

## ICONS

The icons in the table below indicate the state of a call, navigation choices, or the status of a contact whose presence you are tracking.

-  Missed call.
-  Incoming call is alerting.
-  Call is active.
-  Call is on hold.
-  Conference is active.
-  Call is muted.
-  Conference is on hold.

 Use the Right or Left navigation arrow to see Additional pages/options.

 Scroll left.  Scroll right.

 Scroll up/down when there is more information.

 The ringer volume is off due to pressing on the Volume button until the volume turns off.

 Presence icon signifying this contact is available; the contact is registered and (logged in).

 Presence icon signifying this contact is currently on his or her phone; Busy indicator.

 Presence icon indicating this contact is not logged in (unregistered).

 Presence icon indicating this contact's phone is busy with the Send All Calls feature active.

 Presence icon indicating this contact is away from the telephone.

 Icon indicating the telephone is not connected to its network.

 This contact or feature is designated a "favorite". See [setting up favorites](#).

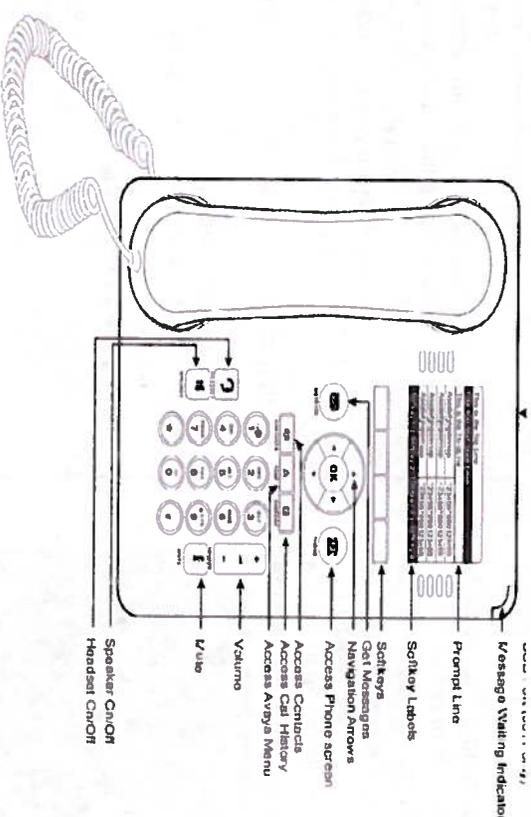


Consolidated Technology Services • WA

AWAYA

## 9611 IP TELEPHONE

### QUICK REFERENCE GUIDE



**Message Waiting Indicator:** An illuminated red light in the upper-right corner of your phone indicates you have voicemail message 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 appearance) depends on how your system is administered. Press the line button to initiate a call.

**Lines:** The line buttons with integrated LEDs show which lines are in use and correspond to the lines on display. Press the line button to select that line. Lines also indicate if a feature or system numbers (for example, an autodial number) is enabled or disabled in the Feature or Systems Numbers 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 voice mail system.

- **Options & Settings**
- Call settings
- Assign Speed Dial Entries
- Assigned Favorites
- Application Settings
- Screen & Sound options
- Language & Regions
- Advance Options

**Navigation Arrows:** Use the right and left navigation arrows to navigate between menus or to move the cursor during text input in-put. 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 Contact 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 needed. 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.

**Setting the Phone Screen on Calling**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Call Settings  
 Press Select or OK  
 Select Phone screen on **Calling**  
 Press Change or OK  
 Press Save

**Setting the Phone Screen on Ringing**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Call Settings  
 Press Select or OK  
 Select Phone screen on **Ringing**  
 Press Change or OK  
 Press Save

**Setting Redial Options**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Call Settings  
 Press Select or OK  
 Select **Redial**  
 Press Change or OK  
 Press Save

**Configure Visual Alerts**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Call Settings  
 Press Select or OK  
 Select **Visual Alerting**  
 Press Change or OK  
 Press Save

**Setting Phone Screen Width**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Screen & Sound Options  
 Press Select or OK  
 Select **Phone Screen Width**  
 Press Change or OK  
 Press Save

**Adjust Brightness or Contrast**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Screen & Sound Options  
 Press Select or OK  
 Select **Brightness or Contrast**  
 Press Change or OK  
 Press Save

**Turning Button Click Sounds on and off**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Screen & Sound Options  
 Press Select or OK  
 Select **Button Clicks**  
 Press Change or OK  
 Press Save

**Change Ring Pattern**  
 Press Home  
 Select Options & Settings  
 Press Select or OK  
 Select Screen & Sound Options  
 Press Select or OK  
 Select **Personalized Ringing**  
 Press Change or OK  
 Press Save

- Making a call**
- Lift the handset, or press **Speaker** or **Headset** or a line button for an available line.
  - Dial the number you want to call.

- Answering a call**
- Lift the handset, or press the **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

- Ignoring an incoming call**
- Press **Ignore** to turn off the ringer.

- Putting a call on hold**
- Press **Phone** to view the phone screen.
  - If your not active on the line select that line.

- Muting a call**
- Press **Mute** during a call, press **Mute** to un-mute the call.

- Transferring a call**
- From the Phone screen select the line and press **Transfer**.

- Dial the number, or call the person from the Contact list.

- If unattended transfers have been administrated, you can hang up now if you do not want to announce it. Otherwise, press **Complete** or **OK**.

**Calling a person from call History**

- Press **History**
- Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
- Scroll up or down to select the person or number
- Select the person or number
- Press **Call** or **OK**.

**Viewing call History**

- Press **History**, press **History** again to go to the top of the list.
- Press **Detail** and the number to view **Details**.

**Clearing all call History entries**

- Press **History**, select the list you want to delete.
- Press **Clear** All to delete all entries in the list your viewing.
- Press **Yes** to confirm

**Turning off call History**

- Select **Options & Settings** or **Phone Settings**
- Press **Select** or **OK**
- Select **Application Settings**
- Press **Select** or **OK**
- Select the type of History you want to turn off
- Press **Change** or **OK** and then **Press Save**.

**Setting up a Conference call**

- From the Phone screen, select the active call
- Press **Conf**.
- Dial the telephone number, or call the person from the Contact list.
- When the person answers, press **Join** or **OK** to add the person to the existing call.
- Press **Drop** at any time to drop the last person.

**Adding a person on Hold to the Conference Call**

- From the Phone screen, select the active call
- Press **Conf**, or **Add** if in a conference
- Select the call on hold that you want to add
- Press **Resume** to take the call off hold press **Join** to **Conf** to add the person

**Putting a conference Call on hold**

- Press **Hold** during the conference call
- Press **Resume** or **OK** to resume

**Dropping the last person added to a conference call**

- From the Phone screen, select the active call
- Press **Drop**

**Contacts**

**Searching for a contact**

You can jump to a certain group of letters in your Contact list by pressing the associated dialpad button.

- Press **Contacts**
- Using the dialpad start typing the name for which you want to search for.
- Press **Call** to call the person or **More** then **Edit** to edit the information.
- Pressing **Details** will allow you to see the Contact information.

**Adding a new Contact**

- Press **Contacts**
- Press **New**
- Enter the first name and last name using the dialpad.
- Press the number that corresponds to the letter of number you want to enter until the letter or number displays.
- Pause before entering the next character if the on the same key.
- To enter a space, enter "zero" 0.
- Press **Bksp** to delete the last character.
- Select the **Next** field.
- Enter the telephone number and press **Primary**, this is the number that will display for this contact.
- Press **save** or **OK**.

**Setting up speed dialing**

- **This is only for the SD buttons!**
- Lift the Hand Set.
- Enter the program code \*66.
- Select the SD button you want the Speed Dial entered.
- Enter the number you want programmed. **(Remember to enter 9 + number for an outside line)**
- Press # when done and wait for a confirmation tone.

**Personalizing Button Labels**

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons.

- Press **Home**
- Select **Options & Settings**
- Press **Select** or **OK**
- Select **Applications settings**
- Press **Select** or **OK**
- Select **Personalize Labels**
- Select the Label you want to edit
- Press **Edit**
- Type the label using up to 13 characters, press **More** and **Clear** to clear all text fields and start over

**Send all Calls**

When send all calls is on, your incoming calls go directly to a predefined coverage number, typically your voice mail.

- From your Phone screen, scroll to the right to access the features menu
- Select **SendAllCalls**
- Press **OK** or press the line for **SendAllCalls** appears.

**Forwarding calls**

- From the Phone screen, scroll right to access the Features menu
- Select **Call Fwd**
- Enter the number to which you want to forward your calls to and then press **Enter** or **OK**
- To turn off locate the active **Call Fwd** and press **OK**