**Transfer:**
1. During an active call, a **Transfer** button appears at the bottom of the display.
2. Press **Transfer**.
3. Dial the number.
4. Press **Complete** or press **OK**.

**Conference:**
1. While on an active call, Press **Conf**.
2. Dial the telephone number.
3. Press **Join** when the person answers the call.
4. To add another person, press **Add** and repeat Steps 2 & 3.

**Call Forwarding:**
1. Press **Call Forward**.
2. Dial the telephone number to which you would like to forward your calls.
3. You will get a confirmation tone
4. **Disable Call Forwarding:** Press **Call Forward**.

**Activating Send All Calls:**
When the Send All Calls (SAC) feature is on, your incoming calls ring once at your extension and go directly to your voicemail. Press **Send All** to activate. Press the **Send All** button again to turn the feature off.

**Calling a person from the contacts list:**
You can dial on-campus contacts from your list. You can find a name by scrolling to it or by using the search box. Use the dial pad keys to enter the first few letters of the name and the screen will scroll to the first match in your list. (Due to dialing rules, off-campus calls must be dialed manually.)
1. Press **Contacts**.
2. Locate the contact that you want to call by typing the name of the person as listed.
3. Press **Call** or **OK**.

**Calling a person from the call history:**
You can dial an on-campus number from your call history. (You can see all callers and numbers, but due to dialing rules, must dial off-campus numbers manually.)
1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all calls, missed calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **Call** softkey or the **OK** button.

**Ignoring an incoming call:**
Press **Ignore** at the bottom of the display to turn off the ringer for an incoming call.

**Putting a call on hold:**
While on an active call, press **Hold**. Press the **Resume** button to retrieve the call.
Voicemail and Messages:
To log in to your voicemail from your phone, press the MESSAGE (Envelope) button and follow the prompts given by the voicemail system.
To access your voicemail from a separate Avaya desk phone, press the MESSAGE Button or dial **8999**. When prompted, press # and follow the prompts to enter your mailbox and password. From off-campus, dial 726-8999 or 218-726-8999, and follow the prompts.

Muting a call:
While on a call, you can mute the microphone of your phone so that the other party cannot hear you.
1. Press **Mute** during a call so that the other person on the call cannot hear you.
2. Press **Mute** again to unmute the call.

Configuring simultaneous ringing for multiple phones using EC500:
Using the EC500 feature, you can program your desk phone in such a way that your office phone and your cell phone ring simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk.
1. To activate this feature, press **EC 500**.
2. Press **OK** to turn simultaneous ringing on and off.

*You can use the **Extend Call** feature to transfer a call that is active on your office phone to your mobile phone. The Extend Call feature uses EC500 Extension to Cellular to transfer an office call to your mobile phone and move away from your desk.
1. During an active call, press **Extend Call**.
2. Answer the call on your cell phone. The call remains active on your desk phone, so you can switch back to your desk phone at any time.

*The system administrator must program this feature and your mobile number in the system. If you are interested in this feature, please call 8573 for more information.

Logging into your phone:
Should your phone ever lose network service or power, you will be prompted to enter your 4 digit extension and password (also your 4 digit extension) upon restart.

The complete Avaya User Guide for the 9608G ip phone can be found at this url: [https://downloads.avaya.com/css/P8/documents/100176054](https://downloads.avaya.com/css/P8/documents/100176054)