9608
9611
9620
9630
9640

9600 Series
VoIP Terminal

User's Guide

Telecommunications Center
BLSH 153
417-836-8580
http://telecom.missouristate.edu

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] or [CONF]
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] or [CONF] 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] or [PHONE] 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] or [PHONE] 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] or [PHONE] to exit Contacts

Hold
To answer an incoming call while on another call
1. Press [HOLD] or [ANS HOLD] or [PHONE]
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