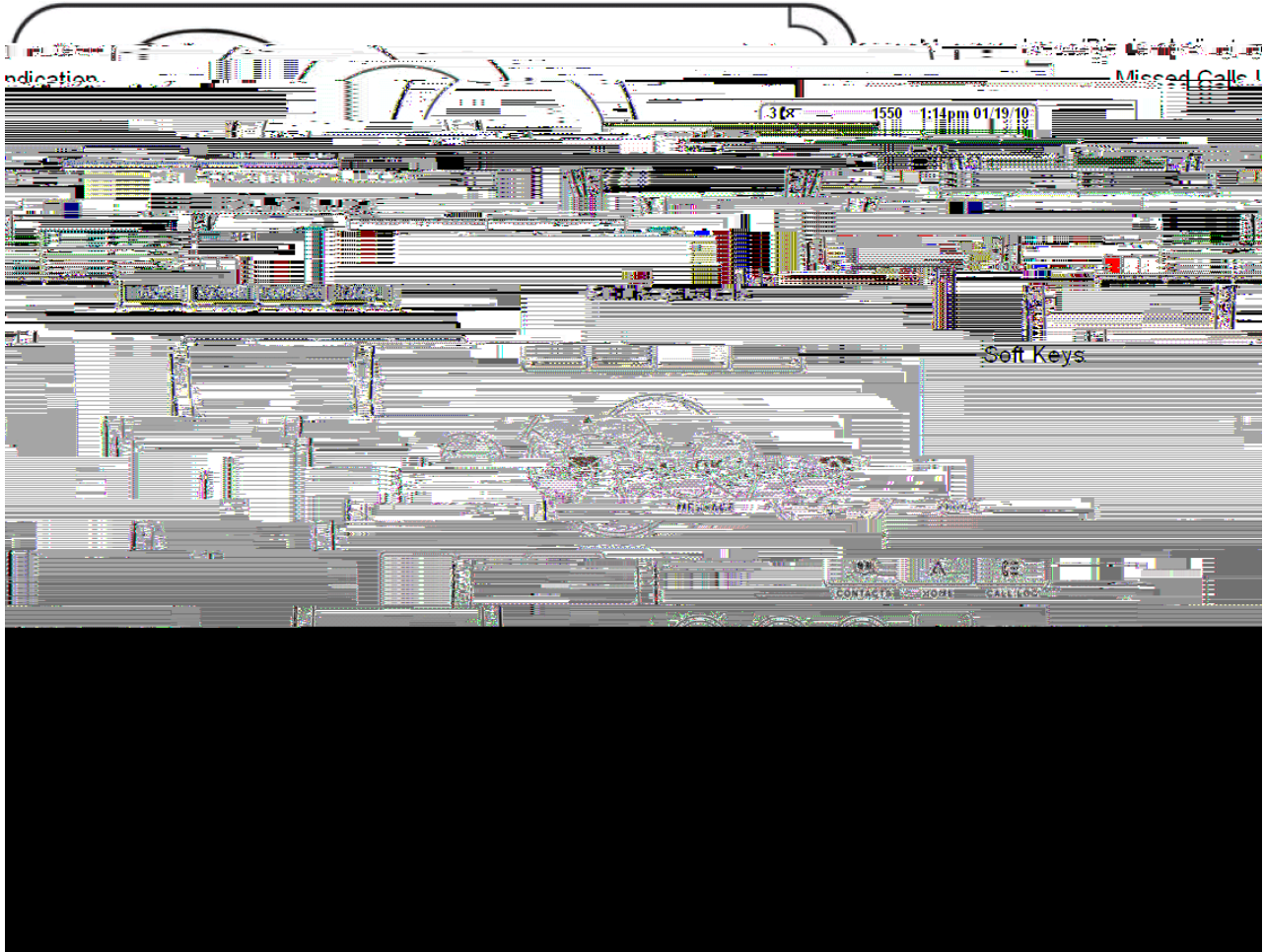# IP Office 9608 Telephone Quick Reference Guide

Your 9608 Telephone

The IP Office supports the 9608 telephone.

The phone supports 24 programmable call appearance/feature buttons. The labels for these are displayed in the main display and can be controlled by the adjacent buttons.

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

More Information

Go to www.avaya.com/support for the latest support information, including user guides, installation and maintenance guides, interactive documents and software downloads.

Making Calls

If you are not already on a call, just dial the number. The first available appearance button is used for the call. Alternatively, press another appearance button in order to hold your current call and to make a separate call.

Set a Callback

If your call to an internal user is not answered, or if the status of the user is set to Do Not Disturb, you can press CallBack and end the call attempt. When the user ends their current or next call, or disables their DND status, the system calls you. When you answer, the system automatically makes another call attempt to the internal user.

Calling a Person from the Contacts List

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

1. Press the 📖 CONTACTS key. The directory menu is displayed.

2. Use the ◀ left/right ▶ keys to select the type of directory entries you want to display; All, Personal (your own personal directory contacts), External, Users, and Groups.

3. Use the ▲ up/down ▼ keys to scroll through the list. Alternatively, you can use the number keypad to enter the name for which you want to display matching entries. If you dial a name, press Clear

Voicemail

Both the MESSAGE button and the message lamp/ringing indicator on your phone (top-right) are used to indicate when you have new messages in your voicemail mailbox. They remain lit until you have played or deleted each of the new messages.

Checking Messages

1. Press the MESSAGE button. Enter your voicemail password if requested and press Done.

2. The numbers shown next to Listen indicate the number of new, old and saved messages.

3. Highlight Listen and press Select.

4. Use the ▲ up/down ▼ keys to highlight which messages (New, Old or Saved) that you want to listen to and press Select. The details of the first message of that type are displayed.

5. You can use the ▲ up/down ▼ keys to scroll through the messages.

6. Use the soft keys to control the playback actions for the current message.

By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro).

Voicemail On/Off

You can control whether voicemail is used for your unanswered calls. This does not switch off your mailbox; you can still play existing messages and use other functions.

1. Press the MESSAGE button. Enter your voicemail password if requested and press Done.

2. Use the ▲ up/down ▼ keys to highlight Voicemail.

3. Press Change to switch between On or Off.

4. Press Save to save the change.