

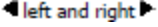
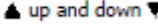


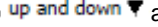

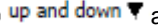





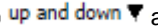
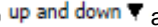


## Avaya 9508 Telephone Instructions

**New telephone installation Help Desk Number: 4357**

Function	Steps	Function	Steps
<b>To Answer a Call</b>	<ul style="list-style-type: none"> <li>• Pick up the Handset – or – Press <b>[SPEAKER]</b></li> </ul>	<b>To Transfer a Call To Another Extension</b>	<p style="text-align: center;"><b><u>DO NOT PRESS HOLD</u></b></p> <ul style="list-style-type: none"> <li>• Press <b>[TRANSFER]</b></li> <li>• Enter the “<b>Transfer to:</b>” extension</li> <li>• Press <b>[TRANSFER]</b> or <b>Complete</b> immediately.</li> </ul> <p>You can also wait for the called party to answer and announce the call before pressing <b>[TRANSFER]</b> or <b>Complete</b></p> <p style="text-align: center;"><b>Return the caller to you</b></p> <ul style="list-style-type: none"> <li>• If the called party does not answer or does not want the transfer, press <b>[DROP]</b>. To return to the held call, press the call appearance key where the call is blinking.</li> </ul>
<b>To Make a Call Outside the Office</b>	<ul style="list-style-type: none"> <li>• Pick up the Handset – or – Press <b>[SPEAKER]</b></li> <li>• Dial the access code “9”</li> <li>• Dial the telephone number</li> </ul>		
<b>To Call a Telephone Extension In the Office</b>	<ul style="list-style-type: none"> <li>• Pick up the Handset – or – Press <b>[SPEAKER]</b></li> <li>• Dial the extension number</li> </ul>		
<b>Muting a Call</b>	<ul style="list-style-type: none"> <li>• Press <b>[Mute]</b> during a call so that the other person on call cannot hear you.</li> <li>• Press <b>[Mute]</b> again to unmute the call.</li> </ul> <p><i>Note: When you mute the call, the Mute button light is on and the top line displays the Mute icon</i></p>		
<b>Leave Message</b> For <u>Internal</u> Callers Leave a Message without Ringing an Extension	<ul style="list-style-type: none"> <li>• Pick up Handset</li> <li>• Enter # plus the <b>mailbox number</b>, (Ex: <b>#2111</b>)</li> <li>• At the tone, leave your message</li> </ul>	<b>To Make a 3-Way Conference Call</b>	<ul style="list-style-type: none"> <li>• Make or answer the first call</li> <li>• Press <b>[CONFERENCE]</b></li> </ul> <p><i>This places the first call on hold automatically</i></p> <ul style="list-style-type: none"> <li>• Make the second call</li> <li>• Press <b>[CONFERENCE]</b> <u>again</u> to begin the conference</li> </ul> <p>If the called party does not answer or does not want to join the conference, press <b>[DROP]</b>. To return to the held call, press the call appearance key where the first call is blinking.</p>
<b>To Place a Call on Hold</b>	<ul style="list-style-type: none"> <li>• Press the button labeled <b>[HOLD]</b></li> </ul>		
<b>To return to the Caller</b>	<ul style="list-style-type: none"> <li>• Press the <b>Extension</b> or <b>Line</b> key with the flashing indicator</li> </ul> <p><i>Note: The line <b>flashing very quickly</b> or <b>without a _</b> under the handset is <b>YOUR</b> held call. If the <b>light(s) blink slowly</b> or if there is a <b>_</b> under the handset, it was <b>placed on hold by someone else</b>.</i></p>		
<b>To Hang-up</b>	<ul style="list-style-type: none"> <li>• Press <b>[DROP]</b></li> <li>• OR Press <b>[SPEAKER]</b> if the call is “handsfree”</li> <li>• OR Return the handset to the cradle</li> </ul>	<b>Transfer to Voicemail</b> Transfer a Caller to a Mailbox	<ul style="list-style-type: none"> <li>• Press <b>[MESSAGE]</b> Envelope Button (Do not place caller on hold)</li> <li>• Enter the <b>extension number</b></li> <li>• Press the <b>Select</b> soft key to transfer the call</li> <li>• To exit the Transfer Menu on Display, Press <b>Cancel</b> OR</li> <li>• Transfer the caller to # plus the Mailbox number</li> </ul>
<b>DND (Do Not Disturb)</b>	<ul style="list-style-type: none"> <li>• Press <b>[DND]</b> to temporarily disable ringing and forward all calls directly to voicemail</li> <li>• Press <b>[DND]</b> again to cancel</li> </ul>		

Function	Steps	Function	Steps
 <b>Contacts</b>  (Personal Speed Dial) Up to 100 Entries	<p align="center"><b><u>To Dial from Contacts</u></b></p> <ol style="list-style-type: none"> <li>1. Press  <b>Directory</b> key. (Directory menu is displayed)</li> <li>2. Use the  arrows keys to select which type of directory entries you want displayed:  <b>ALL</b> (System Directory, Personal &amp; External)  <b>PERSONAL</b> (Individual Speed Dial)  <b>EXTERNAL</b> (Shared Speed Dial)</li> <li>3. Use the  arrow keys to scroll through the list or start dialing the name to find matching entries</li> <li>4. Press <b>Call</b> when your selected contact is highlighted</li> </ol>	 <b>History</b>	<p align="center"><b><u>To View the Call Log</u></b></p> <ol style="list-style-type: none"> <li>1. Press the  <b>HISTORY</b> button.            The display will change to show your call log records. The caller's name is shown if known, otherwise the number.</li> <li>2. Use the  arrow keys to select which call log records you want to view. (<b>All, Missed, Incoming &amp; Outgoing</b>)            If you have any new missed call records, the  <b>HISTORY</b> button lamp is illuminated.</li> <li>3. Use the  arrow keys to scroll through the records.</li> <li>4. Press <b>Details</b> to view additional information</li> <li>5. To call external number: Lift handset, dial <b>9</b>, then press <b>Call</b></li> </ol>
	<p align="center"><b><u>To Add an Entry – Personal</u></b></p> <ol style="list-style-type: none"> <li>1. Press  <b>Directory</b> key. (Directory menu is displayed)</li> <li>2. Press the <b>New</b> soft key.</li> <li>3. Enter <b>Name</b>  <i>Example: To spell the name "Don" on your Dial Pad:            Press 3 once, for the Letter D.            Press 6 three times, for the Letter O            Press 6 twice, for the Letter N</i></li> <li>4. Enter <b>Number</b></li> <li>5. Press the <b>Save</b> soft key. (Your new Entry is now saved)            The new entry will show in <b>ALL</b> or <b>PERSONAL</b> display</li> </ol>		<p align="center"><b><u>To Delete an Entry</u></b></p> <ol style="list-style-type: none"> <li>1. Press  <b>Directory</b> key (arrow right to <b>Personal</b> Display)</li> <li>2. Find and highlight your entry to be deleted</li> <li>2. Press the <b>More</b> soft key</li> <li>3. Press the <b>Delete</b></li> <li>4. Press the <b>Delete</b> soft key again to confirm the action.</li> </ol> <p>Press the <b>Cancel</b> soft key to exit without making changes  <b>*Note:</b> You can only delete/modify your <b>Personal</b> entries</p>
	<p align="center"><b><u>To Dial from Shared External Directory</u></b></p> <ol style="list-style-type: none"> <li>1. Press  <b>Directory</b> key (arrow right to <b>External</b> Display)</li> <li>3. Use the  arrow keys to scroll through the list or start dialing the name to find matching entries</li> <li>4. Press <b>Call</b> when your selected contact is highlighted</li> </ol>	<p align="center"><b>Change Contrast</b></p> <ol style="list-style-type: none"> <li>1. Press the  <b>HOME</b> button.</li> <li>2. Use the  arrow keys to highlight <b>Screen &amp; Sounds</b>. Press <b>Select</b>.</li> <li>3. Use the up and down arrow keys to highlight <b>Contrast</b>. Press <b>OK</b>.</li> <li>4. Use the  arrow keys to change display</li> <li>5. Press <b>Save</b> soft key.</li> <li>6. Press <b>PHONE</b> to exit the menus</li> </ol>	

(Shared Speed Dial)

\*\*Programmed by System Administrator

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