

- If the call is connected on the phone's handset, the **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's handset, replacing the handset will end the call.

## 1.4 Starting a Conference

If you have more than one held call, or one held call and a connected call, pressing the **CONF** soft key will start a conference between you and those calls.

If you do not already have a held call, you can use the procedure below to start a conference:

1. Make a call to the first party or answer a call.
2. Press the **CONF** soft key. The current call is automatically put on hold.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **CONF** again.
5. If they do not want to join the call or do not answer, press **Drop** and then press the appearance key of the held call.

### 1.4.1 Dropping/Muting Parties

You can drop parties from a conference call, including yourself. The call also mutes other parties.

1. While connected to a conference call, if you press the **Details** key, the conference details menu is displayed.
2. You can then perform the following actions:
  - To scroll through the list of callers in the conference, use the **Up** and **Down** arrow keys.
  - 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 the **Back** soft key.
- If you are the only internal user in the conference, depending on your features/systems configuration, dropping yourself from the conference may end it. Consult your system administrator for details.

## 1.5 Transferring Calls

To transfer a call your phone must have an available call appearance button. If all your current call appearance buttons are in use, you must 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 the transfer, press **Complete**. You can do this while the call is still ringing.
  - Transferring a call while it is still ringing is called an unsupervised transfer.
  - Transferring a call after ringing finishes is called a supervised transfer.
  - If the transfer destination does not answer or, after answering the call, does not want to accept the call, press the **Cancel** soft key.
3. Press **Complete** to complete the transfer. If the transfer destination does not answer or does not want to accept the call, press the **Cancel** soft key.

### 1.5.1 Transfer to Voicemail

To transfer a call to voicemail, press the **Transfer** soft key then dial 9999. Wait until you hear "Please enter the 4 digit extension number.", enter the number then press the **Complete** soft key.

## 1.6 Forward Calls

To forward your calls to another extension:

1. With a dial tone, enter \*2 then the extension you wish to forward your calls to.
2. You will hear a 3 beep confirmation.

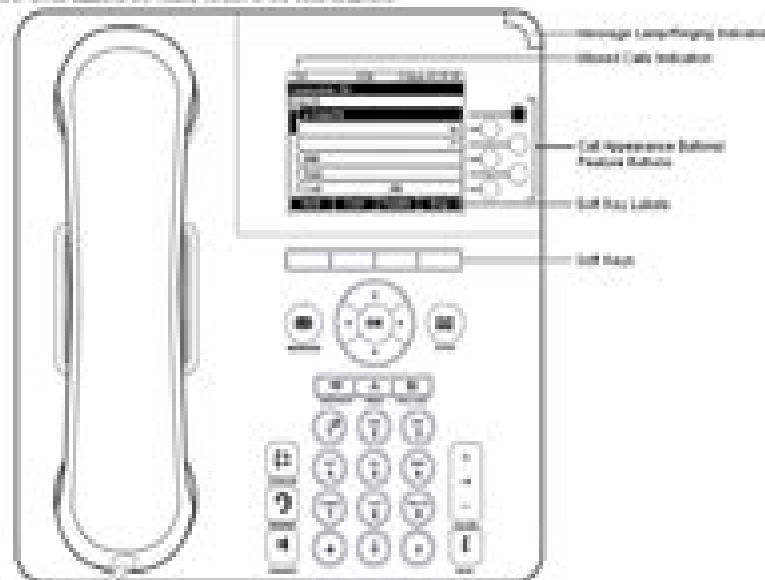
To end call forwarding:

1. With a dial tone, enter \*2.
2. You will hear a 3 beep confirmation.

# AVAYA IP Office 9630 Quick Reference Guide for Fitchburg State

## 1.1 9630 Telephone

The IP Office supports the 9630 version of the 9630 telephone.



The phone supports 24 programmable call appearance/feature buttons. The labels for 4 of these are displayed in the main display and can be controlled by the adjacent buttons to the right. You can use the **Up** and **Down** arrow keys to scroll the display. You can also use the **Left** and **Right** arrow keys to move through the button feature in page 4 of 5.

Functions can be assigned to the phone's call appearance/feature buttons by your system administrator or by yourself using self-administration. Note that you cannot replace call appearance/feature buttons assigned to buttons by your system administrator but you can replace other features. However also note there are features that the system administrator can assign that are not available to you to assign. This guide just includes features that you can assign yourself if required.

## 1.2 Answering Calls

A blue flashing red tone or an **Answer** button indicates an incoming call. This may also be accompanied by ringing and/or the Message Toner flashing.

### Selected Buttons

If you are capable of not a call, you can answer the incoming call in the following ways:

1. Select the method which you want to use to take the call:
  - To end the ringing, press the **Ignore** soft key. The call will still continue ringing visually and can be answered or ignored.
  - To answer the call using the handset, lift the handset.
  - To answer the call handsfree, press the **UNANSWER** key.
  - To answer the call on a headset, press the **HEADSET** key.
  - Just pressing the **Dir** key will answer the call either on the speaker or headset depending on the phone's audio path setting.
2. Once you have answered the call, you can switch between different call modes:
  - To switch to using the handset, lift the handset.

# Avaya 14user Guide

**Glenn A. J. Bowdin, Johnny Allen, Rob  
Harris, Leo Jago, William O'Toole, Ian  
McDonnell**

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