Avaya 1600 Series IP Telephone

Miscellaneous Notes

1. Press the ☎ button to get back to the main phone screen at any time.

2. The button ✉ will take you to voicemail. For more information on voicemail, see the voicemail reference.

3. The white rectangular buttons under the screen are the "soft key" buttons; functions on these buttons change depending on what you're doing.

4. Each phone has 3 line appearances of the programmed number. That lets you take multiple calls, transfer calls, etc. We normally program these line appearances on the first three buttons.

5. The 1608 uses a "desi-strip" (printed card) to show how buttons are programmed. If you change your phone programming, you can have telecom send you a new desi-strip.

Send All Calls

1. Push the **Features softkey.**

2. Push the **Up** or **Down** arrow until you see the **SendAllCalls softkey.**

3. Press the ⊙K button.

4. To turn off this feature, repeat step 1-3.

5. The top right button on the programmed buttons above the number pad should also toggle **Send All Calls.**

6. You can also dial * **8** to set **Send All Calls** and **# 8 8** to unset.

Transferring, Parking, Forwarding

Transferring a Call

1. While already in a call, press the **Transfer** button.

2. Dial the number which you would like to transfer. (5-digits for on-campus, 7-digits for off).

3. Press the **Transfer** button again to complete the call.

Call Forwarding

To set forwarding:
1. Pick up the receiver and listen for a dial tone.

2. Dial * **2.**

3. Enter extension # to **Forward** to New #.

4. Listen for **Confirmation Tone** (**3 beeps**)

5. Hang up the receiver.

To cancel forwarding:
1. Pick up the receiver and listen for a dial tone.

2. Dial **# 22.**

3. Listen for Confirmation Tone (3 beeps).

4. Hang up the receiver.

Parking Calls/Pickup

1. Press the **Hold** button to park the call.

2. Pick up the receiver of the phone where you want to pickup the call

3. Dial **# 7 7**

4. Dial the extension where the call is currently parked.

5. Call should ring through.

Conference Calls

Making a Conference Call

1. While already in a call, press the **Transfer** button. Then:

→ Dial the telephone number; or

→ Call the person from your **Contacts list**; or

→ Call the person from your **Call log** .

2. Press the **Conference** button to complete the call.

Adding a Person on Hold

1. While already in a call, press the **Conference** button.

→ Press the call/line button for the call on hold; or

→ Scroll to the call on hold and press the **Resume** softkey.

2. Press the **Conference** button or the **Join** softkey.

Dial plan at the university:
(541)346-0000 to 6-9999
(541)681-0000 to 1-2499
(503)412-3650 to 2-3809 (Portland)
(503)345-0440 to 5-0459 (Portland)
(503)412-0460 to 4-0479 (Portland)

Getting help:
Call Telecom: 6-3198 (on campus)
(541) 346-3198 (from off campus)
website: http://telecom.uoregon.edu
email: telecom@ithelp.uoregon.edu

Avaya 9600 Series IP Telephone

Miscellaneous Notes

1. Press the ☎ button to get back to the main phone screen at any time.

2. The button ✉ will take you to voicemail. For more information on voicemail, see the voicemail reference.

3. The white rectangular buttons under the screen are the "soft key" buttons; functions on these buttons change depending on what you're doing.

4. Each phone has 3 line appearances of the programmed number. That lets you take multiple calls, transfer calls, etc. We normally program these line appearances on the first three buttons.

5. With the 9600, you can change these buttons by going to the **Phone Menu** > **Options & Settings** > **Application Settings** > **Personalize Labels...**, selecting the label and changing it visa vie the number pad.

Transferring a Call

1. While in a call, press the **Phone** ☎ button to get to the main **Phone** menu.

2. Press the **Transfer s**oftkey. Then either:

   → Press the **Call Log** softkey to find the number in the list of recent calls;

   → Press the **Contacts** softkey to find a person; or

   → Dial the phone number with the dialpad.

2. Press the **Complete** softkey to finish the transfer.

Forwarding/Parking & Send All Calls

Call Forwarding

To set forwarding:

1. Pick up the receiver and listen for a dial tone.

2. Dial * **2.**

3. Enter extension # to **Forward** to New #.

4. Listen for **Confirmation Tone** (**3 beeps**)

5. Hang up the receiver.

To cancel forwarding:

1. Pick up the receiver and listen for a dial tone.

2. Dial **# 2 2.**

4. Listen for **Confirmation Tone** (**3 beeps**)

4. Hang up the receiver.

Parking Calls/Pickup

1. Press the **Hold softkey** button to park an active call.

2. Pick up the receiver of the phone where you want to pickup the call

3. Dial **# 7 7**

4. Dial the extension where the call is currently parked.

5. Call should ring through.

Send All Calls

1. In the main menu, you can press **SendAllCalls softkeys** on the **left** of the screen or at the **bottom** of the screen to toggle SendAllCalls on or off.

2. You can also dial * **8** to set and **# 8 8** to unset.

Conference Calls

Making a Conference Call

1. Make your initial call, by either finding the contact in the **contact list** or by **dialing the number**.

2. Press the **Phone** ☎ button to ensure that you are in the main **Phone** menu.

3. Press the **Conference** softkey. From this menu you can either:

   → Press the **Call Log** softkey to find the number in the list of recent calls.

   → Press the **Contacts** softkey to find a person.

   → Dial the phone number with the dialpad.

4. Press the ⊙K button or **Join** softkey to finalize the **Conference**.

Adding a Person on Hold

1. While in a call, press the **Phone** ☎ button to ensure that you are in the main **Phone** menu.

2. Press the **Conference** softkey. From this menu you can either:

   → Scroll with the **Up** and **Down arrows** to select the call you would like to add.

3. Press the **Resume** softkey.

4. Press the **Join** softkey to add your conference.

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