

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 a 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.

Need Help?

For advanced functions, our full **Avaya 9611G User Guide**, and our full **Avaya Voicemail Guide**, visit: phones.med.cornell.edu

For support, contact the **ITS Service Desk** using these methods:

MyHelpdesk

Visit myhelpdesk.med.cornell.edu to open and track a new case.

Email

support@med.cornell.edu

Phone

212-746-4878

Available Monday through Friday from 7 a.m. to 7 p.m.

AVAYA



Avaya 9611G Handset ITS QuickStart™ Guide

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 your 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.
2. Press **Directory**.
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.

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**.
2. Use the **up/down keys** to scroll through the records.
3. 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 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 line 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 line button.
- Alternatively, select the action you want to apply (**Answer**, **To VM**, **Ignore** or **Drop**).

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.

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.