
SJC Telephone System Upgrade to VoIP

Avaya Phone Model 9620L

QUICK START GUIDE

In addition to this Quick Start Guide, a variety of "how-to's" are available at Tech Support Online (<https://techsupport.sanjac.edu>), so feel free to check it out for additional telephone usage instructions not listed here.

Users can also request a copy of the full user manual for their telephone by contacting the Customer Care Office at ITS.CustomerCare@sjcd.edu.

Phone Overview

Activating Voicemail

First time users will be required to activate their voicemail account by completing the following steps:

1. Lift the handset and press the **Message** button. The automated system will immediately state the name of the extension holder.
2. Enter the password (default password is **TEXAS**), followed by the pound "#" key.
3. You will immediately be prompted to change your password. Follow the automated instructions to set up a new password.
4. Next, you may be prompted to set up a personalized greeting. Follow the automated instructions to complete this step.

Making a Call

Dialing Manually:

1. Lift the handset, press the **Speaker** button, or press the **Headset** button (if using a headset)
2. Dial the number you wish to call

Calling From the Directory:

1. Press the **Phone** button
2. Press the right arrow key to access **Features**
3. Use the Up/Down arrow keys to scroll to **Directory**
4. Press the **OK** button
5. Use the number keys to spell the last name of the person you wish to call
6. Select the **Make a Call** softkey
7. Press the **OK** button

Answering a Call

1. Lift the handset to answer an incoming call
2. Press **Speaker** to answer using the speakerphone
3. Press **Headset** to answer using the headset

If you have multiple lines and are already on a phone call, you can answer a second incoming call by following these instructions:

1. Select the **Ans Hold** softkey
2. Press the **Phone** button
3. Use the Up/Down arrow keys to scroll to the incoming caller's line
4. Press the **OK** button

Setting Up a Conference Call

To begin a conference call:

1. Call the first attendee
2. Once he/she answers, select the **Conf** softkey
3. Dial the number of the next attendee
4. Select the **Join** softkey

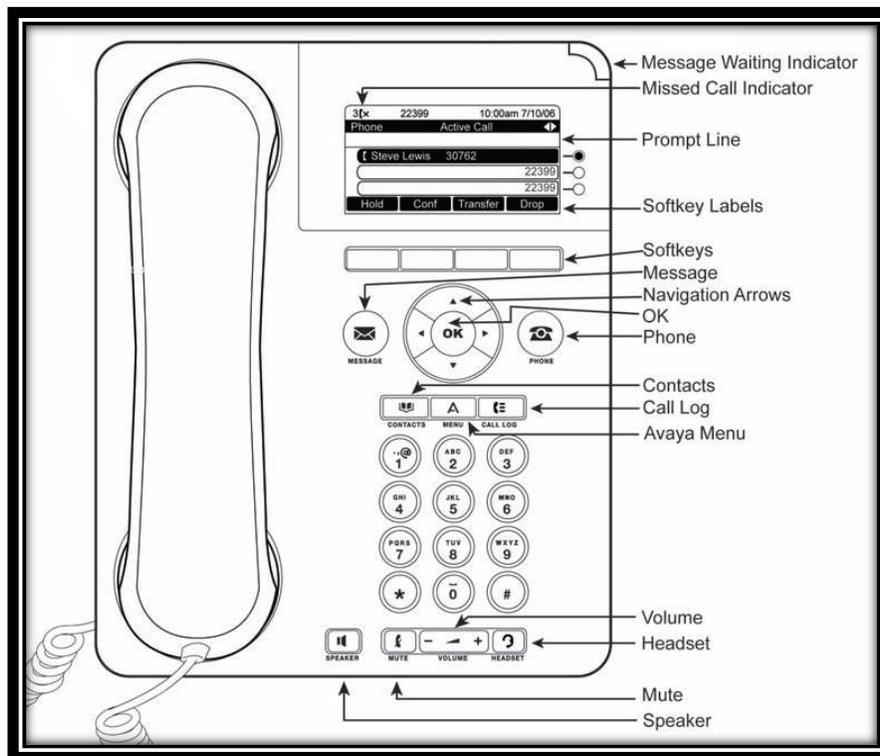
To add additional attendees:

1. Select the **Add** softkey
2. Dial the number of the next attendee
3. Select the **Join** softkey
4. Repeat these steps until all attendees are added

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Accessing the Features Menu

1. Press the right arrow key to access **Features**
2. Use the Up/Down arrow keys to scroll through available features
3. Press the **Phone** button to return to the main screen

Transferring a Call

1. Use the Up/Down arrow keys to select the number you wish to transfer
2. Select the **Transfer** softkey
3. Dial the telephone number
4. Press the **Complete** softkey

Forwarding Calls

Send All Calls to Voicemail:

1. Press the right arrow key to access **Features**
2. Use the Up/Down arrow keys to scroll to **SendAllCalls**
3. Press the **OK** button to turn this feature on or off

Manually Forwarding to an Alternate Number:

1. Press the right arrow key to access **Features**
2. Select the forwarding feature you want to activate
3. Press the **OK** button
4. When prompted enter the number to which you want to forward calls
5. Press the **OK** button