

Getting Started Using Your New Avaya 9608 IP Phone

Accessing Your New Phone

New telephones are programmed with 10-digit telephone numbers (e.g. 819-555-4321) and require login and passwords.

Your phone is currently logged in.

Your new number can be found on the top line of the phone's LCD screen.












To Log In to Your Phone (if not already logged in)

1. Log in using the dial pad; enter your 10 digit phone number in the Username field (e.g. 819-555-4321).
2. Using the navigation arrow buttons, scroll down to Password.
3. Enter the last 4 digits of your phone number (e.g. 4321) and Press « Enter or OK ».

To Log Out of Your Phone

1. Press the « Home » button.
2. Using the navigation arrow buttons, scroll down and select « Log Out ».
3. Press the « Yes softkey or OK » button.

Phone Buttons

-  **Message** - Press the « Message » button to connect directly to your voicemail.
-  **Navigation Arrows** - Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to navigate between menus or to move the cursor during text input.
-  **OK** - Press the « OK » button for a shortcut to an action. For example, when you select a Call History entry, pressing OK dials the number.
-  **Phone** - Press « Phone » to view and manage your calls.
-  **Home** (Avaya menu) - Press « Home » to configure options and settings and log out.
-  **Contacts** - Press « Contacts » to view the entries in your contact list.
-  **History** - Press « History » (Call History) to view a list of your outgoing, incoming and missed calls.
-  **Volume** - Press « Volume » to adjust the volume of the handset, headset, speaker and ringer.
-  **Headset** - Press « Headset » to use the headset if it is connected.
-  **Mute** - Press « Mute » to mute a call in progress. To take a call off mute, press « Mute » again.
-  **Speaker** - Press « Speaker » to use the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.

First Time Voice Mail Setup

Step 1. Enter Your Temporary Password

1. The system will prompt you to enter your temporary password. **Your temporary password is 55 + the last 4 digits of your phone number.**
2. Press # and follow the instructions. You will be prompted to enter a new password.
3. Enter your new password and then press « # ». The Voice Mail System verifies your password.
4. To keep this password press « # », to choose another one press « * ».

Step 2. Record Your Name

1. You will be prompted to record your name after the tone.
2. To keep the name press « # ». To re-record a name press « * ».

Step 3. Record Your Greeting

1. You will be prompted to record a greeting. Choose from a standard system greeting by pressing « 1 » or to record your own greeting press « 2 ».
2. Record your personal greeting at the tone then press « # ».
3. To keep this greeting press « # », to hear it again press « 1 », to re-record press « * ».

Accessing Voice Mail

1. Press the « Message » button on your phone and follow the instructions.

If checking voicemail from an external phone

1. Enter the general external voice mail number **1-855-859-6265** (Toll Free #).
2. Enter your 10 digit phone number, select language when prompted.
3. When your greeting answers: Press « * » then press « # » and follow instructions to log in to your mailbox.

Change Language (if required)

1. Press the « Home » button.
2. Using the navigation arrow buttons, scroll down and select Options & Settings. Press « Select or OK ».
3. Using the navigation arrow buttons, scroll down and select Language & Region. Press « Select or OK ».
4. Select Language. Press « Select or OK ».
5. Select a display language. Press « Select or OK ».
6. Press « Yes » to confirm selected language.

Additional Assistance and Links to Supporting Documents

HRSDC, Labour Program & Service Canada

National Service Desk - 1-800-268-0408

Supporting documents - <http://lservice.prv/eng/imit/catalogue/telephone/voip.shtml>

Avaya Voicemail Quick Reference Guide

Access Phone Messages

Press Message button "  "

Playing messages

New messages 1-1
Old messages 1-2
Saved messages 1-3

Playback controls

Message start 1-1
Message end 3-3
Skip envelope information 3-4
Skip to next message #

Message options

Delete message 7
Save message 9
Call sender during / after playback 8-8

Replying to a message

1. Reply during/after playback 8
2. Record reply, then press #
3. Send message #

Forwarding with an introduction

1. Forward after playback 6
2. Record introduction, then press #
3. Enter recipient #
4. Send message #

Sending a new message

1. From main menu 2
2. Record message, then press #
 > Hear recording 1
 > Delete and re-record *
3. Enter recipient #
4. Send message #

Selecting recipients

Enter a mailbox/personal list number #
Add more recipients 6

Delivery Options

Specify delivery options 0

Future delivery

By date 4-1
By week day 4-2
Future delivery by date. Enter day, month, and time

Transferring to a mailbox

To transfer an incoming call to a mailbox, without the mailbox owner's phone ringing
1. Press Transfer > Message > *
2. Enter recipient mailbox number

Hints and tips

Help 0
Cancel / previous menu *
Bypass a greeting or interrupt a prompt #

Managing User Preferences

Features

Notify Me on/off 4-1-1
Reach Me on/off 4-1-2

Administrative options

Change password 4-2-1
Date, time playback on/off 4-2-4

Greetings

Change personal greeting 4-3-1
Set extended absence greeting 4-3-2
Set / change name 4-3-3
Set away-from-phone greeting 4-3-1-2-1
Set busy greeting 4-3-1-2-2