Transferring Calls

1. Press Transfer. The current call is put on hold.
2. Dial the number for the transfer. Alternatively, press Directory to select a destination from the Directory, or press Redial if applicable.
   - To complete a warm transfer, press Complete after the call has been answered.
   - To complete an cold transfer, press Complete while the call is still ringing.
   - If the transfer destination does not answer or does not want to accept the call, press Cancel.

Parking a Call

In lieu of transferring a call, you can simply park it on a special number.
1. Use the up/down keys to scroll to the second menu screen.
2. Press Call Park, listen for the triple-beep, and hang up.
   - Your Call Park button will display a green light.
To retrieve a parked call:
1. Use the up/down keys to scroll to the second menu screen.
2. Press Call Unpark.
3. Dial the extension of the phone that parked the call.

Adding a New Contact

1. Press the CONTACTS button.
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.

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, Outgoing, Incoming or Missed.
2. Use the up/down keys to scroll through the records.
3. Press More and then press +Contact.
4. Use the up/down keys to switch between the name and number details for the new contact.
5. When the name and number are set as required, press Save.

Program Speed Dial Numbers

1. Use the up/down keys to scroll to the third menu screen.
2. Press the Abr Program key.
3. Press the Line Button you wish to program.
4. Enter the phone number using the dial pad.
5. Press #.
6. Press the Phone button to return to your home screen.

Voicemail

Both the MESSAGE button and the Message Waiting Indicator on your phone (top-right corner) will light up when you have new messages.

Checking Messages

1. Press the MESSAGE button.
   NOTE: To access another number’s voicemail, press ** followed by the 5-digit extension.
2. Enter your voicemail password when prompted, and press #.
   NOTE: The default voicemail password is 2676355
   - To play messages, press 1.
   - To skip to the next message, press #.
   - To play messages, press 1.
   - To delete your message after playback, press 7.
   - To save your message after playback, press 9.
For additional Voicemail options, please visit https://myvoicemail.med.cornell.edu, and log in with your voicemail login (5-digit extension) and password.
To access your voicemail from any non-Avaya phone, call 646-962-6800.
**Log In/Log Out**

You have the ability to log in to any Avaya 9611G handset as a guest. Remember, you can only be logged into one phone at a time.

To LOG IN as a GUEST
1. Press the HOME key.
2. Use the up/down keys to scroll to Guest Login, and press SELECT.
3. Type in your 5-digit extension, and press OK.
4. Type in your 5-digit extension for the password, and press OK. Your extension will show after about 3 seconds.

To LOG OUT from a phone:
1. Press the HOME key.
2. Use the up/down keys to scroll to Log Out, and press SELECT.
3. Press Log Out again.

**Making Calls**

If you are not already on a call, just dial the number. The first available line button is used for the call. Alternatively, press another line button in order to hold the current call and to make a separate call.

**Calling a Person from the Directory**

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

1. Use the up/down keys to scroll to the third menu screen.
3. Use the dial pad to spell out the person’s name. The name will appear at the top of your display. Press Next to scroll through similar names.
4. When the required entry is highlighted, press the Make Call button.

**Redialing a Previous Number**

1. Press Redial. Your phone will call the most recently dialed number.
2. You can also redial a number from your phone’s history: 1. Press the HISTORY button. Use the left/right keys to select which calls are shown: All, Outgoing, Incoming or Missed.
3. Use the up/down keys to scroll through the records.
4. Press Call.

**Answering Calls**

A slow flashing line button indicates an incoming 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 continue alerting visually.
- To redirect the call to your mailbox, press To VM if shown.
- To answer the call using the handsfree, 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 line key will put the call on hold.

**Diverting a Call to Voicemail**

You can transfer directly to your voicemail mailbox any call targeted at you.
1. If the call is not the currently highlighted call on the display, use the up/down keys to highlight it.
2. Press To VM to redirect the call to your mailbox.

**Ending a Call**

1. Press the Drop button 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.

**Starting a Conference**

1. Press Conf. Your current call is 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 Join.
4. If they do not want to join or do not answer, press Cancel.

**Dropping/Muting Parties**

- To drop the last caller added to the conference, press Drop.
- To mute callers, press Mute. Repeat this to unmute them.

**Muting a Call**

1. To activate mute, press the MUTE key. The button will stay lit as long as the call remains muted.
2. To switch mute off, press MUTE again.