Phone User Guide

IP Office User Training –9508 digital or 9608 IP Phone

No. of missed calls

Your Extension No.

Time

Date

Voicemail indicator (red light)

A letter will be displayed (see point 3 below)

Your Name

Feature Keys

Voicemail (message)

Soft Keys

Contacts

Navigation Keys

Home

Headset on/off

History

Volume Up/Down

Mute

Speakerphone ON/OFF

Menu

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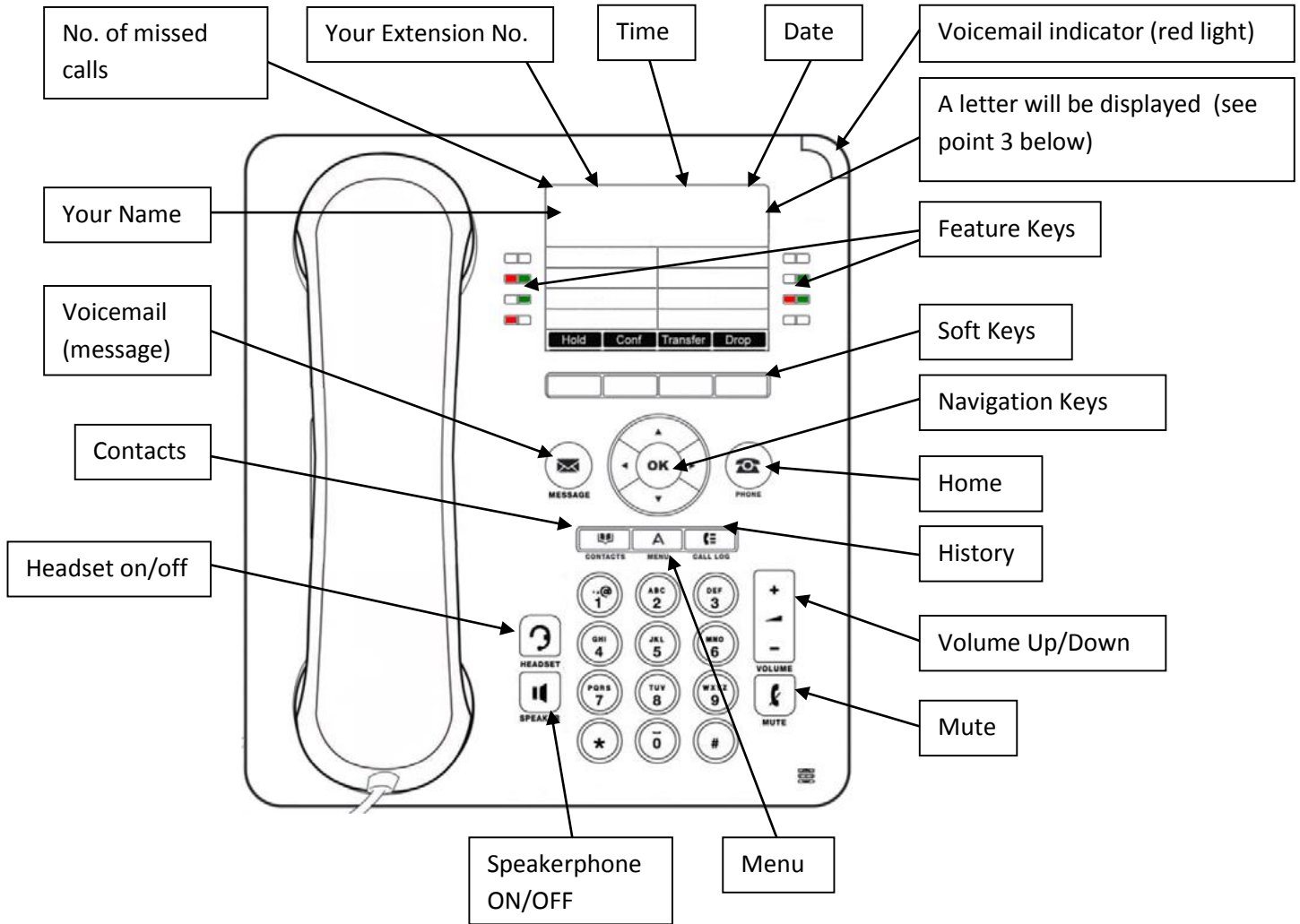
Understanding your phone display

1. Across the top of the display from left to right – No. of missed calls (displays as 1X, 2X etc with a phone icon or nothing if there are no missed calls)/ – Ext. # / time/ date
    o If you have a missed call, your history button will also light up
    o Missed call is a call that did not get answered – either went to VM or caller hung up
2. Underneath this will be the name of the extension on the left. On the right, a letter will be displayed if you have any of the following features activated:
    D - Diversion, your phone is forwarded
    G - Group, your phone is part of a group (paging for example)
    T - Twinning, your phone is twinned internally with another phone
    N - No Calls, Do Not Disturb
    NG - Do Not Disturb when you are part of a group
3. On a 9608, you will have 8 feature buttons across 3 screens for 24 total buttons (use the right/left scroll keys to move between screens)
    Pressing a feature button will activate the feature that is written to the left (or right) of the button on your display
4. **Intercom** – calls come in and go out on these, press to access a held call
5. **Park 1, 2, 3**, etc. Parks a call allowing anyone in the organization to pick up the call by pressing the corresponding Park key.
6. **DND** or Do Not Disturb. Silences rings, sends calls to VM and calls show up in History as Missed.
7. **Page.** Wait until you hear a beep and start speaking.
8. **Soft Keys** – These are the 4 keys across the bottom of the display

When your phone is idle it will show:

Redial	Status		Features

Redial – stores details of last 25 outgoing calls. To dial, either press button next to name/number, or highlight and lift handset or press Call softkey
Status – your phone is in an alternate mode – DND, Forwarded, Twinned etc. Pressing Status will tell you and allow you to cancel the mode
Features
    o Pickup – answer any ringing phone or enter ext # to answer a specific phone
    o Forward –Follow Me To, Follow Me Here, Forward Unconditional, Forward Busy / No Answer

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When your phone is ringing it will show:

Answer	To VM	Ignore	Drop

Answer – answer a ringing call handsfree

To VM – sends a ringing call directly to your voicemail box

Ignore – silences the rings

Drop – sends the call to voicemail

When you are on a call it will show:

Hold	Conf	Transfer	Drop

Hold – places the call on hold at your phone only, use the flashing Intercom button to retrieve it

Conf – set up a conference call to the limit of your lines or PRI channels

Transfer – transfer a live call by pressing Transfer and:

- o Dialing another extension, you are now talking to the transferee, complete the transfer by either hanging up or pressing Complete. Press Cancel to bring the call back to you
- o Pressing the Contacts button and dialing by name, highlight the name then proceed as above
- o In either of the above two examples press # first to transfer the call directly to someone's voicemail box
- o Dialing an external phone number. Wait until you hear the phone start to ring before hanging up or pressing Complete. Press Cancel to bring the call back to you
- o **Note** – you can also send a message directly to someone's mailbox by pressing # before entering their extension number or dialing by name

Drop – disconnects the call

Hard Keys

Navigation Keys – used to move cursor up, down, left, right on screen. OK to activate highlighted button

Home – always returns your display to the main screen

Contacts – To dial, press the button next to name, or highlight and lift handset or press Call.

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All (allows access to Personal, External, Users, Groups – all are dial by name), right arrow key to: **Personal** (allows access to Personal contacts only and allows you to add them by pressing the New softkey), right arrow to:

 External (allows access to External contacts only – added through Manager), right arrow key to:

Users (allows access to Users only), right arrow to:

 Groups (allows access to Hunt Groups only)

<u>Menu</u> – Call Settings (ignore), Application Settings (no access), <u>Screens & Sounds</u> (adjust brightness, contrast, ring types, button clicks, error tones), Advanced Options (ignore)

<u>History</u> – stores details of last 30 calls. This key will be Red if there are current missed calls and will take you directly to the Missed Call List. You have the following options (use navigation keys to scroll left/right):

All (access to Missed, Incoming, Outgoing), right arrow to:

Missed (shows calls not answered, either they went to VM, or caller hung up), right to:

Incoming (shows answered calls), right arrow to:

 Outgoing (shows outgoing calls, similar to Redial). For all call types you can press Details to see info about the call, or press <u>More</u> and <u>+Contact</u> to add to Personal Contacts. To dial you can press the button next to the name, highlight and lift the handset or press Call.

<u>Volume</u> – adjusts ring volume while phone is idle, or earpiece (handset or headset) volume while on an active call.

<u>Mute</u> – turns of the microphone while on a handsfree call

<u>Speaker</u> – press before putting the handset down to make the call handsfree, or press to answer a ringing call handsfree (can also press the Answer softkey)

<u>Headset</u> – press to establish a connection from phone to headset (will glow red), press to terminate a connection to headset (red glow will turn off)

<u>Keypad</u> – Your keypad is live, just start dialing, call will be handsfree until the handset is lifted or Headset button pressed

Voicemail

Message button – Access to voicemail, will glow red if there are new messages, in addition to red light on top right of phone

Listen – your mailbox displaying how many new/old/saved messages

- o New – new messages not yet listened to, will stay in your mailbox as new until listened to
- o Old – messages you have listened to but not saved. These messages will be deleted by the system after a period of time
- o Saved – messages you have listened to and saved. These messages will stay in your mailbox until deleted by you

    Press Select or OK, select category, Press Select or OK

Play		Back	More

    Play – plays the message

    Back – back to previous screen

    More - goes back to the previous softkey screen

Delete	Save	Copy	More

    Delete – permanently deletes message

    Save – saves the message, moves to Saved category above

    Copy – copies the message to another mailbox

    More – goes back to previous softkey screen

Message – allows you to record a message then send it to another person's voicemail box. Easier to use # in front of an extension number to go directly to someone's voicemail box.

Greeting – record a greeting that callers will hear

- o Press Record to record the greeting
- o Press Stop when you are finished recording
- o Press Listen to hear what you have recorded
- o Press Submit to save the recording, if you don't press Submit the greeting you just recorded won't be saved

Passcode – by default no password is required to access your mailbox at your phone. This can be changed if you wish. A password is required to access your mailbox from outside of the office to check messages, change greetings etc.

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Name – record your name here so that your mailbox becomes part of the directory and a caller can find you by dialing your name. If your name is not recorded you are not in the directory.

Email – (optional) settings for voicemail to email

- o <u>Copy</u> – a copy of the message will be sent to your email address in addition to staying in your voicemail box. ***Recommended setting***
- o <u>Forward</u> – the message will be sent to your email address only and not to your voicemail box. ***Not recommended because if something happens to your email service/provider/exchange server etc., you will never receive the voice message as the phone system does not check to see if you received the email***
- o <u>Alert</u> – you will receive an email telling you that you have a message but the actual voice message will not be attached
- o <u>Off</u> – turns off the email feature and your messages will be accessible only at your phone

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