

## 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 **Abx Program** key:
  1. Press the Line Button you wish to program.
  4. Enter the phone number using the dial pad.
  5. Press **0**.
  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 **0**.

**NOTE:** The default voicemail password is 2676335.

  - To play message, press **1**.
  - To skip to the next message, press **0**.
  - To play messages, press **3**.
  - 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](http://phones.med.cornell.edu)

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

### MyHelpdesk

Visit [myhelpdesk.med.cornell.edu](http://myhelpdesk.med.cornell.edu) to open and track a new case.

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[support@med.cornell.edu](mailto:support@med.cornell.edu)

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# AVAYA



## Avaya 9611G Handset ITS QuickStart™ Guide

# Lucent Avaya Phone Manual

**Michael Hoelscher**



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