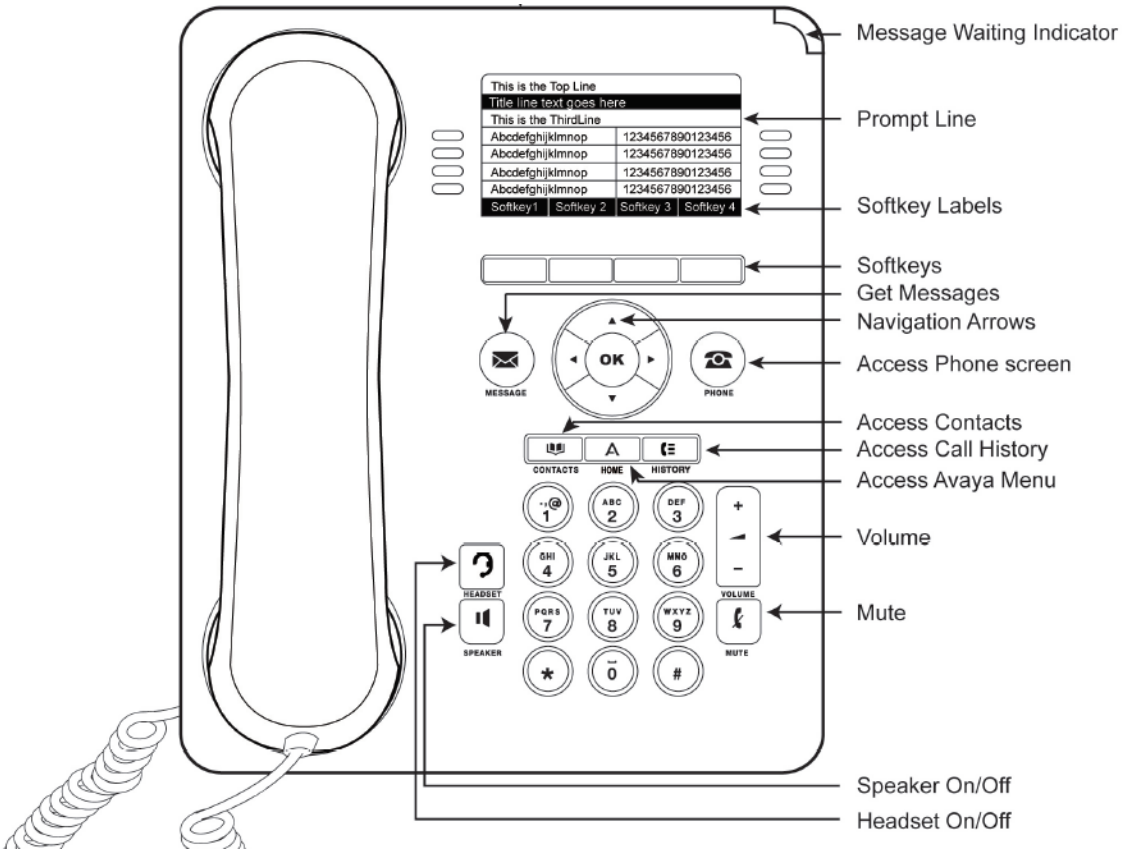
MCPHS Avaya 9608 Phone Instructions



Name	Icon	Description
Message waiting indicator	N/A	An illuminated red light in the upper-right corner of your phone indicates that you have a voice mail.
Phone display	N/A	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view other screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line.
Features and call appearance lines	N/A	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. For an incoming call, the green LED blinks. While the deskphone is off-hook, both the red and the green LED glow. Lines also indicate if the system or system number has enabled or disabled a feature in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off. **Note:** For multiple call appearance alerting, the phone highlights the call appearance with the most recent incoming call.
Softkeys	N/A	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen that the phone displays.
OK and navigation arrows	N/A	The **OK** button performs the action of the highlighted option of a menu. Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another. However, if you are using the half-width mode, the up and down navigation arrows move one screen at a time, instead of one line at a time.

Phone		The **Phone** button displays the Phone screen when you press the button. During a call, you can gain access to the following options from the Phone screen: Hold Conference Transfer Drop call
Message		The **Message** icon will be illuminated when you have voice mail messages waiting.
Contacts		When you press **Contacts**, the Phone screen displays the entries in your contact list.
Home		When you press **Home**, you gain access to the Avaya Menu to configure options and settings, access the browser or any applications available.
History		When you press **History**, the Phone screen displays the history of your outgoing, incoming, and missed calls. The icon on the **History** the deskphone lights the button when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed.
Volume		If you press **+** or **-** on the **Volume** button on an active call, the phone increases or decreases the volume of your handset, headset, or speaker accordingly. When you are not on an active call, pressing these buttons adjusts the ringer volume.
Mute		Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
Speaker		Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
Headset		Press the **Headset** button to use the headset (if one is installed).

MCPHS Specific Settings

Press the right navigation arrow to get to the menu screen.

- **Directory:** Press this button to access the dial by name directory. You should type the last name of the person you are looking for.
- **Next:** Press this button within the directory application to scroll to the next alphabetical listing
- **SendAllCalls:** Press this button to send all incoming calls directly to your voicemail box. While SendAllCalls is active, you will hear a short burst ring alerting you of an incoming call, but it will be automatically forwarded to your voicemail box.
- **Call Forward:** Press this button to forward all incoming calls to another station or phone number. While call forwarding is active, you will hear a short burst ring alerting you of an incoming call but it will be automatically forwarded to the selected location.
    - After pressing the **Call Forward** button the speaker will activate with a dial tone, if you want to transfer incoming calls to another internal extension, simply enter that extension and three pulse tones will sound confirming the entry. If you would like to forward calls to a number outside the college, press the Call Forward button, enter 9-1-(area code)-phone number, if you are forwarding to a local (617) number, only use 9-(617)-phone number. Again you will hear three pulse tones if you are successful.
    - Deactivating Call Forwarding: When call forwarding is active the Call Forward green LED light will be illuminated. Simply push the soft button again and call forwarding will be deactivated.
- **Voicemail:** Pressing the **Voicemail** button will connect you directly to the Audix Voicemail system.
- **Ringer Off:** Activating this button will deactivate the ringer on your phone. You will not be alerted to any incoming calls to your extension.

Phone Options

- Changing the Ring Pattern: To change your ring pattern, press the **Home** button, then press **Options & Settings,** then press **Screen & Sound** Options, then press **Personalized Ringing…**. Use the up and down navigation arrows to preview the ring patterns, the last pattern previewed will be the selected pattern, press the Save soft button to save your selection.