Using UNI's Avaya 9611G Phones

For additional programming support contact Voice Services: (319) 273-7473 or go to the ITS website: www.uni.edu/its

Message Waiting Indicator

Indicates a new voicemail message. If Visual Alerting is enabled, the light flashes when receiving incoming calls.

Display Screen

First line- the time, date, primary extension, error indications, and missed calls.
Second line- when to use right or left navigation arrows to see other screens/menus and messages related to current application or actions to perform on a screen.
Third line- call appearances. Use side buttons, softkeys, and naviagation arrows to change or select screen items.

Soft Keys

Message Button

Phone Button

Handset

Speaker   **Dial Pad**   **Mute**

Volume Control

When on a call--
    Alters phone volume
When not on a call--
    Alters ringer volume

+ Increases volume
- Decreases volume

For information on hearing aid features, contact Voice Services.

Useful Buttons

Speaker button: enables the speakerphone. To take a call off speakerphone, lift the handset and press Speaker.

Mute button: prevents any other callers on the line from hearing anything you are saying.

Contacts button: lets you view the entries in your contact list. This is especially useful when transferring or placing a call.

Home button: can be used to configure options and settings, log out, or view basic network information.

History button: lets you view a list of outgoing, incoming, and missed calls. You can also use this to call a number back.

Navigation Wheel

Navigation Arrows: Use up and down arrows to scroll through lists. Use right and left arrows to change menus, move the cursor during text input, or scroll through features and options on the Display Screen.

OK: press for a shortcut to an action.

Message Button: Press to view and manage your messages.

Phone Button: Press to view and manage your calls.

Checking Voicemail

If the Message Waiting Indicator and Message button are lit up, there is a voicemail.
1. Press the Message button or dial 3-7600 on-campus or 319-273-7600 off-campus
2. Press # or enter the extension of the voicemailbox and dial the password
3. To get messages, press 2.
4. To listen to a message, press 0.
5. To delete a message, press *, then D (or 3).

Personalizing Labels

If you want to change your current speed dial labels, follow the directions below.
1. Click Home, then Options and Settings.
2. Select Application Settings.
3. Choose Personalize Labels...
4. Select a label to edit.
5. Press the Edit softkey.
6. To change the label, create a new label and press Save.

Making a Call

Using the Dial Pad

On-Campus Dialing:
Dial the last five digits of the phone number.
(EX: 3-1234)

Local Dialing:
Dial 9, 1, then the full phone number.
(EX: 9-1-319-266-5555)
If it beeps or the call "*can't be completed*",
Dial 9, then the number without the area code.
(EX: 9-266-5555)

Long Distance/International Dialing:
Dial 9, 1, then the full phone number, including the area code or country code.
(EX: 9-1-515-555-1234)

Redialing a Number
From the Display screen, press Redial.

Using the Contacts list
1. Press Contacts.
2. Select the person or number you want to call.
3. Press Call or OK.

Using the History List
1. Press History.
2. Select the person or number you want to call.
3. Press Call or OK.

Using the Directory (feature not on all phones)
1. Scroll right from the Phone screen.
2. Select Directory and press OK.
3. Use dialpad to spell the contact's last name.
   - (*EX: 4455 for Hill)*
4. Click Next to scroll through displayed names.
5. Press OK or enter the next letter.
6. When the name you want is selected, choose Make Call and press OK.

Softkeys

The functions of the Softkeys vary based on what is on the display screen. To access certain functions or features, press the Softkey that corresponds to the last line on the display screen. Softkeys allow you to **transfer** calls, **hold** and **resume** calls, make **conference** calls, and **drop** calls.

Settings

Call Settings: choices for automatically displaying the Phone screen when receiving incoming calls or placing calls, turning call timers on or off, changing how Redial works, turning Visual Alerting on or off, and more.

Application Settings: choices for personalizing button labels, turning call logging on or off, and having bridged calls in the call log.

Screen & Sound Options: choices for adjusting phone's brightness & contrast, ring pattern, language selection, and button clicks & tones.

Advanced Options: choices for backing up and restoring settings, options, and button labels.

Transfer & Conference Calls

To transfer a call:
1. From the Display Screen, select the line you want to transfer.
2. Press the Transfer softkey.
3. Dial or select number from the Contacts or History list you want to transfer to.
    - You can talk to the person you are tranfering the call to by staying on the line.
4. Press the Complete softkey and hang up the phone.

To add a person to a conference call:
1. Press the Conf softkey.
    -This will place your previous call on hold and switch you to a new active line.
2. Dial or select the number you want to join into the conference call.
3. Press Join softkey.

Contact List

To add a new contact:
1. Press Contacts, then press the More softkey.
2. Press the New softkey and enter the name.
3. Select the next field and enter the telephone number.
4. Select the next field, then select type of number entered.
5. To add another number for a contact, repeat steps 3-4.
6. Press Save softkey or OK on the Navigation Wheel.

To add entry from History log to Contacts list:
1. Press History button.
2. Select the number you want to add.
3. Press +Contact softkey.
4. Edit the name and telephone number, if necessary.

To edit an existing contact:
1. Press Contacts button and select the contact you want to edit.
2. Press More softkey, then Edit softkey.
3. Choose the field you want to edit.
4. Use dialpad and softkeys to make changes.
5. Press Save softkey or OK on the Navigation Wheel.

To delete a contact:
1. Press Contacts.
2. Select the contact you want to delete.
3. Press More softkey, then Delete softkey.