

9608  
9611  
9620

# Missouri State University Telecommunications

## 9600 Series VoIP Terminal

### User's Guide



Telecommunications Center  
Blair 153  
417-836-8580  
<http://ntg.missouristate.edu>

## Frequently Asked Questions

**Q.** Why are all of my calls going directly to voicemail? The phone hasn't been ringing.

**A.** Your phone is probably set on "Send All Calls." Try this – Get dial tone, then press # 3.

**Q.** Why does my phone ring a short ring, then no one is on the line?

**A.** Your phone is probably set on "Call Forwarding." Try this – Get dial tone, then press # 2.

**Q.** Why do I keep hearing a beeping tone when I answer my phone?

**A.** Someone may think they are dialing a fax number. Try this – Transfer the call to a fax machine. The printed fax may list a phone number of the misguided party.

**Q.** Why can't I just use the last 4 digits of my phone number?

**A.** All campus numbers, 836, 837, 547 (Mt Grove), and 255 (West Plains), are dialed using only the last 5 digits of the phone number. The first number of the extension will vary from phone to phone. For this reason, you should include all 5 digits when giving someone your extension number.

**Q.** Who do I call if my phone isn't working properly?

**A.** Dial "0" to place a trouble report with the campus operator.

**Q.** Are West Plains and Mt Grove local calls?

**A.** All off-campus phone numbers using the same prefix in Springfield, West Plains, and Mt Grove are treated as a local call. Simply dial 9+ the seven-digit number to complete the call.

**Q.** Where can I find more instruction information about the university's data and voice network?

**A.**  
<https://ntg.missouristate.edu/Documentation/guidestraining.aspx>

## Feature Instructions

### Conference

#### To add another party to a call-

1. Press [conf]
2. Dial the next phone number and wait for an answer \*\*
3. Press [join]
4. Press [Add] to add the next person to the conference
5. Repeat steps 1 through 4 until all dialed numbers are connected to the conference

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

**Note:** Using a multi-line phone, a total of three parties can be conferenced; you and two other calls. The switchboard operator (dial 0) can conference up to six parties. Conference calls exceeding these limitations will require the assistance of an outside vendor to connect all callers. Outside vendor information can be obtained through the switchboard (dial 0).

#### 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:** All other parties must hang-up to disconnect from the conference call.

### Mute

#### To hear the caller while blocking conversation from the caller or to resume the conversation-

1. Press [mute]

### Hold

#### To put a call on hold –

1. Press [hold]
2. Press [resume] or the line button of the held call to retrieve the call

#### To answer an incoming call while on another call-

1. Press [hold]
2. Press the call appearance button of the new call

**Note:** A conference call may be put on hold.

### Personalizing Labels

#### To change the labels that are displayed on your phone –

3. Press Home
4. Select Options & Settings or Phone Settings
5. Select Application Settings
6. Select Personalize Labels
7. Select the label you want to edit
8. Press [edit] or [ok]
9. Edit the label
  - a. If you would like the letter "C" for instance, you will press the "2" key 3 times.
  - b. To add a space "0"
  - c. To Backspace "Bksp"
10. Press [save] or [ok]
11. Press [phone] or [exit] to exit when finished

### 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.

## Ring Pattern

### To select a personalized ring pattern-

1. Press [Home] or [Avaya Menu] for 9620
2. Select Options & Settings or Phone Settings
3. Select Screen & Sound Options
4. Select Personalized Ringing
5. Scroll through the ring patterns. If you want to hear one again, press [play] or [ok]
6. To choose the new ring patten press [Save]

## Ring Volume

### To adjust the ringer volume-

1. Leave phone 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 adjust the speaker volume-

Press the appropriate end of the volume button bar, located near the keypad.

### To change from speakerphone to handset-

Pick up the handset

### To change from handset to speakerphone-

1. Press [speaker]
2. Hang up handset

## Message

Message lamp will light when you have voicemail. To access messages follow your voicemail instructions.

## Contacts

### To add a new contact-

1. Press [contacts]
2. Press [new] if this is your first contact list entry, or press [more] then [new] if you already have entries in your contact list
3. Enter the name using the dial pad
  - a. To enter a space, press 0
  - b. Press [bksp] to delete the last character
  - c. Press [more] then [Abc] to change between upper and lower case letters
  - d. Press [clear] if you need to delete all text and start over
4. Select the next field
5. Enter the telephone 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 dialpad to make changes
6. Press [save] or [OK]
7. Press [home] to exit contacts

## Last Number Redial

### To redial the last number dialed-

1. Press [spkr] or pick up handset
2. Press # 9

-or-

1. Press Redial Button on Phone (if applicable)

## System Features

*System features are standard on most campus phones.*

## Call Park

### To place a call on hold, then retrieve the call from another phone-

1. Press [Trnsfr] – listen for dial tone
2. Dial # 0—listen for three short
3. Press [Trnsfr] and hang-up

### To retrieve a call-

1. Listen for dial tone
2. Dial # 7
3. Dial the extension where the call is parked

## Call Pickup

### To pick up a call at another extension in your call group-

1. Press [spkr] or pickup 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, except priority calls, to coverage-

1. From the phone screen, scroll right to access the Features menu.
2. Select Send All Calls
3. Press [ok]  
-or-
  1. Press [spkr] or pick up handset
  2. Dial \* 3 (hear confirmation tones)

### To cancel send all calls-

1. From the phone screen, scroll right to access the Features menu.
2. Select Send All Calls
3. Press [ok]  
-or-
  4. Press [spkr] or pick up handset
  5. Dial # 3 (hear confirmation tones)

## Voicemail

### To login to your voicemail-

1. Press the Message button
2. Follow the voice prompts from your voicemail system.

## Busy-line Automatic Callback

### To activate automatic callback-

1. Dial number.
2. Hear busy.
3. Press [Transfer] (hear confirmation tones).
4. Dial \* 5.
5. Hang-up.

Phone will give a Priority ring when the “callback” phone is available.

### To cancel automatic callback-

1. Press # 5 (hear confirmation tones)

## Call Forwarding

### To activate call forwarding-

1. From the phone screen, scroll right to access the Features menu.
2. Select the forwarding feature you want to activate
3. Press [select] or [ok] to turn the call forwarding feature on
4. Enter the forwarding number
5. Press [enter] or [ok]  
-or-
  1. Press [spkr] or pick up handset
  2. Press \* 2
  3. Dial extension number calls will ring to (hear confirmation tones)

### To cancel call forwarding-

1. Press [spkr] or pick up handset
2. Press # 2 (hear confirmation tones)

## Bridged Appearance Calls

### To answer a call on a bridged line-

1. Select the bridged call that you want to answer
2. Press [answer]