



# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

## MASSVOICE USERS – Log In and Log Out Procedures

**For a MassVoice user to transfer their phone extension to a new location, use this Avaya 9600 series phone log in and log out procedure.**

***\*Note: write down your assigned extension exactly as it appears on your phone\****  
*See chart on Page 3 if you do not know the preceding digit(s) of your extension.*  
*The majority of MassVoice users now have a **5-digit** extension.*

### 9611 and 9608 series phones



#### 1) To log in to your telephone:

- At the initial AVAYA screen, press the grey menu button directly below the “Log In” prompt on the screen to select Log In.
- You will then be prompted to enter your extension. Using the dial pad, enter your extension as it appears on your phone.
- Press Enter or OK.
- Enter the passcode **12345** (NOT your individual password).
- Press Enter or OK.



#### 2) To log out of your telephone:

- Press the black center button with the “A” symbol (below the down arrow on the navigation pad).
- Using the down arrow on the navigation pad, scroll down until “Log Out” is highlighted. Press the grey menu button directly below the “Select” prompt on the screen to select Log Out.
- Press Log Out or OK again to confirm.

## When moving your assigned extension to a new location:

- **If there is an extension already assigned to the phone**, follow Step 2 to log out of the phone, then follow Step 1 to log in your assigned extension.
- **If there is no extension assigned and you have NOT logged out of your primary location**, follow Step 1. After entering the passcode (**12345**), the following notification will appear: "Extension in Use". Press the grey menu button directly below the "Continue" prompt to select Continue.
- **If you did not log out of your primary location before transferring your extension**, when you return to your primary phone, the following message will be on your screen: "Extension in Use # to Register". Using the dial pad, press "#". You will then be able to enter your extension and the passcode (**12345**) as usual (see Step 1).

## 9640 series phones (touch screen model)



### 1) To log out of your telephone:

- Press the black center button with the "A" symbol.
- Icons will appear on the screen.
- Press the "Settings" icon using the touchscreen.
- Navigate to and press the "Log Out" icon using the touchscreen.
- Press "Log Out" again using the touchscreen to confirm.

### 2) To log in to your telephone:

- When prompted for your extension at the initial AVAYA screen, use the dial pad to enter your extension as it appears on your phone.
- Enter the passcode **12345** (NOT your individual password).

**For any questions or for assistance please contact  
End User Services at 844-435-7629**

AREA CODE + PREFIX	FIRST # OF EXTENSION	DID RANGE (IF APPLICABLE)
413-213	2	
413-314	4	
413-314	6	6701-6740
413-346	4	
413-387	4	
413-735	6	
413-881	2	
508-453	2	
508-461	2	
508-465	3	
508-742	3	
508-821	use 10 digit	
508-967	4	
617-274	2	
617-292	61xxx	
617-305	6	
617-336	4	
617-350	2	
617-367	61xxx	
617-368	6	
617-371	2	
617-391	6	6070-6169
617-391	2	
617-502	2	
617-521	4	
617-573	6	
617-586	2	
617-619	2	
617-626	8	

AREA CODE + PREFIX	FIRST # OF EXTENSION	DID RANGE (IF APPLICABLE)
617-660	4	
617-701	6	
617-703	2	
617-704	2	
617-720	2	
617-722	4	
617-757	2	
617-788	2	
617-807	6	
617-826	2	
617-858	2	
617-878	2	
617-933	2	
617-933	253xx	3500-3549
617-956	6	
617-973	3	
617-979	2	
617-988	4	
617-994	2	
617-994	6	6900-6999
774-261	4	
774-462	2	
781-656	2	
781-338	8	
857-204	3	
857-400	3	
978-213	2	
978-405	2	
978-826	2	