




















The following tables provide button/feature descriptions for the 9611G desk phone.

Name	Description
USB Port	Insert a USB device (also called a memory stick, thumb drive, or flash drive) to transfer contacts between your phone and an external data source. You can also recharge some battery-powered devices by using a USB cable to connect the device to your deskphone's USB port.
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If visual alerting is enabled, this light flashes when you receive an incoming call.
Missed Call Indicator	The icon on the History button is illuminated when you have missed calls. The top line shows the Missed Call icon and the number of calls missed.
Prompt Line	View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus.
Call Appearances	The number of lines available to make or receive calls (call appearances) depend on how your system is administered. Press the line button to initiate or answer a call.

Lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Lines also indicate if a feature is enabled or disabled in the Feature view.
Softkeys	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.
Message	Press the Message button to connect directly to your voicemail system.
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.
Phone	Press Phone to view and manage your calls.
Contacts	Press Contacts to view the entries in your Contacts list.
History	Press History to view the history of your outgoing, incoming, and missed calls.
Home	Press Home to configure options and settings, access the browser, log out, or view network information.
Volume	Press Volume to adjust the volume of the handset, headset, speaker, and ringer.
Headset	Press Headset to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Mute	Press Mute to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press Speaker to use the speakerphone. To take a call off speakerphone, lift the handset.

Icon	Description
	Missed call; a call was not answered or was forwarded to voice mail.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.

	Scroll up or down when there is more information than can display in the application area.
	End of a list; scroll up to see choices.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the Volume button until the volume turns off. To reinstate volume, press + on the Volume button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and not available.
	Team icon indicating this team member is not on a call but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Your administrator may place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.
	Indicates that your phone is in an "Unnamed Registration" state, caused by not entering an extension within 60 seconds of being prompted for one or not entering a password. In this situation, your phone may register with its call server but will show only one call appearance, no features, and will allow only outgoing calls. To switch from the unnamed registration state, login with a valid extension and password.

Feature Name	Common Abbreviation
Automatic Dialing	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon, "Autodial." or "AD."
Automatic Intercom	Auto Icom or AI
Automatic Callback	Auto Callback; AutoCB
Call Forwarding All Calls	Cfrwd or CFwrd with a third-party's extension if applicable
Call Forwarding Busy/Don't Answer	CFBDA
Park a Call	Call park
Call Pickup	Call pickup
Calling Party Number Blocking	CPN Block
Calling Party Number Unblocking	CPN Unblock
Dial Intercom	Dial Icom
Directed Call Pickup	Dir Pickup
EC500	EC500

Exclusion (Calling Party)	Exclusion
EC500 Extended Calling	Extend Call
Extended Call Pickup	Ext Pickup
Malicious Call Tracing Activation	MCT Act
One-step Recording	Audix Record
Priority Calling	Priority Call
Send All Calls	SAC or SAC with a third-party's extension, if applicable
Whisper Page	Whisper Act

Answering a call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually. If you do not have the Go to Phone on Ringing option enabled, you must press **Phone** to choose a line or view call options.

Note: If your telephone is administered with non-typical settings, you may experience call handling differences from the steps described here. Also, note that the phone will auto-scroll in certain instances to present you with significant incoming calls.

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.

Making a call

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Redialing a number

1. From the Phone screen, press **Redial**.

The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.

2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.

Calling a person from call history

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

Depending on administration, returning a Missed Call may result in that call history entry being deleted when the calls goes through.

Putting a call on hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

Note: A hold timer may display when you put a call on hold.

4. Press **Resume** or the line button of the held call to retrieve the call.

Muting a call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the call is muted, the Mute button light is on and the top line displays the Mute icon.

1. Press **Mute** during a call so that the other person cannot hear you.
2. Press **Mute** again to unmute the call.

Transferring a call

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**.

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.

5. Press **Join** to add the person to the conference call.

Putting a conference call on hold

When you put a conference call on hold, the other parties can still talk to each other.

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** to resume the conference call.

Dropping the last person added from a conference call

1. From the Phone screen, select your active call.
2. Press **Drop**.

Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

Forwarding calls

Several forwarding features may be available so you can set a number to which your calls will be forwarded, or turn off call forwarding if it is already on.

1. From the Phone screen, scroll right to access the Features menu.
2. Select the forwarding feature you want to activate..
3. Press **Select** or **OK** to turn the call forwarding feature on.

When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.

4. Enter the number to which you want to forward your calls as the destination.

After you enter the forwarding number, you hear a confirmation tone and the associated LED lights.

5. Press **Select** or **OK** to turn the call forwarding feature off if it is already on.

Send All Calls

When Send All Calls (SAC) is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on Forwarding calls your phone, a Send All softkey appears on the Phone screen for idle calls. Pressing Send All turns Send All Calls on. If it is already on, pressing Send All turns it off. You can also turn Send All Calls on or off by using the telephone Features list.

1. From the Phone screen, scroll right to access the Features menu.
2. Select SendAllCalls.
3. Press **Select** or **OK** to turn Send All Calls on or off.

Viewing call history

1. Press **History**.

You can go to the top of the list by pressing **History** again.

2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

Note: Depending on how your system is administered, a Missed Call counter might appear next to a missed call showing the number of missed calls you have from that person.

Note: When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with their call information.

3. Scroll up or down to view the entries on the list.

Viewing call history details

1. Press **History**.

2. Select the number you want to view.

3. Press **Details**.

Note: To see details of other calls, scroll up or down.

4. Press **Back** to return to the list view.

Turning off call history

You can turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

1. Press **Home**.

2. Select Options & Settings or Phone Settings.

3. Press **Select** or **OK**.

4. Select Application Settings.

5. Press **Select** or **OK**.

6. Select the type of call history logging you want to turn off.

7. Press **Change** or **OK** to turn call history logging on or off.

8. Press **Save**.

Logging into your voice mail

1. To log in to your voice mail, press the **Message** button.

2. Follow the voice prompts from your voice mail system.

