



IP Phone 9104 Quick Reference

Printing Instructions

Print this document on both sides of a letter-size sheet of paper, and fold in half.

The finished size is 5.5" x 8.5" after folding.



- In the Print dialog, set Page Sizing to Actual Size.

Duplex (two-sided) printers:

- Print both pages 3 and 4 to a letter-size sheet, landscape (sideways) orientation, duplex, flipped on the short edge.

Single-sided printers:

- Print page 3 to a letter-size sheet, landscape (sideways) orientation.
- Re-insert the printed page into the printer feed tray, upside down, and rotate if needed, then print page 4.
- Fold the printed sheet in half.

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Using Menus

Menus on the main display provide access to status information, feature settings, call logs, the phonebook, and more.

- Select **Menu** to enter the Main Menu.
- Scroll through the list with the **Up** and **Down Navigation** keys, or by selecting **Prev./Next**.
- Select **Enter** or press the **OK** key to select an item.
You can also press a dial pad key to jump to and select an item.
Advanced Settings may be password protected.
- If a double-headed arrow is shown next to an item, you can change the value with the **Left** and **Right Navigation** keys, and then select **Ok** or **Save** to retain the new setting.
- Select **Back** to return to the previous screen.
Select **Exit** from the main menu to return to the idle screen.

Call Logs

Your phone stores records for up to 600 calls. You can view call details, dial from the call log, and add a logged number to the phonebook or blacklist.

- Select **History** to view the Call Logs.
- You can also press the **Redial** key to view only dialed calls.
- Press the **Right** or **Left Navigation** key to switch between All Calls, Missed Calls, Dialed Calls, and Received Calls.
- Scroll through the call list with the **Up** and **Down Navigation** keys.
- Select **Option** to filter the call list, view call details, and access other options for the displayed call.
- Select **Dial** to place a call to the displayed party.
- Select **Exit** to return to the previous screen.

Setting the Ringer Volume

- When the telephone is idle (not on a call), press the **Volume Up** or **Volume Down** key to change the ringer volume.
- The telephone will ring once with the new ringer volume setting, and the new setting will be shown briefly in the display.
- If *Silent Ring* appears in the display, incoming calls will show in the display, but will not ring.
- Press the **Volume Up** key to turn on the ringer.

Displays

Main Display

Call details, status indications, menus, and other information are shown in the Main Display.



Softkeys

Key labels show the current functions of the four softkeys.



Multifunction Keys and Display

Customizable keys can select lines, speed dial numbers, activate phone functions, and more.

Up to thirty multifunction keys are available, shown on up to five pages with six keys per page. Press the **Next Page** key to switch between pages of multifunction keys.



Current Page Indicator

Next Page Key

Indicators on the keys show feature states and other information.

Line Key

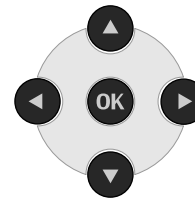
| | |
|-------------------|---------------------|
| Off: | line not registered |
| Green On: | line ready |
| Green Slow Flash: | dialing |
| Green Fast Flash: | ringing |
| Red On: | active call |
| Amber Flash: | on hold |

DSS (Direct Station Select) Key

| | |
|------------|--------------------------|
| Off: | not subscribed / offline |
| Green On: | idle |
| Red On: | busy |
| Red Flash: | ringing |

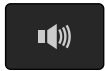
Phone Keys

- | | | | |
|--|-------------------|--|---------------------------------|
| | Hold | | Volume Down |
| | Transfer | | Mute |
| | Conference | | Volume Up |
| | Phonebook | | Redial / Dialed Call Log |
| | Call Log | | Speaker |



Menu Navigation

Answering a Call



To answer the call shown in the display, lift the handset, press the **Speaker** key, press the **Headset** key, or select **Answer**.



If you want to reject the call and send it directly to voicemail, select **Reject**.



To forward the call to another number without answering, select **Divert**, enter a number, and then select **Divert** again or press the **OK** key.



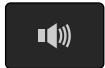
To answer a ringing call at another extension, press a **DSS** key with a red flashing indicator. The call will be picked up.

Placing a Call



Manual Dialing

Dial the number.



Lift the handset, press the **Speaker** key, or press the **Headset** key to initiate dialing.

You can also activate the handset/speaker/headset before dialing. Initiate dialing by pressing the **OK** key or by selecting **Dial**.

Speed Dial or Direct Station Select



Press a **Speed Dial** or **DSS** key to automatically access an idle line and dial a number.

You can also dial from the Phonebook or Call Log.

Initiate dialing by pressing the **OK** key or by selecting **Dial**.

Managing Multiple Calls

If a second call rings while you are on an active call, the ringing call will be displayed on the bottom half of the screen.



Press the **Down Navigation** key or green fast flashing **Line** key to display the ringing call. You can then Answer, Reject, or Divert the ringing call. If you answer the call, the first call will be automatically placed on hold.



Press the **Up** or **Down Navigation** keys or a **Line** key to change which call is shown on the display. A call that is on hold will show a Hold indication below the caller ID.



Press the **Hold** key or select **Hold/Resume** to connect to the displayed party and place the other party on hold.



To conference two calls, press the **Conference** key or select **Conf**, then select the second party you wish to conference.

Transferring a Call

Screened (Attended) Transfer



During a call, press the **Transfer** key or select **XFER** to place the first call on hold and open the transfer dialing screen.



Dial the party you want to transfer the call to.



Select **Dial** to place the call.



After the second party answers, press the **Transfer** key or select **XFER** to complete the transfer.

Immediate (Blind) Transfer



During a call, press the **Transfer** key or select **XFER** to place the first call on hold and open the transfer dialing screen.



Dial the party you want to transfer the call to.



Press the **Transfer** key or select **XFER** to complete the transfer.

Immediate (Blind) Transfer using a DSS Key



During a call, press a **DSS** key to immediately transfer the call to the selected extension.

Conferencing Calls



During a call, press the **Conference** key or select **Conf** to place the current call on hold and open the conference dialing screen.



Dial the party you want to add to the conference.



Select **Dial** to place the call.



After the second party answers, press the **Conference** key or select **Conf** to connect to both parties.

Splitting / Joining Calls



To place the first party on hold and consult with the second party, select **Split**.



To switch between parties, press the **Up** or **Down Navigation** key to change which call is shown in the display. Select **Resume** to reconnect to that party and place the other party on hold.



To join all parties back together, press the **Conference** key or select **Conf**.

Ending a Conference Call

To leave the conference and allow the other parties to maintain a connection, **hang up**.



To end the conference for *all* parties, select **End**.