Contacts

Adding a New Contact

1. Press the 📖 **CONTACTS** key. Use the ◀ left/right ▶ k e y s to select your *Personal* directory.
2. To add a contact, press **New**. To edit a contact, highlight it and press **Edit**.
   - Use the ▲ up/down ▼ keys to switch between number and name entry.
   - When the name and number have been entered as required, press **Save**.
3. Note, adding contacts to your personal directory only adds them to your phone. If you need contacts added to the global directory, please contact TCC Telecom for service.

Add a Contact From Your Call History

You can add a name and number shown in your call history to your personal contacts.

1. Press the 📲 **HISTORY** button. Use the left/right keys to select which calls are shown: *All*, *Missed*, *Incoming* or *Outgoing*.
2. Use the ▲ up/down ▼ keys to scroll through the records.
4. Press **More** and then press +**Contact**.
5. Use the ▲ up/down ▼ keys to switch between the name and number details for the new contact.
6. When the name and number are set as required, press **Save**.

Voicemail

Both the **MESSAGES** button and the lamp (top-right) on your phone are used to indicate when you have new messages in your voicemail mailbox. They remain lit until you have played each of the new messages.
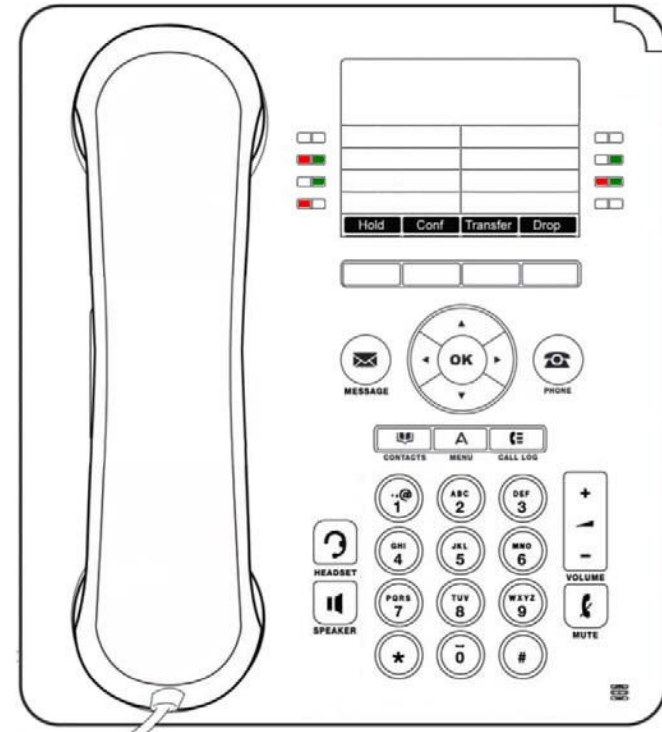
Checking Messages

1. Press the **MESSAGES** button. Enter your voicemail password if requested and press **Done**.
2. The numbers shown next to **Listen** indicate the number of new, old and saved messages.
3. Highlight **Listen** and press **Select**.
4. Use the ▲ up/down ▼ keys to highlight which messages (**New**, **Old** or **Saved**) that you want to listen to and press **Select**. The details of the first message of that type are displayed.
5. You can use the ▲ up/down ▼ keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the current message.

By default, unsaved, listened to messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro).

AVAYA
IP Office 9508 Telephone
Quick Guide

Your 9508 Telephone

The phone supports 24 programmable call appearance/feature buttons. The labels for these are displayed in the main display and can be controlled by the adjacent buttons.
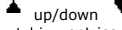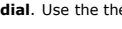
Making Calls

If you are not already on a call, dial 9 and then the number. The phone will automatically select the first available appearance button for the call. Alternatively, press a specific appearance button in order to make a call using that button.

Calling a Person from the Contacts List

You can use any directory contact to make a call. You can also use the directory in any function where **Dir** is displayed.

1. Press the ▦ **CONTACTS** key. The directory menu is displayed.

2. Use the ◀ left/right ▶ keys to select the type of directory entries you want displayed; **External**, **Users**, **Groups**, **Personal** (Your own personal directory contacts) or **All**.

3. Use the ▲ up/down ▼ keys to scroll through the list or start dialing the name you want to find to display matching entries. If you dial a name, to return to the full list, press **Clear**.

4. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.

5. When the required entry is highlighted, press **Call** or press the button next to the name.

Redialling a Previous Number

1. Press **Redial**. Use the the ▲ up/down ▼ arrow keys to scroll through your 10 most recent outgoing calls.

2. Press **Call** to call the number displayed in the call record.

Receiving Calls

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing. If you are currently not on a call:
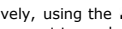
- To quiet the ringing, press **Ignore**. The call will still continue alerting visually.
- To answer the call using the handset, lift the handset.
- To answer the call handsfree, press the ❚❚**SPEAKER** key.
- To answer the call on a headset, press the ⌒**HEADSET** key.

Once you have answered the call, you can switch between different talk modes:

- To switch to using the handset, simply lift the handset.
- To switch to handsfree, press the ❚❚**SPEAKER** key. If you were using the handset you can now replace it.
- To switch to headset mode, press the ⌒**HEADSET** key. If you were using the handset you can now replace it.
- Pressing the call's appearance key or any other appearance key will put the call on hold.
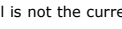
Answering Another Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

- To answer the call, press the appearance button. Your existing call is put on hold.
- Alternatively, using the ▲ up/down ▼ keys, scroll the display highlight the waiting call and select the action you want to apply; **Answer**, **Ignore** or **Drop**.
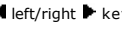
Quiet a Ringing Call

You can quiet the ringer of a currently alerting call. The call will continue alerting visually but with no audible ring.

1. If the call is not the currently highlighted call on the display, use the ▲ up/down ▼ keys to highlight it.

2. Press **Ignore**.

Do Not Disturb

When you select 'do not disturb', your calls are redirected to voicemail if available or otherwise hear busy tone. Calls to any group of which you are a member are not presented to you. You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.

1. Use the ◀ left/right ▶ keys to scroll.

2. Press **Do Not Disturb** and button will light up green to indicate it is on

3. Press **Do Not Disturb** again to turn off, light will turn off.

Call Handling

Adjusting the Call Volume

While talking, you can adjust the volume of the incoming call. The volume is separately adjusted for the device (handset, headset or speaker) you are currently using.

1. With the call connected, press the **VOLUME** key.

2. Use the **+** plus and **−** minus keys to adjust the volume.

Muting a Call

Muting a call stops the caller from hearing you. However you can still hear them. The mute setting remains active even if you switch between calls using hold and or appearance buttons. If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.

1. To activate mute, press the ⏺**MUTE** key. The button will be lit while mute is active.

Ending a Call

- The **Drop** option can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the ❚❚**SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is on the phone's headset, the ⌒**HEADSET** key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.

Starting a Conference

If you are currently on a call and have any held calls, pressing **Conf** will start a conference with all calls.

Otherwise, to start a conference or to add another party to a conference:

1. Press **Conf**. Your current call is automatically put on hold.

2. Dial the party that you want to add to the conference.

3. If they answer and want to join the call, press **Conf** again.

4. If they do not want to join or do not answer, press **Drop** and then press the appearance key of the held call.

Dropping/Muting Parties

While in a conference, press the **Details** key, Scroll through the list of callers and:

- To drop a caller from the conference, highlight them and press **Drop**.
- To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
- To return to the call display, press **Back**.

Transferring a Call

To transfer a call, your phone must have an available call appearance button. If all your call appearance buttons are in use, end or park one of your existing calls.

1. Press **Transfer**. The current call is automatically put on hold.

2. Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory.

- To complete a blind transfer, press **Complete** or hang up while the call is still ringing
- To complete an announced transfer, wait for the other party to answer, announce the call and then press Complete or hang up after being answered.
- If the transfer destination does not answer or does not want to accept the call, press **Cancel**.

Parking a Call

Placing a Call on Park

This feature can put a call on hold and retrieved from any other extension within the office

1. Whenever you receive a call and wish to Park it, press [**Park 1**], [**Park 2**] or [**Park 3**]

2. Because you parked the call you will see a flashing green light next to park slot you selected. Everyone else will see a flashing red light next to the parked slot, i.e. [**Park 1**].

Retrieving a Call from Park

1. Press the park slot that you were notified to retrieve, i.e. [**Park 1**].

2. Press **Connect** or the button to either side of the caller ID information displayed on the screen.

3. Or press exit if you do not wish to retrieve this call from park