## Avaya 9608

# Avaya 9608 IP Deskphone User Manual

Model: 9608

| Introduction | Setup | Operating Instructions | Maintenance Support | Troubleshooting | Specifications | Warranty & |

## 1. INTRODUCTION

This manual provides instructions for the installation, operation, and maintenance of the Avaya 9608 IP Deskphone. The Avaya 9608 is an 8-line IP telephone designed for everyday users who require reliable communication tools. It features a monochrome display, four softkeys, and high-definition audio, integrating seamlessly with Avaya one-X® solutions. Please read this manual thoroughly before using your new deskphone to ensure proper setup and functionality.

## 2. SETUP

### 2.1 Unpacking the Device

Carefully remove all components from the packaging. Ensure all items listed in the packing contents are present. Retain the packaging for future transport or storage.
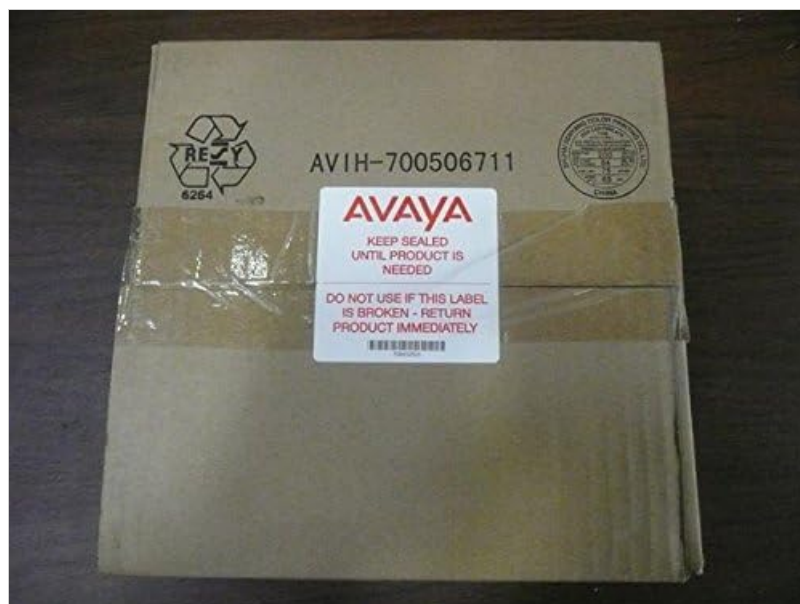
Figure 2.1: Avaya 9608 IP Deskphone in its original packaging. The image shows a brown cardboard box with an Avaya label, indicating the product is sealed until needed.



Figure 2.2: Product label for the Avaya 9608 IP Deskphone. The label displays model number 9608, product ID 700504844, serial number, MAC address, and manufacturing details.

## 2.2 Connecting the Phone

1. Connect the handset cord to the handset jack on the phone base.
2. Connect the Ethernet cable from your network wall jack to the LAN port on the back of the phone.
3. If using a separate power adapter (not included), connect it to the power jack. Otherwise, the phone will receive power over Ethernet (PoE).
4. Connect your computer to the PC port on the back of the phone (optional).



Figure 2.3: Rear view of the Avaya 9608 IP Deskphone, illustrating the various connection ports for network, handset, and optional power adapter.

## 3. OPERATING INSTRUCTIONS

## 3.1 Basic Call Functions

- **Making a Call:** Lift the handset or press the Speaker button, then dial the number.
- **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.
- **Hold:** Press the **Hold** softkey during an active call.
- **Transfer:** Press the **Transfer** softkey, dial the new number, and then press **Complete**.

## 3.2 Using Softkeys and Display

The Avaya 9608 features a monochrome display and four context-sensitive softkeys located directly below the display. These softkeys change their function based on the current activity of the phone.



Figure 3.1: Front view of the Avaya 9608 IP Deskphone, highlighting the monochrome display and the four softkeys for interactive functions.

- **Directory:** Access your contact directory.
- **Speed Dial:** Use pre-programmed speed dial numbers.
- **Call History:** View recent incoming, outgoing, and missed calls.

## 3.3 High Definition Audio

The 9608 IP Deskphone supports high-definition audio for clearer voice communication. Ensure your network connection is stable for optimal audio quality.

## 4. MAINTENANCE

## 4.1 Cleaning the Device

- Use a soft, damp cloth to clean the phone's exterior.

- Do not use abrasive cleaners or solvents.
- Avoid spraying liquids directly onto the phone.

## 4.2 Software Updates

Software updates are typically managed by your system administrator. Do not attempt to manually update the phone's firmware unless instructed by your IT department.

## 5. TROUBLESHOOTING

| Problem | Possible Cause | Solution |
| --- | --- | --- |
| Phone does not power on. | No power from Ethernet (PoE) or power adapter. | Check Ethernet cable connection. Ensure PoE is active on the network port or connect the optional power adapter. |
| No dial tone. | Network connection issue or service not registered. | Verify Ethernet cable is securely connected. Contact your system administrator to check network and phone registration status. |
| Poor audio quality. | Network congestion or faulty cable. | Check network activity. Try replacing the Ethernet cable. |
| Display is blank or frozen. | Temporary software glitch. | Disconnect and reconnect the power source to restart the phone. If the issue persists, contact support. |

## 6. SPECIFICATIONS

| Feature | Detail |
| --- | --- |
| Model Number | 9608 (700504844) |
| Brand | Avaya |
| Telephone Type | Corded IP Deskphone |
| Display | Monochrome |
| Lines Supported | 8 |
| Softkeys | 4 |
| Audio Features | High Definition Audio |
| Compatible Devices | Computer Systems, VoIP Services, PBX Systems |
| Power Source | Corded Electric (PoE capable) |
| Color | Black |
| Material | Plastic |
| Item Weight | 5 pounds (approx. 2.27 kg) |
| Caller Identification | Yes |

| Feature | Detail |
| --- | --- |
| Multiline Operation | Yes |

## 7. WARRANTY & SUPPORT

### 7.1 Product Warranty

This Avaya product is covered by a standard manufacturer's warranty. Please refer to the warranty card included with your purchase or contact your vendor for specific warranty terms and conditions. Keep your proof of purchase for warranty claims.

### 7.2 Technical Support

For technical assistance, configuration support, or to report issues not covered in the troubleshooting section, please contact your system administrator or authorized Avaya service provider. Do not attempt to repair the device yourself.