

Avaya 9611G

Avaya 9611G IP Deskphone User Manual

Your comprehensive guide to setup, operation, and maintenance.

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Avaya 9611G IP Deskphone. The Avaya 9611G is a multi-line IP phone designed for use with IP networks and SIP-based systems, offering advanced communication features for business environments.



Figure 1: Avaya 9611G IP Deskphone. This image displays the front view of the black Avaya 9611G IP Deskphone, showing its display screen, keypad, function buttons, and handset.

2. SETUP

2.1 Unboxing and Contents

Carefully remove all components from the packaging. Ensure the following items are present:

- Avaya 9611G IP Deskphone unit
- Handset and coiled cord
- Desk stand
- Ethernet cable
- Power adapter (if not using Power over Ethernet - PoE)

2.2 Connecting the Phone

1. **Attach the Desk Stand:** Align the desk stand with the slots on the back of the phone and snap it into place.
2. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the

handset port on the back of the phone (marked with a handset icon).

3. **Connect to Network:** Plug one end of the Ethernet cable into the LAN port on the back of the phone (marked with a network icon) and the other end into a network jack or switch.
4. **Connect Power (if not using PoE):** If your network does not provide Power over Ethernet (PoE), connect the power adapter to the power port on the back of the phone and then plug it into a power outlet.
5. **Initial Power-On:** The phone will automatically power on and begin its startup sequence. Follow any on-screen prompts for initial configuration, which may include network settings or registration with your IP PBX system.

3. OPERATING INSTRUCTIONS

3.1 Basic Call Functions

- **Making a Call:** Lift the handset or press the Speaker button. Dial the number and wait for the connection.
- **Answering a Call:** Lift the handset or press the Speaker button when the phone rings.
- **Ending a Call:** Replace the handset or press the Speaker button again.
- **Redial:** Press the Redial button to call the last dialed number.

3.2 Advanced Features

- **Hold:** During an active call, press the Hold button. The caller will hear hold music. Press Hold again to resume the call.
- **Transfer:** During an active call, press the Transfer button. Dial the number of the party you wish to transfer to. You can either announce the call (wait for them to answer) or perform a blind transfer (hang up immediately).
- **Conference:** During an active call, press the Conference button. Dial the number of the third party. Once they answer, press Conference again to join all parties.
- **Voicemail:** Press the Message button to access your voicemail. Follow the audio prompts.
- **Directory:** Press the Contacts or Directory button to access your phone's contact list.
- **Mute:** Press the Mute button to mute your microphone during a call. Press again to unmute.

3.3 Display Navigation

Use the navigation cluster (up, down, left, right arrows, and OK button) to scroll through menus and select options on the phone's display. Soft keys located below the display provide context-sensitive functions.

4. MAINTENANCE

4.1 Cleaning

To clean your Avaya 9611G IP Deskphone:

- Disconnect the phone from its power source before cleaning.
- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner.
- Do not spray liquids directly onto the phone.
- Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the phone's finish and components.

4.2 General Care

- Keep the phone away from excessive heat, direct sunlight, and moisture.
- Avoid dropping the phone or subjecting it to strong impacts.
- Ensure cables are not pinched or strained.

5. TROUBLESHOOTING

If you encounter issues with your Avaya 9611G IP Deskphone, try the following basic troubleshooting steps:

Problem	Possible Solution
No dial tone or cannot make/receive calls	Check all cable connections (network, power, handset). Ensure the phone is receiving power (display is on). Verify network connectivity. Contact your system administrator to check phone registration status.
Display is blank or frozen	Unplug the power cable (and Ethernet cable if using PoE) for 10 seconds, then reconnect. Ensure the power adapter is functioning correctly.
Poor audio quality	Check handset and network cable connections. Ensure there is no interference from other electronic devices. Test with a different handset or headset if available.

If these steps do not resolve the issue, please contact your IT department or Avaya support.

6. SPECIFICATIONS

- **Brand:** Avaya
- **Model:** 9611G
- **Color:** Black
- **Power Source:** Corded Electric (PoE capable)
- **Compatible Devices:** IP networks, VoIP services, SIP-based systems, Computer systems
- **Conference Call Capability:** Basic
- **Multiline Operation:** Yes
- **Caller Identification:** Yes
- **ASIN:** B00QN1HBYS
- **First Available:** February 2, 2013

7. WARRANTY AND SUPPORT

The Avaya 9611G IP Deskphone comes with a full manufacturer warranty. For specific warranty terms and conditions, please refer to the documentation provided with your purchase or visit the official Avaya website. For technical support, service, or further assistance, please contact your authorized Avaya reseller or your organization's IT support department. You may also find additional resources and contact information on the official Avaya support portal.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question