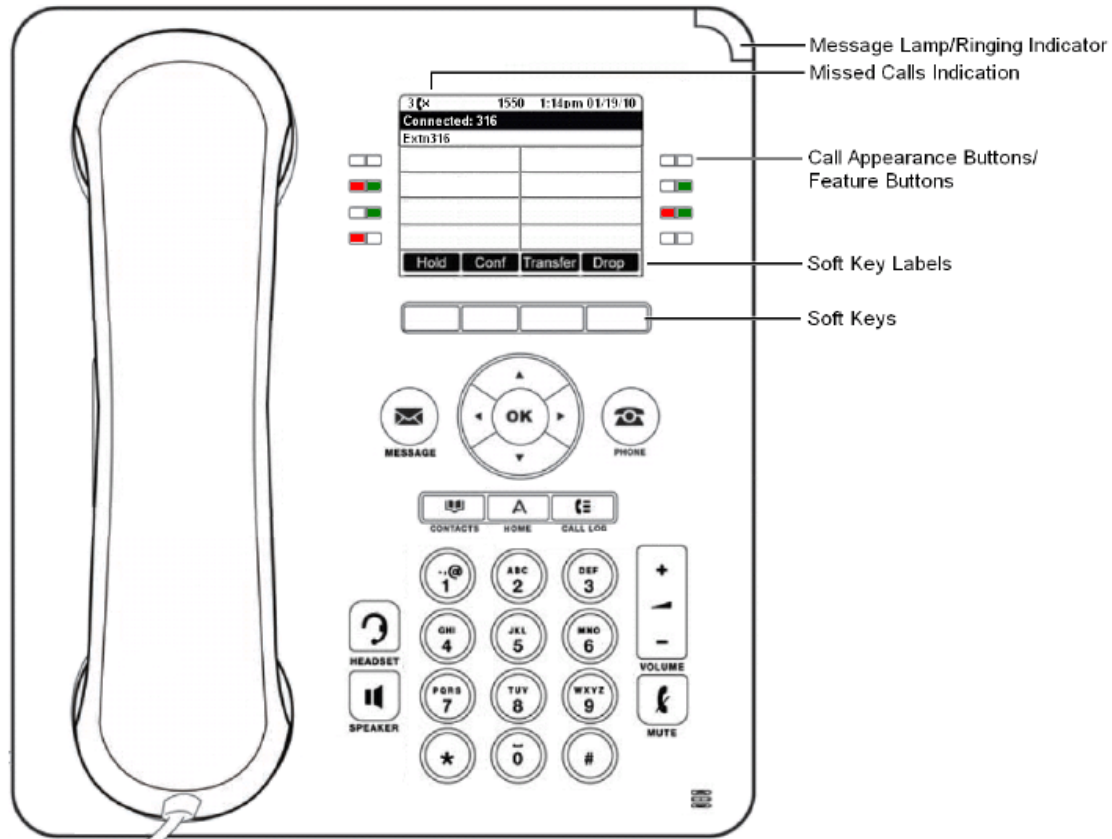# 9611 Telephone Set Guide

Making a call

If you are not already on a call, then you can just dial the number. The first available appearance button will be used for the call. Alternatively, you can press a specific appearance button in order to make a call using that button. If the number you dial matches a user or group on the telephone system, the directory name of the user or group is shown and the call starts altering the target.

If the call is to a user, and they do not answer, you can set a callback by pressing **CallBack** and then ending the call by pressing **Drop**. When a callback is set, the next time a user uses their phone or ends their current call, the system will call you and when you answer, automatically make another call to the user.

Call Soft Key Options

The options displayed for the buttons at the bottom of the display will change dynamically to reflect actions that you can perform during calls or while the phone is idle.

- **CallBack:** Set an automatic callback on the user that you have called but who has not answered. When they next end a call, the telephone system will call you and when answered, will automatically make a call to the user.
- **Complete:** Complete the transfer of a held call. A **Cancel** option is also shown which will end the transfer attempt.
- **Conference:** Put your current call on hold and present dial tone for you to dial the number you want to add to a conference with the held caller.
- **Connect:** Take a call off hold.
- **Dir:** Access the directory in order to select a number by name rather than dialing it. The type of names available in the directory is adjusted to match those suitable for use by the feature.
- **Drop:** End the call.
- **Ignore:** Quiet the ringer for the current alerting call. The call will continue alerting until either answered, it goes to voicemail, or the caller abandons the call.

- **Pickup:** Answer the call that is held or alerting another user.
- **Redial:** If there are outgoing numbers in your call log, display the list of those numbers.
- **Transfer:** Put your current call on hold and present dial tone for you to dial the number to which you want to transfer the call.
- **ToVM:** Send an alerting call to your voicemail.

Calling from the Contacts List
You can use any directory contact to make a call. You can also use the directory in almost any telephone function where you need to select the number for a destination, for example during a transfer.
1. Access the contacts directory:
   a. Press the 📖 **CONTACTS** key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select which type of directory entries you want to display.
      - **All:** All directory entries.
      - **External:** Directory entries stored by the telephone system for all users to use.
      - **Users:** The names and numbers of other users on the telephone system.
      - **Personal:** Your own personal directory entries.
   c. Use the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   d. To view more details of the highlighted name, press **Details**. To return to the directory press **List.**
2. When the required entry is highlighted, press **Call** or press the ◯ button next to the name.
3. Proceed as you would with a normally dialed call.

Calling from the Call Log/History
You can use the call log to make calls to the number included in the currently selected call record.
1. Access the call log.
   a. Press the 📞 HISTORY button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◀ left and ▶ right arrow keys to select which call log records you are viewing. The options are *All*, *Outgoing* 📞, *Incoming* 📞 and *Missed* 📞. On touch screen phones, press the icon for the type of call log records you want to display.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
   e. Press **Call** to call the number displayed in the call record.

Redialing a Previous Number
1. Access the redial list.
   a. Press **Redial**. The list of outgoing calls is displayed.
   b. Use the ▲ up and down ▼ arrow keys to scroll through the 10 most recent outgoing calls.
2. Press **Call** to call the number displayed in the call record.
3. Continue in the same way as for a normal dialed call

Adjusting the Call Volume
While talking, you can adjust the volume of the incoming call. The volume is adjusted separately for whichever device is in use (handset, headset or speaker).
1. With the call connected, press the ◢ **VOLUME** key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

Muting a Call

Muting a call stops the caller from hearing you. However you can still hear them. The status indication line indicates a 🎤 mute setting via the icon.

- The mute setting remains active even if you switch between calls using hold and or appearance buttons.
- If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.
1. To activate mute, press the 🎤 **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the 🎤 **MUTE** key again.

Ending Calls

The **Drop** option can be used to end the currently highlighted call on the display.

- If the call is connected on the phone's speaker, the ⏸ **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's headset, the ☎ **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's handset, replacing the handset will end the

Answering Calls

A slow flashing red lamp on an appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing .

Selected Button

If you are currently not on a call, you can answer the alerting call in the following ways:

1. Select the method which you want to use to talk to the caller:
   - To quiet the ringing, press the **Ignore** soft key. The call will still continue alerting visually and can be answered or ignored.
   - To redirect the call to voicemail, press the **To VM** soft key.
   - To answer the call using the handset, lift the handset.
   - To answer the call handsfree, press the ⏸ **SPEAKER** key.
   - To answer the call on a headset, press the ☎ **HEADSET** key.
   - Just pressing the call appearance key will answer the call either on the speaker or headset depending on the phone's audio path setting.
2. Once you have answered the call, you can switch between different talk modes:
   - To switch to using the handset, lift the handset.
   - To switch to handsfree, press the ⏸ **SPEAKER** key. If you were using the handset you can now safely replace it.
   - To switch to headset mode, press the ☎ **HEADSET** key. If you were using the handset you can now safely replace it.
   - If you have answered the call on the speaker or headset, pressing the **SPEAKER** or **HEADSET** key again before you select another mode will end the call.
   - Just pressing the call appearance key or any other appearance button will put the current call on hold.

Answering Another Call

If you are already on a call, answering a new call will automatically put the existing call on hold, unless your first press **Drop**.

1. Using the ▲ up and down ▼ arrow keys, scroll the display highlight the waiting call.
   - To quiet the ringing, press the **Ignore** soft key. The call will still continue alerting and can be answered or ignored.
   - To redirect the call to voicemail, press the **To VM** soft key.
2. To answer the call, press the call appearance button. Your existing call will be put on hold.

Redialing

The phone's redial operation can work in either of the following modes:

- **Open Call Log:** If this mode is selected, pressing **Redial** will display a menu of the most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
- **Last Dialed:** If this mode is selected, pressing **Redial** will immediately repeat the most recent outgoing call in your call log. None of the other redial functions will be accessible.

You can select the redial mode that the phone uses. In either case, the redial function uses the outgoing call records in your personal call log . If you delete the records in your call log, redial will not work until new outgoing call records exist in your personal call log.

Open Call Log Mode

This redial method is used when your phone's redial mode is set to *List*.

1. Access the redial list.
   a. Press **Redial**. The list of outgoing calls is displayed.
   b. Use the ▲ up and down ▼ arrow keys to scroll through the 10 most recent outgoing calls.
2. Press Call to call the number displayed in the call record.
3. Continue in the same way as for a normal dialed call.

Last Dialed Mode

This redial method is used when your phone's redial mode is set to *One*.

1. Press **Redial**.
2. The number for the most recent outgoing call in your personal call log is redialed.
3. Continue in the same way as for a normal dialed call.

Selecting Your Redial Mode

You can select whether your phone uses the redial list or last call redial mode.

1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Redial Action**.
4. The current mode, *Open Call Log* or *Last Dialed* is displayed.
   - **Open Call Log:** If this mode is selected, pressing **Redial** will display a menu of the most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
   - **Last Dialed:** If this mode is selected, pressing **Redial** will immediately repeat the most recent outgoing call in your call log. None of the other redial functions will be accessible.
5. Press **Change** to change the mode.
6. When the desired mode is displayed, press **Save**.

Holding Calls

You can hold one or more calls.

- The held call will still occupy the appearance button on which it was made or answered.
- The caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
- If you have more than one held call, or one held call and a connected call, pressing the **Conference** soft key will start a conference between yourself and the calls.

Calls that you have held will return to your phone (when idle) if they remain on hold for too long. The default return delay is 15 seconds. Your hold recall can be changed by the system administrator. Returning calls ignore any forwarding or do not disturb settings.

Holding a Call

1. To put your current call on hold, press the **Hold** soft key or the call's appearance button.
2. The held call will be indicated by its call appearance button with a fast-flashing green lamp. On phones with only a single call appearance button (or icon), the phone displays "On-Hold" before the call information on the call's application line.
3. While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
4. You can scroll the display using the ▲ up and down ▼ arrow keys. The held call will appear with a ⌣ icon.

Taking a Call Off Hold

Either of the following methods can be used to retrieve a call from hold. If you have a currently connected call, that call will be automatically put on hold.

1. Press the appearance button with the fast-flashing red lamp call appearance.
2. Scroll the display using the ▲ up and down ▼ arrow keys, the held call will appear with a ⌣ icon. Press the **Connect** soft key to take the call off hold.

Switching Between Calls

With a call on hold (fast-flashing appearance button) and another call connected (red call appearance button), you can switch between calls by pressing the appearance button of the held call. The current call is automatically put on hold and the previously held call is connected.

Transferring Calls

You are able to transfer calls even if all your current call appearance buttons are in use.

1. Press **Transfer**. The current call is automatically put on hold.
2. Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory or use the **Redial** option, if applicable.
   - To complete the transfer, press **Complete.** You can do this while the call is still ringing.
   - If the transfer destination does not answer or, after answering the call, does not want to accept the call, press the **Cancel** soft key.
3. Press **Complete** to complete the transfer. If the transfer destination does not answer or does not want to accept the call, press the **Cancel** soft key.

Conference Calls

Starting a Conference

If you have a connected call and any held calls, pressing the Conf soft key will start a conference between you and those calls.

If you do not already have a held call, you can use the process below to start a conference.

1. Make a call to the first party or answer a call.
2. Press the **Conf** soft key. The current call is automatically put on hold.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Conf** again.
5. If they do not want to join the call or do not answer, press **Drop** and then press the appearance key of the held call.

Adding a Call to a Conference

You can add parties to an existing conference.

1. Press **HOLD** to put the conference on hold. This does not affect the other conference parties who can continue talking to each other.
2. Press an available appearance key on which to make a call.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Conf** again.

5. If they do not want to join the call or do not answer, press **Drop** and then press the appearance key of the held call.

Viewing Conference Details

You can display a list of the parties involved in a conference call.
1. If not already displayed, press the ▲ up or down ▼ arrow key to display the conference call.
2. Press the **Details** soft key.
   - To scroll through the list of callers in the conference, use the ▲ up and down ▼ arrow keys.
   - To drop a caller from the conference, highlight them and press **Drop**.
   - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
   - To return to the call display, press the **Back** soft key.

Dropping/Muting Parties

You can drop parties from a conference call, including yourself. You can also mute other parties.
1. While connected to a conference call, if you press the **Details** key, the conference details menu is displayed.
2. You can then perform the following actions:
   - To scroll through the list of callers in the conference, use the ▲ up and down ▼ arrow keys.
   - To drop a caller from the conference, highlight them and press **Drop**.
   - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
   - To return to the call display, press the **Back** soft key.

Headset/Handsfree Operation

Headset Operation

Your phone has a headset socket located under the phone. This is suitable for the connection of phone headsets that connect via an HIS headset cable.
- Pressing the ↺ **HEADSET** key can be used to answer a call through the headset. It can also be pressed to end a headset call.
- The key is lit when there is a call connected through the headset.
- The key can also be pressed to turn a call that has already been answered using the handset or handsfree into a headset call.
- If there are no currently connected calls to which you are talking, a call answered by pressing its appearance button is connected either handsfree or through the headset according to the phone's audio path setting .
- If there is already a connected call to which you are talking through the headset, answering another call by pressing the appearance button will answer that call using the headset.

Headset Volume▲

While talking via the headset, you can adjust the volume of the incoming call. The status indication line displays a ↺ icon followed by eight bubbles that represent the ◄ volume level.
1. With the call connected on the headset, press the key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display returns to normal after a few seconds

Default Handsfree Audio Path

By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.
If you have a headset attached, you can change the phone's behavior so that the audio is played through the headset by default rather than the speaker.
1. Press the ▲ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.

3. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Audio Path**.
5. Press **Change** to change the setting between **Headset** and **Speaker**.
6. When completed, press the **Save** soft key.
7. Press the **Back / Exit** soft keys to exit the me

Handsfree Speaker Operation

Your phone has a speaker and microphone that allows you make and answer calls handsfree. The speaker is located under the handset. The microphone is located near the bottom right of the phone's keypad.

- Pressing the ⏸**SPEAKER** key can be used to answer a call handsfree. It can also be pressed to end a handsfree call.
- The key is lit when there is a call connected handsfree.
- The key can also be pressed to turn a call that has already been answered using the handset or headset into a handsfree call.
- If there are no currently connected calls to which you are talking, a call answered by pressing its appearance button is connected either handsfree or through the headset according to the phone's audio path setting .
- If there is already a connected call to which you are talking handsfree, answering another call by pressing the appearance button will answer that call handsfree

Headset Volume▲

While talking via the headset, you can adjust the volume of the incoming call. The status indication line displays a ⏸ icon followed by eight bubbles that represent the ◢ volume level.

1. With the call connected on the headset, press the key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display returns to normal after a few seconds

Contacts/Directory

This menu is accessed by pressing the 📖 **CONTACTS** key. It is used to display names and numbers that you can then use for making calls.

The directory includes names stored for use by all users, names stored for use by just you and the name and numbers of all the other users and groups on the phone system.

The contacts shown in the directory come from a number of sources.

- **Personal Directory Contacts:** These contacts are stored by the telephone system as part of your user settings.
  - They are displayed on the phone while you are using it.
  - You can have up to 100 personal directory entries that you can add, edit and delete through the phone.
    Note: While each user is allowed up to 100 personal directory entries, the total capacity of the system may limit the addition of further personal directory entries for all users.
  - The system administrator can add, edit and delete your personal directory entries.
  - The system administrator can also set other users as **Ex Directory**. Those users are then not included in the user directory.
- **User Contacts:** These contacts list all the other users on the telephone system.

Viewing Contacts Details

1. Access the contacts directory:
   a. Press the 📖 **CONTACTS** key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select which type of directory entries you want to display.
      - **All:** All directory entries.
      - **External:** Directory entries stored by the telephone system for all users to use.
      - **Users:** The names and numbers of other users on the telephone system.

- **Personal:** Your own personal directory entries.
  c. Use the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
  d. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. When the required entry is highlighted, press **Details** to display the name, number and type of contact.
3. Use the ▲ up and down ▼ arrow key to scroll through the contacts.
4. The range of soft keys available will depend on the type of directory entry:
   - **Call:** Make a call to the stored number.
   - **List:** Return to the list of contacts.
   - **More:** If the contact is one of your personal directory entries, the **More** soft key will be present to allow you to access the options below.
   - **Edit:** Edit the name and number.
   - **Delete:** Delete the name and number.
   - **New:** Add a new personal directory contact

Making a Call from the Directory

You can use any directory contact to make a call. You can also use the directory in almost any telephone function where you need to select the number for a destination, for example during a transfer.
1. Access the contacts directory:
   a. Press the 📖 **CONTACTS** key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select which type of directory entries you want to display.
      - **All:** All directory entries.
      - **Users:** The names and numbers of other users on the telephone system.
      - **Personal:** Your own personal directory entries.
   c. Use the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   d. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. When the required entry is highlighted, press **Call** or press the ⚪ button next to the name.
3. Proceed as you would with a normally dialed call.

Using the Directory for Other Functions

Within other menus where entry of a number is required, it may be possible to use the directory to select an existing number by name. If this option is available, it will be indicated by the presence of a **Dir** soft key in the menu.
When using the directory in this way, the names made available will depend on the type of function that is being set. For example, for some functions only group names will be displayed, for others only user names.
1. Press the **Dir** soft key.
2. Either dial the name to see a list of matches or press the **List** soft key to list all names.
   a. Use the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   b. To view more details of the highlighted name press **Details.** To return to the directory press **List**.
3. When the required entry is highlighted, press **Select**.
4. You will be returned to the menu in which you selected the **Dir** soft key.

Adding a New Contact

So long as the telephone system capacity has not been reached, you can add up to 100 personal directory entries.
1. Access your personal directory contacts:
   a. Press the 📖 **CONTACTS** key. The directory menu is displayed.

b. Use the ◀ left and right ▶ arrow keys to select your **Personal** directory.
2. Press the **New** soft key.
   - The menu now allows editing of the name and number.
   - Use the ▲ up and down ▼ arrow keys to switch between number and name entry.
   - When the name and number have been entered as required, press the **Save** soft key.
   - To exit without making any changes, press the **Cancel** soft key.

Adding a Contact from the Call Log/History

You can add a name and number shown in your call log to your personal contacts.
1. Access the call log.
   a. Press the ◀≡ **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Outgoing* ⤴, *Incoming* ⤵ and **Missed** ⤫. On touch screen phones, press the icon for the type of call log records you want to display.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press **More** and then press the +**Contact** soft key.
3. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.
4. Using the telephone keypad and the **Bksp** soft key you can edit the name and the number. When editing the number, use the **Pause** soft key to enter a comma (,) for a 1 second pause in the number dialing.
5. When the name and number are set as required, press the **Save** soft key. To return without saving the name and number, press the **Cancel** soft key.

Editing a Contact

You can edit the contacts in your own personal directory.
1. 1. Access your personal directory contacts:
   a. Press the 📖 **CONTACTS** key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select your **Personal** directory.
   c. Use the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   d. To view more details of the highlighted name, press **Details.** To return to the directory press **List**.
2. Locate the required entry.
3. Press the **Details** soft key.
4. Press the **More** soft key and then the **Edit** soft key.
   - The menu now allows editing of the name and number.
   - Use the ▲ up and down ▼ arrow keys to switch between number and name entry.
   - When the name and number have been entered as required, press the **Save** soft key.
   - To exit without making any changes, press the **Cancel** soft key.

Deleting a Contact

You can delete a contact from your own personal directory.
1. Access your personal directory contacts:
   a. Press the 📖 **CONTACTS** key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select your **Personal** directory.
   c. Use the ▲ up and down ▼ arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   d. To view more details of the highlighted name, press **Details.** To return to the directory press **List**.

2. Locate the required entry.
3. Press the **Details** soft key.
4. Press the **More** soft key and then the **Delete** soft key.
5. Press the **Delete** soft key again to confirm the action.

Call History

This menu is accessed by pressing the ☎ **HISTORY** key. The call log you see is a call log stored on the telephone system. If you log in at another phone that also stores a call log, your call history moves with you. Your call history contains your most recent answered calls, the most recent calls you made and the most recent missed calls.

Missed Calls

Missed calls are calls to you that you did not answer. Your system administrator can also configure whether or not the log includes calls presented to you but are answered by someone else or by voicemail.

The ☎ **History** button is illuminated when you have any new missed calls in your call log. The lamp is extinguished when you have viewed the missed call in the call log or the record of that call is no longer in your call log.

The ☎ icon is also used at the top left of the phone display to indicate missed calls and is prefixed with the number of missed calls.

Accessing the Call Log/History
1. Access the call log.
   a. Press the ☎ **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◄ left and right ► arrow keys to select which call log records you are viewing. The options are *All*, *Outgoing* ☎, *Incoming* ☎ and **Missed** ☎.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Pressing **OK** will make a call to the number stored with the currently displayed record.
3. You can use the functions listed at the bottom of the display by pressing the soft key below the function name.
   - **Call:** Make a call to the number stored in the currently displayed call log record.
   - **Details:** Display more details about the current call log record. You can also add the caller details to your personal directory if required.
   - **Delete:** Deletes the currently displayed record.
   - **More:** Switch between the different sets of available soft key functions.
   - **Del All:** Delete all the call log records, not just the current types of records being shown.
   - **+Contact:** Add the currently highlighted call log record to your personal contacts.
4. To exit the call log, press the **PHONE/EXIT** button.

Making a Call

You can use the call log to make calls to the number included in the currently selected call record.
1. Access the call log.
   a. Press the ☎ **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◄ left and right ► arrow keys to select which call log records you are viewing. The options are *All*, *Outgoing* ☎, **Incoming** ☎ and *Missed* ☎.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.

2. Press **Call** to call the number displayed in the call record.

Viewing Call Details

You can view additional details about the currently shown call.

1. Access the call log.

   a. Press the **⫶≡ HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Outgoing* ↰, *Incoming* ↳ and *Missed* ↳×.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.

2. Press the Details soft key. The individual details of the currently selected call record are displayed.

3. The possible values are:

   - **Name** - The name of the caller if known.
   - **Number** - The number of the caller if available.
   - **Time and Date** - The time of the call.
   - **Call Type Icon** - The type of call record, ie. = Incoming, = Outgoing or = Missed.
   - **Count** - How many time a call of the same type, name and number has occurred. Only the details of the most recent call are kept in your call log. However the count will indicate if the caller has rung or has been rung several times.
   - **Duration** - The length of the call.

4. While you are in the details of a call record, the soft key functions available are:

   - **Call**: Call the number shown in the call record. You can also do this by pressing the **OK** button.
   - **List**: Go back to the normal call screen to select another call record. You can also use the ▲ up and down ▼ arrow keys to view the previous or next record.
   - **Delete**: Delete the currently displayed record.
   - **More:** Switch between the different sets of available soft key functions.
   - **+Contact:** Add the name and number to your personal directory. You can edit the details before they are added.
   - **Delete All**: Delete all the records.

Deleting a Record

You can delete the currently displayed call record. If the record is a missed hunt group call, the record is also deleted from the call log of other users configured to see the same hunt group's missed calls.

1. Access the call log.

   a. Press the **⫶≡ HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◀ left and right arrow ▶ keys to select which call log records you are viewing. The options are *All*, *Outgoing* ↰ , *Incoming* ↳ and *Missed* ↳×.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.

2. When the required record is highlight, press **More** and then press **Delete**.

Deleting All Records

You can delete all call records from your call log. This action deletes all call log record types (*Incoming*, *Missed* and *Outgoing*), not just the type you are currently viewing. This action deletes your personal call records and any hunt group call records.

1. Access the call log.

   a. Press the **⫶≡ HISTORY** button.

b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Outgoing* ↗, *Incoming* ↙ and *Missed* ↙✗.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the **More** soft key.
3. Press the **Del All** soft key to delete all your call log records.

Adding a Record to Your Contacts
You can add a name and number shown in your call log to your personal contacts.
1. Access the call log.
   a. Press the ⬗ **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Outgoing* ↗, *Incoming* ↙ and *Missed* ↙✗.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press **More** and then press the +**Contact** soft key.
3. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.
4. Using the telephone keypad and the **Bksp** soft key you can edit the name and the number. When editing the number, use the **Pause** soft key to enter a comma (,) for a 1 second pause in the number dialing.
5. When the name and number are set as required, press the **Save** soft key. To return without saving the name and number, press the **Cancel** soft key.

Voicemail Messages
Both the ✉ **MESSAGES** button and the message lamp on your phone are used to indicate when you have new messages in your voicemail mailbox. They remain lit until you have played each of the new messages.
- Press the ✉ **MESSAGES** button to check your voicemail messages.

Logging In/Out

Log In
You can log in at any phone that you want to use. All your calls are then redirected to that phone and your user settings are applied to calls made and received. If it is a phone that stores your contacts and call history on the system, your contacts and call log are displayed by the phone.
- Any other existing user of that phone is logged out while you are logged in.
- If you were logged in on another phone, you are logged out from it.

Log Out
When you log out from a phone (or are logged out by another user logging in), the telephone system may apply several actions:
- If you have a normal default extension and no one else is logged in there, you return to being logged in on that phone.
- If you remain logged out, you are treated the same as being on 'do not disturb' except that all calls to you go to voicemail instead, if available.

Logging In on a Phone Already in Use
You can login at a phone that is already in use by another user. The existing user is logged out.
1. If the phone is already in use:
   - Press the **Features** soft key.

- Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
- Use the ▲ up and down ▼ arrow keys to highlight **Login**.... Press **Select**.
2. The login menu is displayed.
3. Enter your extension number and press **Next**.
4. Enter your security PIN (login code).
5. Press **Done**.

Logging In on a Not Logged In Phone

This method is used to login at an extension where the previous user has logged out and the phone has no current user. You can recognize a phone in this state by NOT LOGGED IN on the display.
1. Press **Select**.
2. The login menu is displayed.
3. Enter your extension number and press **Next**.
4. Enter your security PIN (login code).
5. Press **Done**.

Logging Out

1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select.**
3. Use the ▲ up and down ▼ arrow keys to highlight **Logout**. Press **Select**.
4. You will be logged out of the phone. The follow action will depend on several factors:
   - If the phone does not have a default user, or the default user is currently logged on elsewhere, the 'no user' display is shown:
   - If the phone has a default user and they are not current logged on elsewhere, they are automatically logged back in.

Locking/Auto Locking

Rather than logging out, you can lock your phone. You can either lock your phone manually using the steps below or have it automatically locked after a period of phone inactivity.

To use the lock feature you need to set a security PIN .

When your phone is locked:
- It can only be used to make internal and emergency calls.
- None of the menus for your user settings can be accessed.
- Unlocking the phone requires your login code, if you have configured a login code .

1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Lock**. Press the **Select**.
4. The phone is now locked as indicated by the display.

To set your phone to automatically lock after a period of inactivity:

1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Phone Screen Settings**. Press **Select**.
4. Highlight **Auto Lock (minutes)** and press **Select**.
   - Press the **Change** soft key to change the setting or use the ◀ left or right ▶ arrow keys.
   - Do not use the inactivity timer.
     1 / 5 / 30 / 60
     Lock the phone after the indicated number of minutes.
5. Press the **Save** soft key.

Unlocking

The message **PHONE LOCKED** indicates that the phone has been locked . While locked, the phone can only be used to make internal calls to other extensions and none of the phone and user menus can be accessed.

1. Press the **Unlock** soft key.
2. Enter your security PIN (login code).
3. Press the **Done** soft key.

Changing Your Security PIN

You can change your own security PIN (login code). If set, this PIN is used for logging in at other phones, locking your phone, and accessing system administration features . This is not your voicemail code used for voicemail access.

1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Set Security PIN**. Press **Select.**
4. Enter your current security PIN if you already have one and press **Done**.
5. Enter your new password.
6. Press **Save**.
7. The 'Security PIN changed' message will appear for a few moments.

Forwarding Calls

Forwarding is used to redirect calls to another extension or an external number.

Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default this function is only applied to incoming external calls made to you. However, if required, internal calls and or hunt group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward unconditional' destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled , the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.
- **D = Diverting (Forwarding) Calls**
  A D is shown after your extension name on the phone's idle display when you have 'forward unconditional' enabled.

You can clear or change your 'forward unconditional' settings through the Status menu.

1. Press the **Status** soft key if shown.

   - To access the Status menu during a call, press the ☎ **PHONE** key and then press the **Status** soft key if shown.

2. Use the ▲ up and down ▼ arrow keys to highlight **Fwd Uncon**.
   - To switch off 'forward unconditional,' press the **Off** soft key.
   - To change the forwarding settings, press the **Details** soft key.
   - Use the ▲ up and down ▼ arrow keys to scroll through the editing options.
     - Use the ◀ left and right ▶ arrow keys to switch the forwarding on or off.
     - Use the ◀ left and right ▶ arrow keys to select which calls should be forwarded. The options are *External Only*, *External and Group*, *Non Group Calls*, and *All Calls*.

- Select edit to change the number to which calls are forwarded.

Forward on Busy/No Answer

'Forward on busy' redirects your calls when your phone is not able to present you with any more alerting calls. Forward on 'No answer" redirects calls that have alerted your phone but have not been answered.

- By default, this function is only applied to incoming external calls made to you. However, if required, internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward on busy'/'no answer' destination. That number can be internal or external.
- 'Busy' is defined has having no available call appearance buttons on which further calls can be presented.
- No answer is defined as having been presented to your phone for your 'no answer' time (default 15 seconds).
- Hunt group calls are not presented when you are busy and so are not forwarded by this setting.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled , the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

If your phone is set to 'forward on busy,' you can clear or change the forward settings through the Status menu.

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the ☎ **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight **Fwd Busy**.
3. To switch the forward off press **Off**.
4. To change the forward setting press **Details**.
   - Use the ▲ up and down ▼ arrow keys to scroll through the menu options.
     - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off.**
     - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On or Off**.
     - To select which calls are forwarded highlight **Call Type**. Press **Change** to change the option between *All Calls* or *External Calls Only*.
     - To change the destination highlight **Destination** and press **Edit**. Enter the number and press **Select.**
   - Press **Save** to save any changes.

Phone Settings

Pressing the ⌂ **MENU/HOME** key accesses a menu that can be used to control various phone settings. These are mainly settings stored by the phone rather than user settings that move with you.

Redial Mode

You can select whether your phone uses the redial list or last call redial mode.

1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Redial Action**.
4. The current mode, *Open Call Log* or *Last Dialed* is displayed.
   - **Open Call Log** - If this mode is selected, pressing **Redial** will display a menu of the most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
   - **Last Dialed** - If this mode is selected, pressing **Redial** will immediately repeat the most recent out-

going call in your call log. None of the other redial functions will be accessible.

5. Press **Change** to change the mode.
6. When the desired mode is displayed, press **Save**.

Disabling the Ringer

This option can be used to turn off the ringer for all calls. If set to no ring, this disables both the phone's audible alerting and visual alerting.

1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Disable Ringer**.
4. Press the **Change** soft key to change the setting. Selecting **On** will turn the ringer off.

Visual Alerting

The message waiting lamp at the top-right corner of the phone can also be used to indicate when you have a call alerting your phone. The lamp is flashed to indicate a call waiting to be answered.

1. Press the **Ⓐ MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Visual Alerting**.
5. Press the **Change** soft key to change the setting.
6. When completed, press the **Save** soft key.
7. Press the **Back / Exit** soft keys to exit the menus.

Ring Sound

As well as ring patterns, you can change the sound of the ring tone used:

Note: The default ring tone is set by the administrator.

1. Press the **Ⓐ MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Screen & Sound Options**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Personalized Ringing**. Press **Select**.
   - Press **Rich** or **Classic** to alternate between rich and classic ring tone options.
   - Use the ▲ up and down ▼ arrow keys to scroll through the different available ring tones.
   - Clicking on a ring tone will play that ring tone through the phone's speaker.
   - Press the **Play** soft key to listen to the currently displayed ring tone.
   - Press **Other** to hear a different version of the ring tone.
   - To make the currently selected ring tone the ring tone for the phone, press the **Save** soft key.
   - To leave the menu without making any changes press the **Cancel** soft key.
5. Press **Back / Exit** to exit the menus.

Ringer Volume

You can adjust the ringer volume while the phone is idle or while it is ringing. The status indication line displays a ♪ icon followed by eight bubbles that represent the volume level. When no ringer is audible, the indication line displays a ♪x icon.

1. With the phone idle or ringing, press the ◄ key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display returns to normal after a few seconds

Internal Auto Answer

You can select to have internal calls automatically connected if you are not already on a call. The call will be connected, after the phone gives a brief tone, using either the phone's speaker or the headset as set by the phone's audio path setting .

1. Press **Features**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Internal Auto-Answer**.
5. Press the **Change** soft key to change the setting.

Display Controls

This section covers controls for adjusting the phone's display and the information shown on the display.

Display Brightness

Adjust the brightness of the display.
1. Press the ▲ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Screen & Sound Options**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Brightness**. Press **Select**.
5. Use the ◄ left and right arrow ► keys to adjust the brightness as required.
6. When completed, press the **Save** soft key.
7. Press **Back / Exit** to exit the menus.

Display Contrast

Adjust the contrast of the display.
1. Press the ▲ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Screen & Sound Options**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Contrast**. Press **Select**.
5. Use the ◄ left and right ► arrow keys to adjust the brightness as required.
6. When completed, press the **Done** soft key.
7. Press **Back / Exit** to exit the menus.

Last Call Duration Display

Display the duration of a call for a few seconds after the call is ended. As an alternate to call timer display, you can have the phone briefly (4 seconds) display the duration of the call after it is ended.
1. Press the **Features** soft key if shown. To do this during a call, press the ☎ **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Show Last Call Duration**.
4. Press **Change** to change the setting between *On* or *Off*.
5. Press the **Save** soft key.

Call Timer Display

When you have calls alerting on appearance buttons, the phone can include a timer in the appearance details shown on the display. The timer shows how long the call has been alerting and, if you answer the call, resets to show how long the call has been connected. The timer will also show how long a call has been on hold when you hold the call. You can turn the timer display on or off. Turning it off provides more space for other call details on the display.
1. Press the ▲ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Display Call Timer**.
5. Press **Change** to change the setting between *On* or *Off.*
6. When completed, press the **Save** soft key.
7. Press **Back / Exit** to exit the menus.

Show Call Waiting

By default, when you are connected on a call, the display will show details of that call. In order to see details of a another call such as a held call or a waiting call you need to scroll the display using the up and down arrow buttons.

Using this option, you can select to have the current call display automatically toggle between details of the current call and the waiting call display.

1. Press the **Features** soft key if shown. To do this during a call, press the 📞 **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Auto Display Waiting Call**.
4. Press **Change** to change the setting.
   - **Off -** Show details of the current call only.
   - **On -** Automatically toggle the display between details of the current call and the waiting call.
5. Press the **Save** soft key.

Inactivity Timer (Auto Return)

You can set a timer which will return the phone to its normal call display after a set period of phone inactivity. By default the phone will be set to auto return after 60 seconds.

Note that the timer is not applied to all menus. For example it is not applied to the A-menu and to the **Visual Voice** menu. It is also not applied to the **System Admin** section of the **Features** menus.

1. Press the **Features** soft key if shown. To do this during a call, press the 📞 **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Phone Screen Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to scroll the display to **Auto Return(s)**.
5. Press **Change** to change the setting.
   - **Disabled -** Do not use the inactivity timer.
   - **30 / 60** - Apply the inactivity timer after the selected number of seconds.
6. Press the **Save** soft key.

Button Clicks

While using the phone menus, the phone can provide a key press confirmation click sound. This can be disabled.

1. Press the ⌂ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select.**
3. Use the ▲ up and down ▼ arrow keys to highlight **Screen & Sound Options**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Button Clicks**.
5. Press **Change** to change the setting between **On** or **Off**.
6. When completed, press the **Save** soft key.
7. Press **Back / Exit** to exit the menus.

Error Tones

1. Press the ⌂ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Screen & Sound Options**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Error Tones**.
5. Press **Change** to change the setting between **On** or **Off**.
6. When completed, press the **Save** soft key.
7. Press **Back / Exit** to exit the menus.

Ringer Volume

You can adjust the ringer volume while the phone is idle or while it is ringing. The status indication line dis-

plays a 🔔 icon followed by eight bubbles that represent the volume level. When no ringer is audible, the indication line displays a 🔔 icon.
1. With the phone idle or ringing, press the ➖ key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display returns to normal after a few seconds.

Handset Volume
While talking via the handset, you can adjust the volume of the incoming call. The status indication line displays a 🎧 icon followed by eight bubbles that represent the volume level.
1. With the call connected on the handset, press the ➖ key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display returns to normal after a few seconds.

Headset Volume
While talking via the headset, you can adjust the volume of the incoming call. The status indication line displays a 🎧 icon followed by eight bubbles that represent the volume level.
1. With the call connected on the headset, press the ➖ key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display returns to normal after a few seconds.

Speaker Volume
While talking handsfree via the phone's speaker, you can adjust the volume of the incoming call. The status indication line will display a 🔊 icon followed by eight bubbles that represent the volume level.
1. With the call connected on the speaker, press the ➖ key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display returns to normal after a few seconds.

Automatic Gain Control
When using automatic gain control (AGC), the phone tries to maintain a constant audio level even if the incoming call changes between loud and quiet.
1. Press the ▲ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Advanced Options**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Automatic Gain Control**. Press **Select**.
   - Use the ▲ up and down ▼ arrow keys to switch between *Handset*, *Headset*, or *Speaker* settings for AGC.
   - To change the highlighted setting, press **Change**.
4. When completed, press **Save**.
5. Press **Back / Exit** to exit the menus.

Default Handsfree Audio Path
By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.
If you have a headset attached, you can change the phone's behavior so that the audio is played through the headset by default rather than the speaker.
1. Press the ▲ **MENU/HOME** button and select **Settings**.
2. Use the ▲ up and down ▼ arrow keys to highlight **Options & Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Audio Path**.
5. Press **Change** to change the setting between **Headset** and **Speaker**.
6. When completed, press the **Save** soft key.
7. Press the **Back / Exit** soft keys to exit the menus.