CALL PARK

1. To park a call on your number so you can retrieve it on a different phone, press TRANSFER, dial *009 then press COMPLETE.
2. To retrieve the call you parked on your number, get dial tone and dial #9 and the 10-digit number you parked the call on.

To manually PROGRAM speed dial (SD) buttons programmed as buttons:
1. Lift the handset to get dial tone or use the speakerphone.
2. Dial *0 and **wait for dial tone.**
3. Press the SD button to be programmed.
4. Dial the telephone number (If it's long distance, don't forget 1+area code+number).
5. Press the same AD button again, then hang up.

CUSTOMIZING BUTTON LABELS

You can customize the button labels on your telephone.
1. Press the Home button.
2. Scroll to Applications Settings.
3. Press the Select soft key or the OK button.
4. Scroll to Personalize Labels.
5. Press the change soft key or the OK button.
6. Press the call appearance/feature button of the button you want to relabel. To go to the next page, use the right and left navigation arrows.
7. Use the dialpad to enter the new label.
8. Press the Save softkey to save your changes.
9. To relabel another button, repeat Steps 7 through 10.
10. When finished, press the Back soft key.

CONTACTS

Searching for a contact:
1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press Call to call the person or press **More** then **Edit** to edit contact information.

Calling a person from the contacts list:
1. Press the **Contacts** button.
2. Select the person or primary number you want to call.
3. Locate the contact you want by starting to type the person's name as it is listed.
4. Press **Call** or **OK**.

Adding a new contact:
1. Press Contacts.
2. Press New if this is your first contact list entry, or press More then New if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the 10-digit number and press Primary if applicable (don't forget 1+area code+ number for long distance).
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
9. Press Save or OK.

Editing a contact:
1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and soft keys to make changes to the contact information.
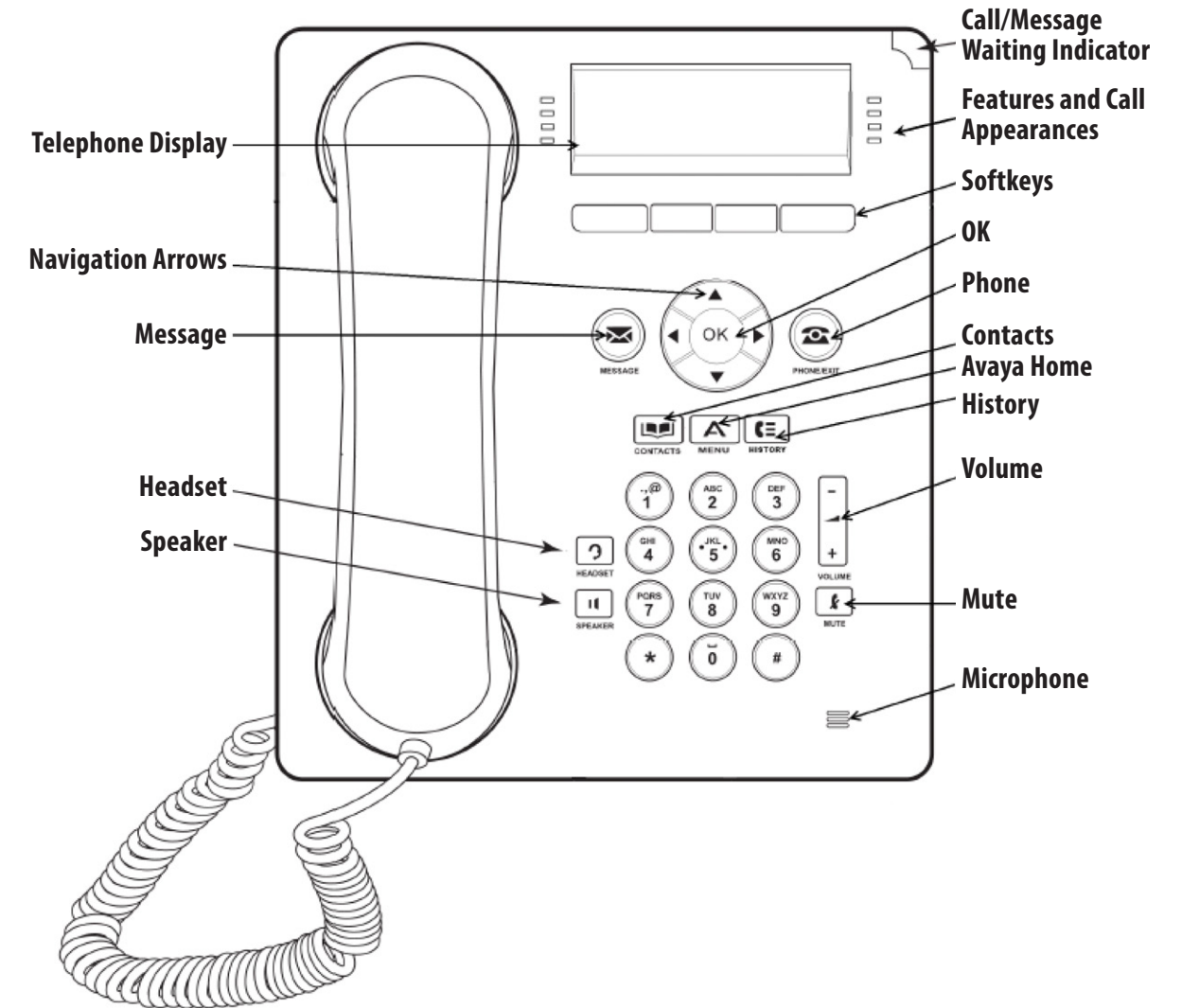6. Press **Save** or **OK**.

CALL HISTORY

Adding an entry from the call history to your contacts list:
1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press +**Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.

ITS Mississippi Department of
Information Technology Services

AVAYA 9408
Quick Reference Guide

Your 9408 Telephone

- Call/Message Waiting Indicator
- Features and Call Appearances
- Softkeys
- OK
- Phone
- Contacts
- Avaya Home
- History
- Volume
- Mute
- Microphone
- Telephone Display
- Navigation Arrows
- Message
- Headset
- Speaker

More Information

Go to www.avaya.com/support for latest support information, including user guide, installation and maintenance guide, interactive document and software downloads.

ITS Telecom Help Desk: 601-432-8033

its.ms.gov/Services/Documents/9408_Quick_Guide_11x17.pdf

AVAYA 9408 QUICK REFERENCE GUIDE

NAME	DESCRIPTION
Prompt Line	View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus
Call Appearances	The number of lines available to make or receive calls (call appearances) depend on how your system is administered. Press the line button to initiate or answer a call.
Lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Lines also indicate if a feature is enabled or disabled in the Feature view.
Soft Keys	Use the soft keys to act on objects displayed on the screen. The soft key labels show you the action that each key produces.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor d during text input. Use the Up and Down navigation arrows to move from one line to another.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your Contacts list.
History	Press History to view the history of your outgoing, incoming and missed calls.
Home	Press Home to configure settings, access clock, calculator, or log out
Volume	Press Volume to adjust the volume of the handset, headset, speaker, and ringer.
Headset	Press Headset to use headset if it is connected
Mute	Press Mute to mute a call in progress. To take a call off Mute, press Mute again.

SCROLLING AND NAVIGATION

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

The soft key labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

AVAYA MENU

You can use the Avaya Menu to adjust and customize options and settings for your telephone, log out. When you press the Home button, you see **Settings**, if your menu is customized, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

ANSWERING AND MAKING A CALL

Answering a call:
Answer an incoming call in one of the following ways:
• If you are not on another call, lift the handset, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
• If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**.

Making a call: Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
　　To dial internally:
　　Dial the entire 10-digits, so however someone will call your desk directly from outside your office, that's how you will dial internally. **Examples of some of the prefix/numbers** on our system:
　　　　For 359 numbers, dial 601359xxxx
　　　　For 432 numbers, dial 601432xxxx
　　　　For 576 numbers, dial 601576xxxx
　　　　For 856 numbers, dial 601856xxxx
　　　　For 923 numbers, dial 601923xxxx
　　　　For 987 numbers, dial 601987xxxx

For 984 numbers, dial 601984xxxx
For 662-563 numbers, dial 662563xxxx
For 228-396 numbers, dial 228396xxxx
For individuals that cannot receive a call directly to their desk, please ask your agency's Telecommunications Coordinator what your 10-digit number will be.

To dial local calls:
Dial the 10-digit number (ex. area code + number).

To dial long distance:
Dial 1 and the 10-digit telephone number (1+area code+number).
Wait for confirmation tone – IF YOU USE AN AUTHORIZATION CODE.
Dial your personal authorization.

***TO MAKE AN INTERNATIONAL CALL, DIAL 011+CITY CODE, COUNTRY CODE, PHONE NUMBER. IF YOU NORMALLY USE AN AUTHORIZATION CODE FOR LONG DISTANCE CALLS, YOU WILL THEN BE PROMPTED TO ENTER YOUR CODE.

PUTTING A CALL ON HOLD

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.
4. Press the line button of the held call to retrieve the call.

TRANSFERRING A CALL:

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Transfer.**

CONFERENCE CALLS

Setting up a conference call:
1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press **Conf** to add the person to the existing call.
5. Press **Conf** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call:
1. From the Phone screen, select your active call.
2. Press **Conf**, if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Conf** to take the call off hold.
5. Press **Conf** to add the person to the conference call.

ACCESSING THE FEATURES MENU

1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to see the features that have been administered for your extension.

SEND ALL CALLS

1. From the Phone screen, dial ***3** to send calls immediately to your coverage.
2. From the Phone screen, dial **#3** to cancel calls immediately to your coverage.

FORWARD CALLS

1. From the Phone screen, dial ***2** to forward calls to a number other than your coverage.
2. From the Phone screen, dial **#2** to cancel call being forwarded.

CALL PICKUP

1. From the Phone screen, dial **#4** to pick up a call on someone else's phone that is a part of your call pickup group.