Avaya 9610 IP Telephone
End User Guide
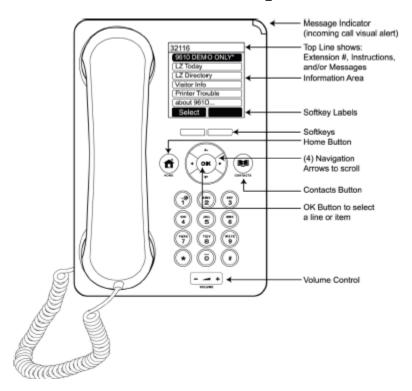
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About Your Telephone

About Scrolling and Navigation

Use the Up ▲and Down ▼navigation arrows to scroll up or down through lists. Notice each line is highlighted as you scroll to it.

Selecting Names, Numbers, or Features

When you scroll to a line on the display, that line is highlighted in black with white letters. This means you can now take an action with that line using a softkey at the bottom of the screen or the **OK** button.

For example, when you highlight a person or place in your Contacts list, lifting the handset and pressing the **Call** softkey places a call to that person or location.

Starting the Phone - the Main Menu

Use the Main Menu to select functions programmed on the phone, for example, a frequently-used telephone number, a Directory function, site-related information, or a specific Web page.

To start the phone, press **Home** to display the Main Menu then select the feature you want, and press **Select** or **OK**.

Conventions

Conventions Used in the Procedure Descriptions

Feature and **Feature xxxxx**

Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.

LWC CnLWC AutCB Timer

Information that is offset represents the display screen. The second line appearing on the display will most likely list the features you can access with the softkeys.

{handset tones}

The tone that appears in curly quotes after a step, such as {dial tone}, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions

Use the following special instructions for operating your telephone.

- The first time you use these procedures, you will need to customize them for yourself by obtaining the relevant information from your system manager.
- To operate a feature, you must have the handset off-hook or the speaker or speakerphone on unless otherwise noted.
- If you receive an**intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and return to Step 1.

Feature Finder

Make a Call

Provides procedures for making a call.

Make a Call

To make a call:

1. Lift the handset.
2. Dial the number you want to call.
    - The call is placed.

To call a person from the Contacts list:

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Lift the handset.
4. Press **Call** or **OK**.
    - The call is placed.

To call a person from the directory list:

1. From the Main Menu, select the Directory.
2. Use the dialpad keys to spell the name or place you want to call.
3. When you see the name you want, lift the handset.
4. Press **Call** or **OK**.
   o The call is placed.

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Handset tones** are those which you hear through the handset.

Ringing Tones

o **1 ring** - A call from another extension.
o **2 rings** - A call from outside or from the attendant.
o **3 rings** - A priority call from another extension, or from an Automatic Callback call you placed.
o **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

o **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
o **call waiting ringback tone** - A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
o **call waiting tone** - One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
o **confirmation tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
o **coverage tone** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
o **dial tone** - A continuous tone; indicates dialing can begin.
o **intercept/time-out tone** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
o **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
o **reorder tone** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
o **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the telephone dialed is being rung.

Troubleshooting

Problem	Solution
A feature does not work as noted in the book.	1. Reread the procedure and try again. 2. For many features you must lift the handset before you can use the feature. 3. Check with your system manager to be sure this feature is administered on your telephone.
The telephone does not ring.	1. Set the ringer volume to a higher level. 2. Place a test call from another extension to your extension.

3. If there is still a problem, see your system manager.

Glossary

activate
To begin or turn on the operation of a feature.

attendant
The person who handles incoming and outgoing calls at the main console.

AUDIX
Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

call appearance button
A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

console permission
The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage
Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

dial pad
The 12 pushbuttons that you use to dial a number and access features.

enhanced list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension
A dialing number of 1 to 5 digits assigned to each phone connected to your DEFINITY Communications System Generic 1 or Generic 3 switch.

feature
A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code
A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset
The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

message retriever
A person authorized by the system manager to retrieve messages for other users.

off-hook
When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call), or speaker is on.

on-hook
When the handset is left on the cradle, and speaker is off.

party
A person who places or answers a call.

personal list
One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

personal list item
One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group
A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call
An important or urgent call that sends a special 3-burst ring.

program/reprogram
To use your dial pad to assign a phone number to a personal list item or an **AD xxxxx** button for Abbreviated Dialing.

retrieve
To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer
The device that produces the electronic ringing sound in your telephone.

stored number
A phone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an **AD xxxxx** button, the number can be accessed by simply pressing that button.

switch
The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or ECS (Enterprise Communications Server).

system list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

system manager
The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

trunk
A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

trunk code
A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.