



Avaya 9601 IP Deskphone SIP Quick Reference

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Scrolling and navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

Use the up and down navigation arrows to scroll up or down through lists; holding either arrow for a few seconds produces a fast scroll. Use the right and left navigation arrows to move between the Phone screen and Features list or the Features list and System Numbers list, or to move the cursor right or left when entering text. Use the Display More key to scroll the selected line when the double chevron symbol (“>>”) appears in the display.

When you scroll to a line on the display, that line is selected. The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

You can also select a line or feature without scrolling by pressing the corresponding line button.

About icons

The icons in the following table indicate the state of a call, navigation choices, or the status of a contact whose presence you are tracking.

Icon	Description
	Missed call; a call was not answered or was forwarded to voice mail.
	Incoming call is alerting.

Table continues...

Icon	Description
	Call is active.
	Call is on hold.
	Your calls are being forwarded.
	Conference is active.
	Conference is on hold.
	Use the Display More key to see more information on the selected line.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. See <i>Presence icons</i> topic for more information. This icon also designates that a feature is not available at this point of a call.
	Indicates that the deskphone is not connected to the session manager and is operating in "failover" mode. Some features may not be available or work correctly. Icon also indicates non-AST mode. For more information about failover, see the topic Limited access during failover.
	Indicates that the call is using a wideband codec for good quality voice call.
	Indicates a low network performance or presence of local network issues that might result in lower call quality.
	Indicates that the user enabled the LNCC feature. The LNCC feature changes the Multiple Call Appearance deskphone to a Single Call Appearance deskphone.
	Indicates the extend call feature. The extend call feature allows

Table continues...

Icon	Description
	you to transfer a deskphone call to your mobile phone.
	Indicates that the end to end call is secured.
	Indicates that the SLA Mon™ agent has taken control of the deskphone.
	Indicates that the call is being recorded for SLA Mon™.
	Indicates the Team button ringing state.
	Indicates that the Send All Calls feature is on.

Presence icons appear when you set up the person whose presence you want to track as a contact and enter a handle (a phone number or URI) for that person.

Call history icons for 9608/9608G deskphones

The following icons indicate the types of calls.

Icon	Name	Description
	Missed call	Indicates that you did not answer the call or had forwarded the call to your voice mail.
	Answered call	Indicates that you have answered the call.
	Outgoing call	Indicates that you have made the call.
	Bridged call	Indicates the number of bridged calls.

Presence icons

The following icons indicate the presence status of a contact.

Icon	Name	Description
	Available	User is available and can communicate.
	On a call	User is on a call.
	Busy	User is busy.
	Away	User is away from the phone.
	Do not Disturb	User does not want to communicate.
	Out of Office/ Offline	Out of Office: User is out from the office. Offline: User wants to appear invisible.
	Unknown	The presence status of the user is unknown or the phone is not registered.

*** Note:**

You can view presence icons only if the presence tracking feature is configured for your deskphone.

MLPP icons for 9608/9608G

Icon	Name	Description
	Priority	Priority icon for a priority call.
	Immediate	Immediate icon for a priority call with a higher precedence value than Priority.
	Flash	Flash icon for a priority call with a higher precedence value than Immediate.

Table continues...

Icon	Name	Description
	Flash Override	Flash override icon for a priority call with highest precedence.

Avaya Menu

You can use **Avaya Menu** to adjust and customize options and settings for your deskphone, access additional web-based applications, get information about your phone and network settings, log out, and use **Administration** menu.

When you press **Avaya Menu**, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

*** Note:**

The menus and submenus that appear depend on how the administrator has configured your extension. Some options or submenus might not be available. Contact your system administrator if you have any questions.

- **Options & Settings**
- **Priority Call**
- **My Presence**
- **Browser**
- **Network Information**
- **Log Out**
- **Administration**
- **About Avaya**

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.

Priority Call lets you make a precedence call.

My Presence lets you change your presence status to Available, Busy, Away, Do Not Disturb, Out of Office, or Offline. You can also set the selection to automatic.

Browser contains additional web-based applications. If your administrator did not configure the browser option for your deskphone, your deskphone does not display the browser option.

Network Information has a submenu with different viewing options: Audio parameters, RTCP-XR, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics. Your

administrator might ask you to use this option to check phone settings or network settings to investigate problems.

Log Out lets you sign off the phone, to protect your settings or to let another user to log in.

Administration provides access to the administrative settings of the phone.

About Avaya provides the release number of your phone software.

Answering and making a call

Answering a call

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you might need to select the call you want to answer manually. If you do not have the **Go to Phone on Ringing** option enabled, you must press **Phone** to choose a line or view call options.

If you do not have the **Go to Phone Screen on Ringing** option enabled and if the phone does not display the Phone screen, incoming calls display on the top line of the screen. You can press the corresponding line button (LED) to answer the call.

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset, or you can press the corresponding line key (LED) to answer the call.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The phone automatically answers the incoming call and puts the previous call on hold.
- If you are on another call and the phone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the phone does not automatically display the incoming call, you can press **Answer** to automatically put the first call on hold when you answer the new call. Also, you can press **Ignore** or **Next** to return to the first incoming call screen.
- To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

*** Note:**

To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Making a call

If you are not on a call, dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen. When the phone displays the Phone screen, press **Phone** to move to the top of the call appearance list.

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

If you are on a mute call, you can select an available call line appearance by using **Up** or **Down** arrows.

Making a call using edit dialing

Ensure that the Edit Dialing feature is enabled on your phone.

Using the Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using softkeys, you can change the number or character format or backspace to "edit" the number before actually dialing it. Using the **Bksp** softkey, you can edit the number before actually dialing it.

1. On the Phone screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase one character at a time.
3. To change the character format, press the **More > 123** softkeys.
4. Press **Call**.

Making a call with precedence

Use this procedure to make call with precedence level by manually dialing the extension number or selecting the desired extension from **Favorites**, **History**, or **Contacts**. The call precedence level are categorized under the following options:

- FO: Flash Override
- FL: Flash
- IM: Immediate
- PR: Priority
- Routine: Default value with lowest precedence.

Ensure that your extension is configured with the required level of precedence and your administrator has enabled the Multiple Level Precedence and Preemption feature.

Do one of the following:

Choice Option	Choice Description
Use dial plan configuration.	Dial the prefix digits followed by the extension number. * Note: The dial plan configuration is done on the Local Session Controller (LSC) or Enterprise Session Controller (ESC).
Use Priority softkey.	a. Press Priority softkey on the idle line appearance. b. Select the precedence level on the Precedence Selection screen. c. Dial the desired extension. + Tip: You can also select redial softkey or autodial from the System Number screen. * Note: Configuration is done by setting the parameter ENABLE_PRECEDENCE_SOFTKEY.
Use Avaya Menu.	a. Press Avaya Menu button. b. Select Priority Call . c. Select the precedence level from the Precedence Selection screen. d. Select the desired extension either from the Contacts or History screen.

Routine is highlighted on the call session line if no call is made within five minutes. Also, the precedence level is valid for only one call session.

Making an emergency call

If your administrator configured emergency calling for your phone, the Phone screen displays the **Emerg** softkey to dial a preset emergency services number.

*** Note:**

You can make an emergency call when your phone is logged out only if your administrator configured this feature for you. You can also make an emergency call when you lock your phone.

! Important:

During phone failover, when the phone switches between system servers due to a system failure, the **Emerg** softkey might not be available until your phone

connects to an alternate server. This process might take a few seconds.

1. On the Phone screen, press **Emerg**.
2. Press **Yes** when the phone displays a prompt.
Some call servers call back to confirm the emergency status. The phone automatically answers the incoming call on the speaker by going off-hook.
3. To end the emergency call, press **End Call**.

Putting a call on hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the active line you want to put on hold.
3. Press **Hold**.
*** Note:**
The phone might display a hold timer when you put a call on hold.
4. Press **Resume**, **OK** button, or the line button of the held call to retrieve the call. Your system administrator might have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Transferring a call

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
2. Press **Transfer**.
3. Dial the number if you know the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call. Otherwise, press **Complete** or press **OK**.

*** Note:**

Your deskphone might receive unanswered transfers as recalled transfers. In this case, you hear a priority ring that is different from a normal ringtone and see the display message **Return** next to the call.

Making an unattended transfer

An unattended transfer is when you transfer an active call without establishing a call with the call-transfer recipient.

1. On an active call, press or tap the **Transfer** softkey.
The phone displays the Enter transfer destination screen.

- Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call:** Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - **Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - **Cancel:** Terminates the call transfer.
 - **More:** Displays more options related to call transfer.
 - **Priority:** Displays Precedence selection screen.

You can also use **Favorites** to transfer the call.

- Select **Transfer** softkey. Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol, Clear, 123,** and **Cancel** are displayed when you select **More** option.

The phone displays the Select Transfer Method screen.

- Select **Talk** softkey.
- To complete the transfer, press the **Complete** softkey. The phone transfers the call to the selected number.

✳ **Note:**

- Unanswered transfers might return to your phone as a recalled transfer. In this case, you hear a priority ring and see a display message *Return* next to the call.
- In the Avaya Aura® environment, if the administrator enables the Transfer on Hang-up feature, you can disconnect the call to complete the transfer.

Making an attended transfer

An attended transfer is when you put an active call on hold and establish a second call with the call-transfer recipient before transferring the call.

- On an active call, press or tap the **Transfer** softkey. The phone displays the Enter transfer destination screen.
- Enter the phone extension number or the SIP URI on the **Destination** line or select from one of the following options:
 - **Held Call:** Displays the held call line appearances as an option and switches to the Select Transfer Method screen.

- **Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - **Cancel:** Terminates the call transfer.
 - **More:** Displays more options related to call transfer.
 - **Priority:** Displays Precedence selection screen.
- You can also use **Favorites** to transfer the call.

- Select **Transfer** softkey. Use **Bksp** softkey to clear the input, **Cancel** softkey to terminate the call transfer, and **More** for more options. **Symbol, Clear, 123,** and **Cancel** are displayed when you select **More** option. The active call is put on hold, and the second call starts ringing. The call transfer-recipient answers the call.
- To complete the transfer, press the **Complete** softkey. The phone transfers the call to the selected number.

Activating call forwarding

Use this task to forward your calls to a specified number.

- Gain access to the Features screen.
- Press **Select** or the corresponding line button.
- Enter the destination number to which you want to forward your calls.
- Press **#**.

✳ **Note:**

You can view the call originator when the call forwarding chain has two or more participants. This feature works if your administrator has configured the related parameter.

Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options might be available through Expanded Meet-Me Conferencing. Contact your administrator for more information about this feature.

Adding a person to an active call

Use this procedure to add participants to an active call to set up a conference call.

Start a call.

- During a call, on the Phone screen, press **More > Conf**.

The phone puts the existing call on hold.

- To make a call to a participant, do one of the following:
 - Dial the phone extension by using the dial pad.
 - Call the person from the Contacts list or the Recents list.
 - Redial the last dialed number by using the **Redial** soft key.
- When the third participant answers the call, press the **Join** soft key.

Joining two active calls

- From the Phone screen, establish a call.
- Go to the idle line to establish a second call. The first call goes on hold.
- On the second call appearance, press **Conf** softkey.
- Select the first call appearance.
- Press **Join** softkey.

Adding a person on hold to a conference call

Use this task to add a person that you have put on hold to a conference call.

During an active call, press **Hold**.

Dropping a person from a conference call

This feature is not available on all systems.

- From the Phone screen, select your active conference call.
- Press **Details**. Ensure that your administrator has configured the **Details** softkey.
- Select the person you want to drop.
- Press **Drop**.

Features


This topic describes the special features of your phone. Your administrator might have set up your phone with the features and the call appearances on one screen. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features such as Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features screen. The features that are available depend on what your administrator has assigned to your phone.

In addition to the Features screen, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your administrator.

Accessing the Features screen

Use this task to gain access to the **Features** screen.

The option on the **Features** screen display one of the following icons:

- The icon: Indicates the feature is available.
- The icon: Indicates the feature is activated.
- The  icon: Indicates the feature is not available.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

On the Phone screen, use the right navigation button to gain access to the **Features** screen.

To return to the main Phone screen, press **Phone** or scroll to the left.

Activating Send All Calls

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

You can also turn **Send All Calls** on or off by using the phone Features list.

If you enabled the DND affects SAC option, the phone activates the SAC feature when you manually change the presence status to DND.

* Note:

Do not enable the SAC feature in case you selected the cover all option for the coverage path. Enabling both features at the same time can cause duplicate entries in the call log.

1. Navigate to the Features screen.
2. Scroll to choose **Send All Calls**.
3. Press **Select** or **OK** or the corresponding line button to activate the feature.

Contacts

You can save up to 250 names and up to 6 telephone numbers per name.

* Note:

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality. In this case, you cannot add, edit or delete any existing contacts. However you can view the existing contact entries.

Searching for a contact

You can search for any name as described here, or you can go to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F or 3 depending on how you set up your contacts and how many times you press 3 in succession.

1. Press **Contacts**.
2. Using the dial pad, start typing the name which you want to search.

A contacts search is case-sensitive and depends on how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.

Press **Call** to call the person or press **More** > **Edit** to edit contact information.

Calling a person from the Contacts list

Use this procedure to call any contact from the Contacts list.

1. Press **Contacts**.
2. Select the person or number that you want to call.
3. Press **More** twice.
4. Find the contact that you want to call by typing the name of the person as listed.

For example, if you added John Smith to your Contacts list as “Smith, John”, start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.

5. Press **Call**, **OK**, or the line appearance to call the selected contact.

Adding a new contact

You can add up to six distinct numbers to a contact. For a work extension, selecting **Track Presence** allows you to track the contact's presence, for example, Available, Busy, Away, Do Not Disturb, Out of Office or Offline. You need to create a new contact to track presence if the work extension of the contact is changed.

1. Do one of the following:
 - If this is your first Contacts list entry, press **Contacts** > **New**.
 - If you already have entries in your Contacts list, press **Contacts** > **More** > **New**.
2. Enter the first and last name using the dial pad.
 - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - If the characters are on the same key, pause before entering the next character.
 - To enter a space, press **0**.
 - Enter remaining letters or numbers.
 - To delete the last character, press the **Bksp** softkey.

* Note:

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 the **Bksp** softkey to remove the character to the left of the cursor.

3. Choose **Yes** in the **Track Presence** field to know the presence information for this contact. If the presence information is available for this person, the phone displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.
4. In the **Number** field, enter the extension number.
5. Press **More** > **Primary** if applicable.

The primary number is the one that will always display without having to go into contact details.
6. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
7. If you have another number of this contact, scroll down and repeat steps 5 to 6.

You can add up to five additional numbers to one contact entry, but you can designate only one number as primary.
8. Press **Save**.

Editing a contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit** or **Details > Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. Press **Save**.

Call History

The History screen provides a list of recent calls, with information about call types, such as missed, answered, or outgoing. The information also provides the caller name and caller number, call time, and call duration. The call log can store up to 21 digits. You can also make a call from the call log.

Note:

The phone displays the caller number only if available.

If you are a member of a call pickup group, the deskphone shows calls that you picked up for another person or calls that you missed and answered by someone with a Forwarding icon. Using this feature, you can review details of types of call pickup. When you have one or more missed calls, the History button lights up and the top line displays Missed Calls icon and the number of missed calls.

If your administrator configured the Busy Station Call Log feature, the deskphone saves all incoming calls that get a busy treatment in the call log. An incoming call gets a busy treatment when:

- All your call appearances are busy and you get an incoming call.
- Your LNCC feature is active and you get an incoming call while you are already on an active call.
- The Restrict Last Appearance parameter is set to yes and you get an incoming call when all but one of your call appearances are busy. The Restrict Last Appearance parameter, if set to Yes, sets the last available call appearance to originating calls only. This setting enables transfer of any of the active calls to another call appearance. If this parameter is set to No, then all call appearances might be occupied for incoming calls and you cannot transfer any of the active calls.

The deskphone displays these calls as Missed calls in the call log. The deskphone also lights up the History LED and shows the missed calls on the top line.

Adding an entry from the call history to your contacts list

1. Press **Recents**.
2. Select the number you want to add to your Contacts list.
3. Press **More**, and then press **+Contact**.
4. If necessary, edit the name and telephone number.
5. Press **Save**.

Long-term acoustic exposure protection

9600 Series IP Deskphones have the long-term acoustic exposure protection, to protect the ears of the users from the acoustic shocks. This feature reduces the loud volume of the conversations on the phone call to permissible acoustic limits. The user can set the permissible acoustic limit to dynamic or predefined static values. In a dynamic setting, the feature activates itself and gradually reduces the loud volume of the phone conversations to prevent from reaching the damaging decibel levels.

Long-term acoustic exposure protection feature satisfies OSHA, ETSI and employee health safety requirements.

Important:

Only L100 Series Headsets with RJ9 connector supports long-term acoustic exposure protection, when the headset profile is set to Profile1.

Related links

[Configuring Long term acoustic exposure protection](#) on page 6

Configuring Long term acoustic exposure protection

Use this procedure to configure the long-term acoustic exposure protection feature for your headset to protect from the acoustic exposure.

Ensure you set the headset profile to Profile1, and use L100 Series Headsets.

1. Press **Avaya Menu**.
2. Scroll to **Options & Settings**, and press **Select**.
3. Scroll to **Advanced Options**, and press **Select**.
4. Scroll to **Long Term Acoustic Exposure Protection**, and press **Select**.
5. Choose one of the following and press **Select**:

- **Default**

- **Off**
- **Dynamic**
- **8 hours**
- **4 hours**

Related links

[Long-term acoustic exposure protection](#) on page 6

Changing the language

1. Press **Avaya Menu**.
2. Press **Main menu**.
3. Select **Options & Settings**.
4. Press **Select**.
5. Press **Select**.
6. Select **Language & Region**.
7. Select **Language**.
8. Select a display language.
9. Press **Select**.
10. Press **Yes** to confirm the selected language.

Presence

Changing the presence status

The phone displays your presence status on the top line that you can change manually.

1. Press **Avaya Menu**.
2. Press **Select** to select **My Presence**.
3. Scroll and press **Select** to choose any of the following options:
 - **Automatic:** To let the phone manage the presence state.
 - **Available:** To show you are available and open for communication.
 - **Busy:** To show you are busy.
 - **Away:** To show you are away from the phone.
 - **Do not Disturb:** To show you are not open for communication.
 - **Out of Office:** To show you are out of office.
 - **Offline:** To appear invisible. The phone continues to keep the presence subscriptions with the Presence Server. The phone also keeps receiving notifications for the contacts for whom the phone subscribed to watch.
4. Press **Save**.

For more information

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