5. Press *Select* or the **OK** button
6. Using your up and down Navigation Arrows, select the type of call history you want to turn off. (To turn history of bridged lines on or off, select *Log Bridged Calls* and press *Change* or the **OK** button.)
7. Press *Save*

PRESS THE AVAYA MENU BUTTON TO VIEW AND CHANGE THE FOLLOWING OPTIONS

CALL SETTINGS

Press the **AVAYA MENU** button.

Press *Select* under Options and Settings or the **OK** button. Next, press *Select* under Call Settings or the **OK** button.

Use the Navigation Arrows to locate the feature you want to change.

To change a menu option in this section, press the *Change* softkey button if applicable, and press the *Save* button to select.

Go to Phone Screen on Calling

When set to “Yes,” this feature will take you back to the phone screen when making a call.

Go to Phone Screen on Ringing

When set to “yes,” this feature will take you back to the phone screen upon getting an incoming call.

Display Call Timers

By setting this feature to “Yes,” you can turn the call timer on and your display will run the timer for each call you receive or answer.

Redial

Choose to set Redial to dial the Last Number your dialed (One Number) or to display a List of the last 3 calls you dialed.

Visual Alerting

When set to “On,” the Voice Mail Indicator on the top right of the phone will flash each time your phone rings.

Audio Path

Use your left and right Navigation Arrows to toggle between “Speaker” and “Headset.” (Speaker is the default).

Dialing Option

Use your left and right Navigation Arrows to toggle between “On-hook” and “Editable.”

ASSIGN SPEED DIAL ENTRIES

Press the **AVAYA MENU** button.

Press *Select* under Options and Settings then, use your Navigation Arrows to scroll to Assign Speed Dial Entries and press *Select* or the **OK** button.

You can assign speed dial numbers to up to 10 people in your contact list. Then when you want to call a speed dial contact, simply press the number you have assigned to that person.

To Add a Speed Dial Contact

1. Scroll to the first unassigned line and press the *Assign* softkey button
2. Scroll to the contact your want to assign and press the *Select* softkey button
3. Select the telephone number you want to assign, if more than one is programmed for that person
4. Press the *Select* softkey button or the **OK** button

To Remove a Speed Dial Contact

1. Scroll to the line you want to un-assign and press the *Clear* softkey button

Speed Dialing a Person

1. Get dial tone
2. Press and briefly hold the dial pad key (number) assigned to the person you want to call

APPLICATION SETTINGS

Press the **AVAYA MENU** button.

Select *Options and Settings* and scroll down to *Application Settings*

To change a menu option in this section, use the Navigation Arrows to locate the desired feature

History

By setting this feature to "Yes," you can view the history of all your calls.

Log Bridged Calls

By setting this feature to "Yes," you can view the history of all bridged calls.

Personalize Labels-up to 13 characters

1. Press *Select* or **OK**
2. Using the Navigation Arrows, scroll to the feature button you wish to label and select the label to edit
3. Press *Edit*
4. Using your dial pad, edit the label. (See **Contacts** for programming example)
5. Press *Save*

Restore Default Button

1. By pressing the *Select* softkey button, you may revert back to the default button programming.
2. Press the *Default* softkey button to confirm or the *Cancel* softkey button to retain your button labeling.

SCREEN AND SOUND OPTIONS

Press the **AVAYA MENU** button.

Press *Select* under *Options and Settings*, and scroll down to *Screen & Sound Options* and press *Select*

To change a menu option in this section, use the Navigation Arrows to locate the desired option and press *Select*

Contrast

1. Press the *Select* softkey bottom to change the Contrast on your display screen. Using the right and left navigation arrows, adjust the Contrast level.
2. Press *Save*

Personalized Ringing

1. Using the right and left navigation arrows, select from a list of 8 ring patterns
2. Press *Play* to hear the ring pattern
3. Press *Save* to make it your ring pattern

Call Pickup Ring Type

1. Press *Change* or **OK** or use the right and left navigation arrows to toggle from one ring tone/number to another. Each tone sounds briefly as you move to it
2. Press *Save* to make it your ring type

Call Pickup Indication

1. Using the right and left navigation arrows, scroll through your call pickup options or press *Change*
2. Press *Save* for your selection

Button Clicks

1. Press *Change* or **OK** to turn the Button Click sounds "On" or "Off"
2. Press *Save*

Error Tones

1. Press *Change* or **OK** to turn the Error Tones "On" or "Off"
2. Press *Save*

LANGUAGE & REGION

Press the **AVAYA MENU** button.

Press *Select* under *Options and Settings*, and scroll down to *Language & Region* and press *Select*

Time Format

You can change the way the time displays on your screen to either 12 or 24 hours.

1. Use your right/left Navigation Arrows to scroll between 12 Hour or 24 Hour
2. Once your chosen format is showing in the highlighted area, Press the *Save* softkey

Advanced Options

Press the **AVAYA MENU** button.

Press *Select* under *Options and Settings*, and scroll down to *Advanced Options* and press *Select*

Automatic Gain Control (AGC)

This option is primarily used with headsets.

1. Press *Select* or the **OK** button
2. Select the device (Handset, Headset, or Speaker) for which you want to use AGC
3. Use your right/left Navigation Arrows to turn AGC On or Off
4. Press *Save* softkey to change or *Cancel* softkey to retain