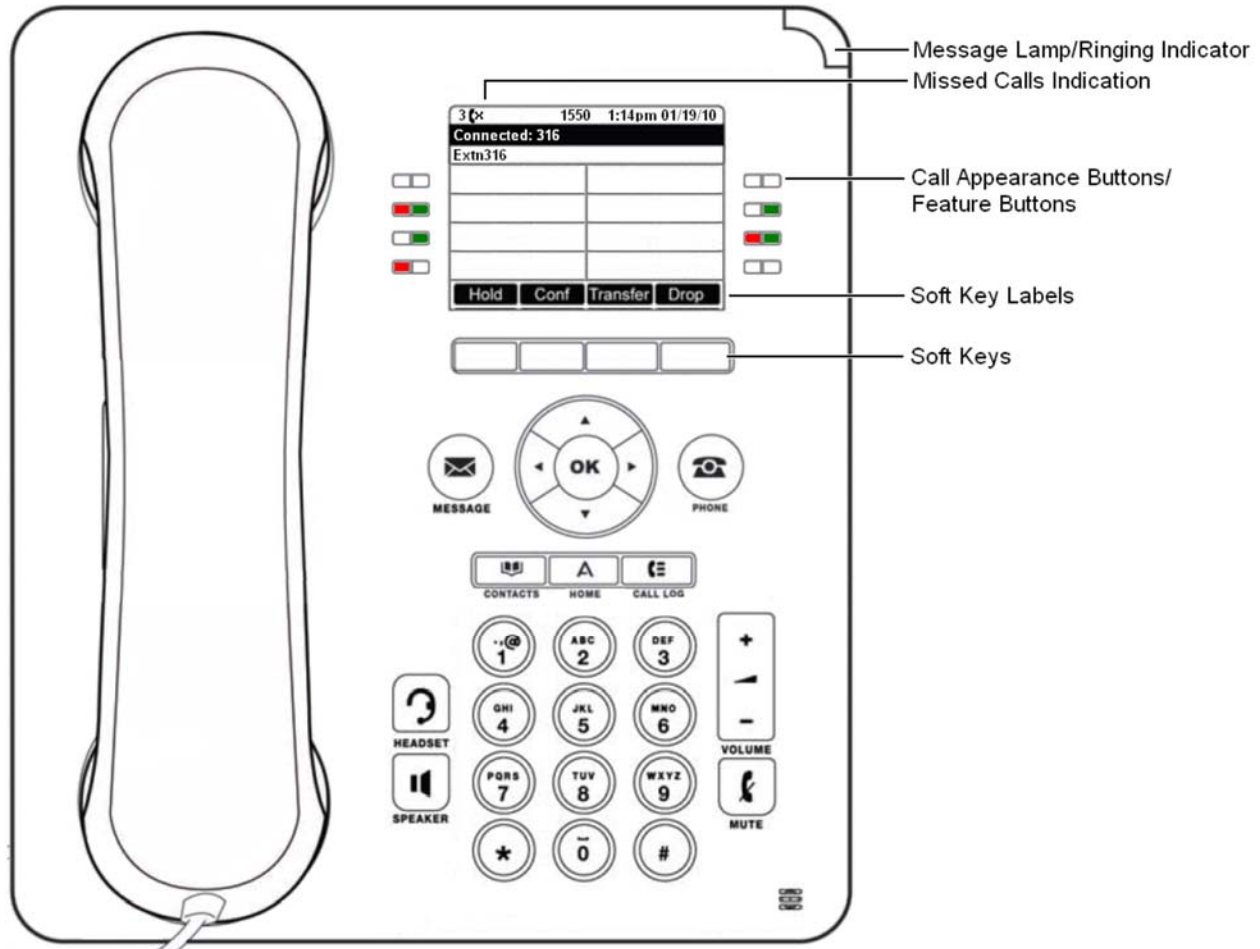


IP Office 9611 Quick Reference Guide



Answering Calls

- 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 in handsfree mode, press the **SPEAKER** key or press **OK**

Answering Another Call

- If you are already on a call, answering a new call will automatically put the existing call on hold, unless you first press **Drop**
- Press **Ignore** or **To VM** to quiet ringing or send call to voicemail

IP Office 9611 Quick Reference Guide

Making Calls

- If you are not already on a call, then you can just dial the number either by lifting handset or dialing in handsfree mode.

Calling a Person from the Contacts List

- Press the **CONTACTS** key. The directory menu is displayed
- Use the <left and right> arrow keys to select which type of directory entries you want displayed.
 - **ALL** – all directory entries
 - **External** – entries stored by the telephony system for all users to use
 - **Groups** – names and numbers of hunt groups on system
 - **Users** – names and numbers of other users on the telephone system
 - **Personal** – your own personal directory entries
- Use the **Up** and **Down** arrow keys to scroll through the list or start dialing the name you want to find.
- Press **Call** when the required entry is highlighted

Calling a Person from the Call Log

- To access call log, press **HISTORY**
- The display will change to show your call log records. Use **Left** and **Right** arrows to select which call log records you are viewing. The options are **All**, **Missed**, **Incoming** and **Outgoing**
- Press **CALL** to call the number displayed in the call record

Redialing a Previous Number

- Press **Redial** from the soft key menu
- Use the **Up** and **Down** arrow keys to scroll through the 10 most recent outgoing calls
- Press **Call** to call the number displayed in the call record.

Adjust the Call Volume

- Toggle the volume control key below dial pad to adjust volume for which every device you are currently using (handset, headset or speaker)

Ending Calls

- The **Drop** option can be used to end the current call
- If the call is connected on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.

Transferring Calls

- While connected to a call, press **Transfer**. The current call is automatically put on hold.
- Dial the number for the transfer. You may use the **Directory** to search for the destination number.
- To complete the transfer, press **Complete** or hang up the phone set. You can do this while the call is still ringing.

IP Office 9611 Quick Reference Guide

Transferring Call to Voicemail

- While connected to a call, press **Message**. The current call is automatically put on hold.
- Dial the number for the transfer or select from Directory.
- To complete the transfer, press **Complete** or hang up the phone set.

Call Park

- To place a call on hold so another phone user can retrieve the call, use Call Park
- While on a call, press navigation arrow key to highlight and select **Park** key
- Phone displays **Call Park: XXXX** – take note of park code
- Press **Page** soft key if you wish to page the party you are parking the call for OR
- Press **Exit** soft key
- Any user may enter the park code from any phone and retrieve the call

Conferencing

- If you have more than one held call, or one held call and a connected call, pressing the **Conf** soft key will start a conference between you and those calls.
- Make a call to the first party or answer a call
- Press the **Conf** soft key. The current call is automatically put on hold.
- Dial the party you want to add to the conference
- If they answer and want to join the call, press **Conf** again
- If they do not want to join or do not answer your call, press **Drop** and then press the appearance key of the held call

Dropping/Muting Conference Parties

- You can drop parties from your conference including yourself. You can also mute other parties
- While connected to a conference call, press the **Details** key to display the conference details menu
- You can perform the following actions:
 - Scroll through the list of conference parties using arrow keys
 - To drop a party, highlight the party and press **Drop**
 - To mute a party, highlight the party and press **Mute**. Press **Mute** to unmute them
 - To return to the call display, press the **Back** key

Call Forward

- Press the **Call Forward** key and enter the *four* digit extension number to forward to. For an external destination, be sure to enter number as you would dial it from your phone.
- Press **Save** when number is complete. (Once you begin to enter number, you may use the **Clear** or **Bksp** to change the number.)
- Use **Dir** to search the internal company directory for a user.
- Press **Call Forward** once to activate. Press once to deactivate call forward.
- If your phone has been forwarded before, you will see the last known location in the screen. Press **Save** to forward to this location again, or press **Clear** and enter new destination.

IP Office 9611 Quick Reference Guide

Do Not Disturb (DND)

- Sends all incoming calls immediately to voicemail. Green LED indicates when feature is activated. Press once to activate. Press once to deactivate and restore incoming calls.

Mobile Twinning (Twin)

- This feature activates a simultaneous ring to another number such as a cell phone.
- Press **Twin** button
- Press Arrow down so that **Destination** is highlighted
- Press **Edit** soft key
- Enter number you wish to twin to (ie cell phone). Enter number as you would dial it from your phone
- Press **Select**
- Press the **On** or **Off** soft key to turn on or off the twinning feature
- Press **Save**
- The Twin button will display a green light when it is activated

VOICEMAIL INSTRUCTIONS

Logging in to your Voice Mailbox From Your Telephone for the *First Time*:

- Press SPK or lift the handset and dial *17 or navigate to 2nd page of buttons and press **Voicemail**.
- Dial your mailbox number and press #.
- The system will ask for you to enter the password. There isn't a password currently, so simply press #.
- Password Requirements:
 - At least 4 numbers in length
 - Cannot be sequential numbers (i.e. 1234)
 - Cannot be the same as your extension
 - Cannot be all the same number (i.e. 1111)
- The system will ask you to enter a new password. Enter a new password and press #. The system will ask you to re-enter the password.
- Follow instructions to press **1** to record your name, speak your name, and press **1** again.
- Press **3** to administer your personal Greeting. Follow the prompts.
- Press **1** for All Calls - Activate Greeting 1.
- Press **1** to Record your Personal Greeting for ALL Calls and continue following the prompts.

Accessing Visual Voice:

- Press the envelope button to the left of the navigation control panel.
- Enter your 4 digit passcode.
- This will take you to visual voicemail and the phone display will offer a prompts to listen to your messages, record a message to a co-worker, record your greeting, and change your passcode.

IP Office 9611 Quick Reference Guide

To Listen to Your Messages:

- “Listen” will already be highlighted when you press the envelope button.
- Press the “Select” gray soft key to the far left under the phone display.
- The screen displays “New”, “Old” and “Saved” messages.
- The number of messages is listed to the right of the display.
- Press the “Play” gray soft key to the far left under the display.
- Press the down arrow from the navigation control panel to move to your “Old” or “New” messages.

Voicemail – Checking Messages Remotely

To check your voicemail messages from outside the office, dial your direct number and wait for your mailbox to answer. Press *7 while your message is playing. Follow prompts to enter mailbox and password.

Voicemail Commands - Remote

After Login

- 1** Record
- 2** Get Messages
- 3** Greetings
- 5** Personal
- 7** Quick Scan

Get Messages

- 0** Skip Header
- 1** Reply
- 2** Restart
- 3** Pause on/off
- 5** Rewind
- 6** Advance
- #** Save & Skip
- * 3** Delete
- * * 8** Undelete
- * * 4** Skip

Quick Scan

- 1** All
- 2** Headers only
- 3** Messages only

General

- * 4** Help
- * 7** Return
- * 8** Transfer
- * 0** Operator
- * * 6** Name/Number Directory
- * * 7** Relogin
- * * 9** Exit

Record Messages

- 1** Record
- ↳ **1** Start/Stop
- ↳ **2** Rewind
- ↳ **#** Approve
- ↳ **#** Enter Address
 - * 2** Name/Number Switch
 - * 3** Delete Address
 - # #** Finish Addressing
 - ↳ **#** Send
- ↳ **2 3** Playback
- ↳ *** 3** Delete

Greetings

- 0** Listen to..
- 1** Create, change
- 2** Scan all
- 3** Activate

Personal

- 4** Password
- 5** Record Name
- 6** Address after/before record
- 7 1** Call Answer