Instructions

Softkeys
Functions located at the bottom of the display are called Softkeys. For complete instructions on Softkeys and other 9600 Series phone features visit http://telecomguides.missouristate.edu

Conference
To add another party to a call
1. Press [CONF]
2. Dial extension or 9 + number**
3. Press [JOIN]
4. Press [ADD] to add the next person to the conference
5. Repeat to add additional parties

**If no answer or busy, press the call appearance button to return to holding party.

Note: Up to six parties can be conferenced, depending on your phone configuration. Calls that exceed this limit require a conference bridge. Contact Telecommunications at 6-8580 for assistance.

To add a call on hold to the conference call
1. Press [CONF] or [ADD]
2. Select the call on hold that you want to add
3. Press [Join] to add the person to the conference call

To drop the last party added
1. From the phone screen, select your active call
2. Press [DROP]

Note: This is important if you add a call that goes to a person’s voicemail or is busy.

Contacts
To add a new Contact
1. Press [CONTACTS]
2. Press [NEW] if this is your first Contact list entry. Press [MORE], then [NEW] if you already have entries in your Contact list.
3. Enter the name using the dial pad
4. Select the next field using the arrow buttons
5. Enter the telephone number, include a 9 when adding an off campus number
6. Press [SAVE] or [OK]
7. Press [HOME] to exit contacts

Deleting a Contact
1. Press [CONTACTS]
2. Select the Contact you want to delete
3. Press [MORE] then [DELETE]
4. Press [DELETE] to confirm or [CANCEL] to cancel
5. Press [HOME] to exit Contacts

Editing a Contact
1. Press [CONTACTS]
2. Select the contact you want to edit
3. Press [MORE] then [EDIT]
4. Choose the field you want to edit
5. Use the dial pad to make changes
6. Press [SAVE] or [OK]
7. Press [HOME] to exit Contacts

Hold
To answer an incoming call while on another call
1. Press [HOLD]
2. Press the call appearance button of the new call

To put a call on Hold
1. Press [Hold]
2. Press [RESUME] or the call appearance button of the held call to retrieve the call

Note: A conference call can be put on hold.
Message
Message lamp will light up when you have voicemail. To check messages
1. Press [MESSAGE]
For voicemail instructions visit http://telecomguides.missouristate.edu

Mute
To block the caller from hearing your conversation
1. Press [MUTE]
2. Press [MUTE] again to resume conversation

Personalizing Labels
To change the labels displayed on your phone
1. Press [MENU] or [HOME]
2. Select Options & Settings or Phone Settings
3. Select Application Settings
4. Select Personalize Labels
5. Select the label you want to edit
6. Press [EDIT] or [OK]
7. Edit the label
8. Press [SAVE] or [OK]
9. Press [PHONE] or [EXIT] to exit when finished

Redial
To redial the last number dialed
1. Press [SPEAKER] or pick up handset
2. Press [REDIAL] or Dial # 9

Ring Pattern
To select a unique ring pattern
1. Press [HOME] or [MENU]
2. Select Options & Settings or Phone Settings
3. Select Screen & Sound Options
4. Select Personalized Ringing
5. Scroll through the ring patterns
6. Press [PLAY] or [OK] to replay a ring
7. Press [OTHER] to hear an alternate ring
8. Press [SAVE] to choose the new ring pattern

Ring Volume
To adjust the ringer volume
1. Leave handset on hook
2. Press the appropriate end of the volume button bar, located near the keypad

Speaker
To place, answer, or end a call without lifting the handset
1. Press [SPEAKER]
2. Place or answer the call
3. Press [SPEAKER] to end the call

To adjust the speaker volume
1. Press the appropriate end of the [VOLUME] button bar

To change from speakerphone to handset
1. Pick up the handset

To change from handset to speakerphone
1. Press [SPEAKER]
2. Hang up handset

Transfer
To transfer a call to another extension
1. Press [TRANSFER] to get dial tone
2. Dial the number
3. Press [COMPLETE] or [OK]
4. Hang-up

Note: If the line is busy or no answer, return to the call by pressing the call appearance button.

Optional Features
Requires programming by Telecommunications

Call Pickup
To pick up a call at another extension in your call group
1. Press [SPEAKER] or pick up handset
2. Press [CPKUP] or dial #4

Note: If two people pick up simultaneously, one will hear a dial tone the other will hear the caller.

Send All Calls
To send all calls to coverage
1. Leave phone on hook
2. Press [SEND ALL]
   -or-
   1. Press [SPEAKER] or pick up handset
   2. Dial * 3 (hear confirmation tones)

To cancel send all calls
1. Leave phone on hook
2. Press [SEND ALL]
   -or-
   1. Press [SPEAKER] or pick up handset
   2. Dial # 3 (hear confirmation tones)

System Features
System features are standard on most campus phones.

Call Forwarding
To activate call forwarding
1. Press [SPEAKER] or pick up handset
2. Dial * 2
3. Dial extension number calls will ring to (hear confirmation tones)

To cancel call forwarding
1. Press [SPEAKER] or pickup handset
2. Dial # 2 (hear confirmation tones)

Call Park
To place a call on hold, then retrieve the call from another phone
1. Press [TRANSFER] (hear dial tone)
2. Dial # 0 (hear confirmation tones)
3. Press [TRANSFER] and hang-up

To retrieve the call from another extension
1. Dial # 7 (hear confirmation tones)
2. Dial the extension where the call is parked

Directed Call Pickup
To pick up a call at another ringing extension
1. Press [SPEAKER] or pick up handset
2. Dial # 8
3. Enter the ringing phone’s extension number