



[Manuals.plus](#) /

› [Avaya](#) /

› Avaya 9608G IP Gigabit Office Phone 700505424 User Manual

Avaya 700505424

Avaya 9608G IP Gigabit Office Phone User Manual

Model: 700505424

INTRODUCTION

The Avaya 9608G IP Deskphone is a high-performing communication device designed for everyday users. It integrates with Avaya Aura and IP Office Platforms, providing sophisticated voice communications for various office environments. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your Avaya 9608G IP Deskphone.



Figure 1: Avaya 9608G IP Deskphone. This image displays the full phone unit, highlighting its monochrome display, physical buttons, and handset.

PACKAGE CONTENTS

Verify that all items are present in your product package:

- Avaya 9608G IP Deskphone Unit
- Handset
- Handset Cord
- Ethernet Cable
- Desk Stand (pre-attached or separate)
- Quick Start Guide (if included)

SETUP

Physical Connection

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the

handset port on the phone unit (typically marked with a handset icon).

2. **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 an active Ethernet port on your network switch or router.
3. **Connect Power (if not using PoE):** If your network does not provide Power over Ethernet (PoE), connect an optional Avaya power adapter (not included) to the power port on the phone and then to a power outlet.

Initial Power On

Once connected, the phone will automatically power on and begin its boot sequence. The display will show the Avaya logo, followed by network configuration and registration status. This process may take a few minutes. Once complete, the display will show your extension and current time/date, indicating it is ready for use.

OPERATING INSTRUCTIONS

Basic Call Functions

- **Making a Call:** Lift the handset or press the **Speaker** button. Dial the number using the keypad.
- **Answering a Call:** Lift the handset, press the **Speaker** button, or press the flashing line button.
- **Ending a Call:** Replace the handset or press the **Speaker** button again.
- **Placing a Call on Hold:** During an active call, press the **Hold** softkey or button. To retrieve, press the flashing line button.
- **Transferring a Call:** During an active call, press the **Transfer** softkey. Dial the number to transfer to, and then press **Complete** or hang up.
- **Conference Call:** During an active call, press the **Conference** softkey. Dial the number of the third party, and once connected, press **Conference** again to join all parties.

Key Features

The Avaya 9608G IP Deskphone offers several features to enhance productivity:

- **High Definition Audio:** Experience clear conversations through the wideband audio codec in the handset and headset, reducing fatigue and improving multiparty calls.
- **Monochrome Display:** A 3.2 x 2.2 inch (8.2 x 5.5 cm) display provides clear visibility for call information and menu navigation.
- **Softkeys:** Four context-sensitive softkeys below the display simplify call control for functions like transfer, conference, and forwarding.
- **Gigabit Ethernet:** Integrated 10/100/1000 Ethernet interface ensures high-speed network connectivity.
- **Expansion Module Support:** Supports up to three 12- or 24-button Expansion Modules for high-speed call handling.

Using Softkeys

The four softkeys located directly below the display change their function based on the current context of the phone. For example, during an active call, they might show options like "Hold," "Transfer," or "Conference." When idle, they might show "Redial" or "Forward." Press the softkey corresponding to the desired function.

Volume Control

Use the **Volume** buttons (up and down arrows) located on the right side of the keypad to adjust the volume of the ringer, handset, speaker, or headset, depending on the active audio path.

Headset Usage

Connect a compatible headset to the headset jack on the back of the phone. Press the **Headset** button to toggle between headset and speakerphone/handset modes. The LED on the headset button illuminates when headset mode is active.

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Avaya 9608G IP Deskphone.

- **Cleaning:** Use a soft, damp, lint-free cloth to clean the phone's surface. Avoid abrasive cleaners, solvents, or aerosol sprays, which can damage the finish. Do not spray cleaners directly onto the phone.
- **Dust Removal:** Regularly wipe down the phone to prevent dust buildup, especially around the speaker and microphone areas.
- **Cable Management:** Ensure all cables are neatly arranged and not under strain to prevent damage to ports or cables.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges. Avoid exposing it to extreme temperatures, direct sunlight, or excessive moisture.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Avaya 9608G IP Deskphone.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE or power adapter.	Check Ethernet cable connection to a PoE-enabled port. If using a power adapter, ensure it is securely plugged into the phone and a working power outlet.
No dial tone.	Phone not registered with the system; network issue.	Verify network cable connection. Check the phone's display for registration status or error messages. Contact your system administrator if the issue persists.
Cannot hear caller / Caller cannot hear me.	Volume too low; handset/headset not connected properly; microphone muted.	Adjust volume using the volume buttons. Ensure handset/headset cords are fully plugged in. Check if the Mute button is active (LED illuminated).
Display is blank or frozen.	Software issue; power interruption.	Disconnect and reconnect the Ethernet cable (or power adapter) to reboot the phone. If the problem persists, contact support.

SPECIFICATIONS

Key technical specifications for the Avaya 9608G IP Deskphone:

Feature	Detail
Model Number	700505424

Feature	Detail
Display	Monochrome, 3.2 x 2.2 inches (8.2 x 5.5 cm)
Line Appearances	8 buttons with dual LEDs (red or green)
Softkeys	4
Ethernet Ports	Dual Gigabit Ethernet (10/100/1000)
Audio Quality	High Definition (Wideband)
Headset Support	Yes
Expansion Module Support	Up to three 12- or 24-button modules
Power Source	Power over Ethernet (PoE) 802.3af or optional local power supply
Dimensions (L x W x H)	9.84 x 9.45 x 3.74 inches (24.99 x 24.00 x 9.50 cm)
Item Weight	4.25 pounds (1.93 kg)
Color	Black
Compatible Platforms	Avaya Aura Communication Manager 6.x+, IP Office 8.1+

WARRANTY AND SUPPORT

For information regarding the product warranty, please refer to the warranty card included with your purchase or visit the official Avaya website. For technical support, product registration, or to access additional resources, please contact your Avaya authorized reseller or visit the Avaya support portal online. Keep your purchase receipt and product serial number readily available when seeking support.