

DIALING INSTRUCTIONS

INTERNAL DIALING (Within your office)

Dial the 4-digit extension of the person you wish to call, (i.e., 6XXX).

EXTERNAL DIALING (Outside of your office)

Local within your area

9 + 1 + Area Code + 7 Digits

Long distance

9 + 1 + Area Code + 7 Digits

800/888/877

9 + 1 + 800/888/877 + 7 Digits

International

9 + 011 + Country Code + City Code + number

CUSTOMIZING YOUR PHONE

- Press the HOME button to access the Avaya menu options list.

- *Options & Settings* will provide options to adjust many personal settings such as ring type, display contrast, key click preference and many more.

VOLUME CONTROL BAR

When your phone is idle, you may adjust the ring volume by pressing + or - on the volume bar until you reach the desired volume.

- **Caution**, your ringer may be turned off by turning the volume down completely. An icon will appear in the upper left corner of the display indicating that the ringer is off.

- The volume of the Speaker, Handset and Headset may be adjusted during an active call by using the volume bar + and - as needed.



SETTING UP YOUR MAILBOX



- From your new Avaya phone press the message key
- Enter the default password 2014 when prompted. (FIRST TIME ACCESS ONLY)
- Follow the tutorial prompts.

VOICEMAIL EXTERNAL ACCESS

1. Dial Voice Mail External: (860) 856-4800
2. When system answers, press # followed by your 4 digit mailbox extension. - AREA CODE - EXTENSION
3. Enter your password.

DEFAULT MAILBOX PASSWORD = 2014#
(FIRST TIME ACCESS ONLY)

VOICEMAIL QUICK TIPS

FUNCTION	KEY
Play new messages	1 - 1
Delete message	7
Save message	9
Skip to next message	#
Help	0
Cancel	*
Bypass a colleague's greeting	#

DDS

State of CT

DEPT OF DEVELOPMENTAL SERVICES

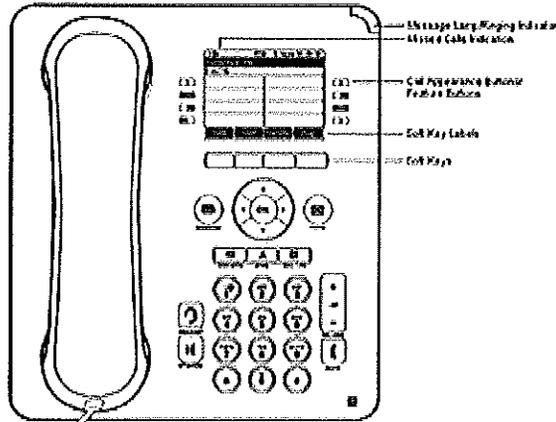


AVAYA 9611G IP
TELEPHONE

QUICK REFERENCE GUIDE

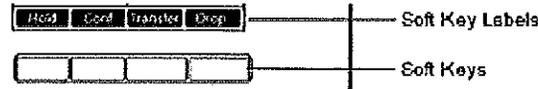
TEMP PHONE & VOICEMAIL HELPDESK = 4357

PHONE OVERVIEW



SOFT KEYS

The four "Soft Keys" below the display are dynamic keys that change based on the status of your phone. Press the key below the label to access that function.



CALL APPEARANCES (LINE KEYS)

Your phone has 3 line appearances of your extension. You can receive two incoming calls simultaneously. The third line is reserved for your outgoing dialing access.

PLACING CALLS *(see dialing instructions on back)*

You may place a call one of the following ways:

- Lift the handset and begin dialing.
- Simply begin dialing without lifting the handset to activate the speakerphone.
- Press the Speaker key and begin dialing.

ANSWERING CALLS

Incoming calls will ring and a green light will flash next to the solid red light beside your extension appearance.

You may answer calls one of the following ways:

- Lift the handset and begin speaking.
- Press the Speaker key and begin speaking hands free.
- Press the line key where the call is ringing.
- Press the "Answer" soft key.

CALL HOLD

1. During a call, press the "Hold" soft key (Note: The line key winks while caller is holding)
2. To retrieve held call, press the winking line key OR press the "Resume" soft key.

TRANSFER

1. During call, press the "Transfer" soft key.
2. Dial the extension you wish to transfer to,
3. Hang up to complete the transfer OR wait to announce the transfer and then hang up OR press "Complete" soft key to complete transfer then hang up.

CONFERENCE (6 parties' total)

1. During a call, press the "Conf" soft key
2. Dial the internal extension or external number of the party you wish to add,
3. When the party answers, press the "Join" soft key OR press the OK button to add the party.
4. Press the "Add" soft key and repeat these steps to add additional parties to the call.

	Use the "Navigation" arrows to move between menus. Press OK to select options.
	The "Message" button lights when you have new messages. Press this key to access your mbox.
	The "Phone" button will take you to the main screen where you manage your calls.
	The "Contacts" button allows you to store names and phone numbers for easy access.
	The "Home" button provides menu access to options and settings to customize your phone.
	The "History" button allows you to view your outgoing, incoming and missed call logs.
	Press the "Speaker" button to activate and deactivate the speakerphone function.
	Press the "Mute" key to mute activate and deactivate the microphone or the handset.

PHONE

Playing messages	
Unread messages	1 - 1
Read messages	1 - 2
Saved messages	1 - 3
Playback controls	
Hear message details	5
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. Say / 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. Say / enter recipient	
4. Send message	#
Selecting recipients	
Say recipient name or distribution list	
Enter a mailbox / personal list number	
To spell recipient name or distribution list	#
Add more recipients	6
Delivery options	
Specify delivery options	0

PHONE (Continued)

Future delivery	
By date	4 - 1
By week day	4 - 2
Future delivery by date	
Enter day, month, and time	
Specify AM / PM	1 / 2
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	
Recording a call	
To record an incoming call as a voice message	
1. To begin recording, press	audix-rec
2. To end recording, press	audix-rec
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
Web user preferences link	
As specified by your administrator	

OUTLOOK



To play a voice message on your PC, click Play on PC. Use the playback control buttons to pause, stop, rewind, and fast-forward when the message is played.



To play a voice message on any phone, click Play on Phone.



To reply to a voice message with a voice recording using any phone, click Voice Reply.



To forward a voice message, with a newly recorded introduction, using any phone, click Voice Forward.

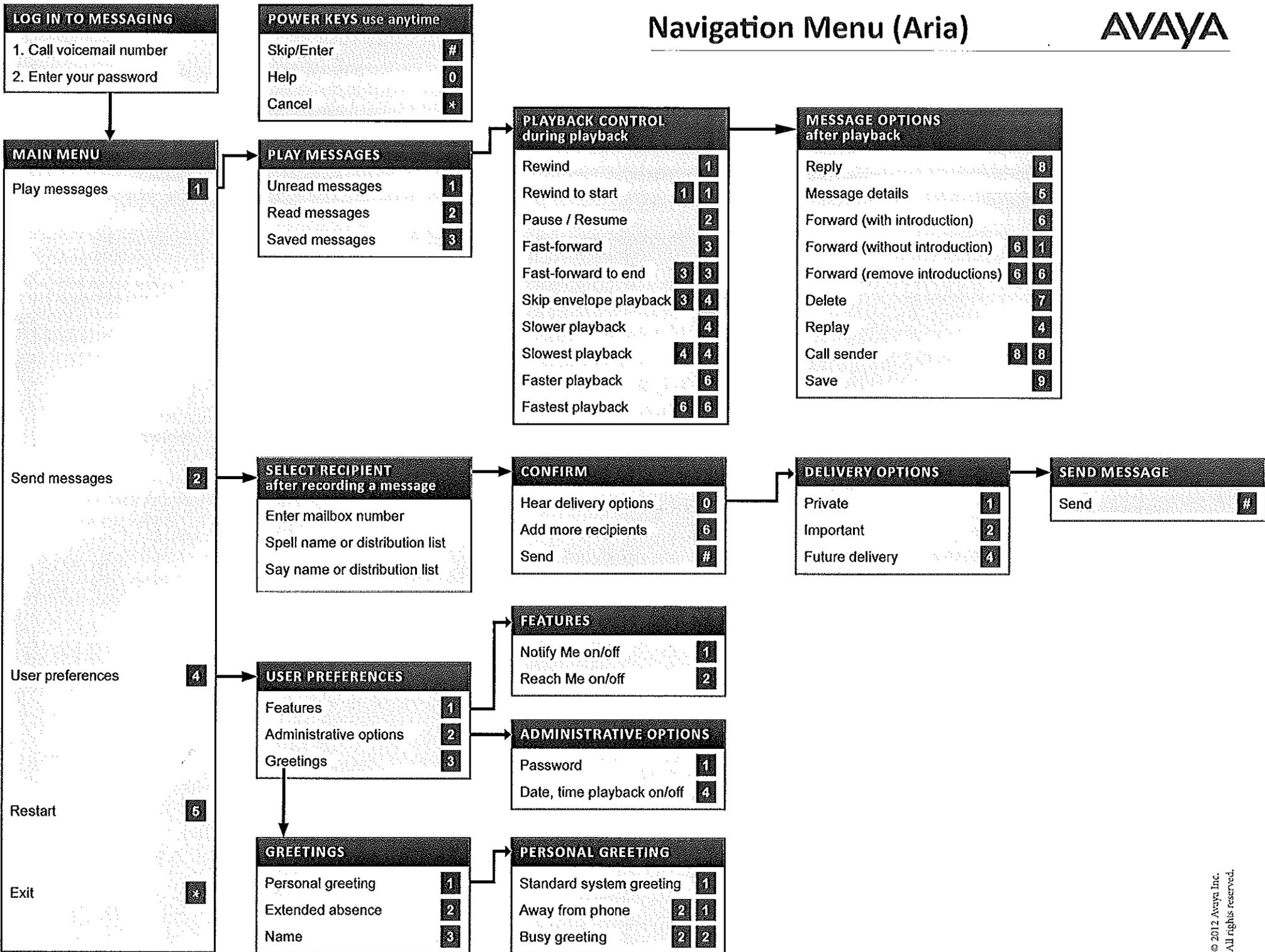


To call the sender from any phone, click Call Sender. When you pick up the phone, the sender is dialed automatically.

FOR MORE INFORMATION

<http://support.avaya.com>

Navigation Menu (Aria)



Some of these features may not be available in your organization. For details, contact your administrator.

AVAYA 9611G

INSTRUCTIONS TO PROGRAM A "SD" SPEED DIAL KEY

To Store a Number on a SD key:

1. Press the right arrow key ► on the navigation wheel to access the features list.
2. Navigate by pressing the down or up arrow ▼ until "Abr Program" is displayed.
3. Press the button next to "Abr Program". (Note, Abr Program will highlight in yellow and the light will turn green)
4. Use the "arrow" keys to navigate to a vacant "SD" key if they're not visible in the display.
5. Press the button next to the "SD" button you wish to program. (Note, the light will turn green).
6. Enter the external phone number OR the 4 digit internal extension number you want to store. (Note, if it's an external number you must include 9 + number).
7. Press the # key to Save. (Note, you will hear a double beep confirming the change).

To Re-label a SD key:

1. Press the HOME/MENU key
2. Select *Options & Settings* by pressing the OK key
3. Navigate to *Application Settings* and press OK to select
4. Navigate to *Personalize Labels* and press OK to select
5. Press the right arrow key ► on the navigation wheel to access the features list
6. Navigate until you see the SD keys and press the SD button you want to label
7. Edit the label by using the keypad (Note: if you make a mistake, press the "Bksp" softkey to erase text. Press the More softkey for additional options.
8. When finished press "Save" softkey or OK

NOTE: You may revert back to the default button labels by selecting *Home>Application Settings>Restore Default Button Labels* and pressing **Change** and then **Default**.