

# Phone Quick Reference Guide (QRG)

9608/9611G IP-Telephone



## Placing a Call & Sending Calls to Coverage

### Internal Calls

1. Pick up the handset **or** press **Speaker**, if enabled
2. Dial the **5 digit extension OR** use the Up/Down arrow keys to navigate to and press **Directory** or Select/Press Directory if already displayed
  - Using the letters on the keypad, spell the individual's last name using one button push per character and
    - Press **Next** to scroll through multiple listings of the same last name
    - OR Press (1) after the last name and spell the first name
2. Press **Make Call**

**Note:** The **Phone** button will exit the Directory

### Local Calls

1. Pick up the handset **or** press **Speaker**, if enabled
2. Dial **9** and 10-digit local number

### Long Distance Calls (Domestic & Canada)

1. Pick up the handset **or** press **Speaker**, if enabled
2. Dial **9 + 1 + Area Code and Number**
3. Enter the 6-digit **Authorization Code** when the Recall Dial Tone (3-beeps & Dial Tone) is heard

### Long Distance Calls (International)

1. Pick up the handset **or** press **Speaker**, if enabled
2. Dial **9 + 011 + Country Code and Number and (#)**
3. Enter the 6-digit **Authorization Code** when the Recall Dial Tone (3-beeps & Dial Tone) is heard

### Send Calls to Coverage (Assistant or Voice Mail)

#### Idle Phone

- Your Line
  - Press the Soft Key **Send All**
- Departmental or other Line
  - Press SAC

**If the phone is ringing and you wish to send the Ringing line to Coverage/Voicemail**

Press **To VMail**

## Transferring Calls

---

Features on an Active Line. When a line is active, the **Hold**, **Conf**, **Transfer** and **Drop** buttons display in the **Softkey** area

For the instructions below where “Dial the Number...” is stated, you may instead Press either History or Contacts, select a number and Press OK.

### Transfer a Call (Blind/Push Transfer)

1. With Active Call on the line, Press **Transfer**
2. Dial the number to which the call will be transferred
3. Press **Complete** and Hang Up

To stop the transfer, press **Cancel** to return to your original party

If you make a dialing error, press **Clear** to re-enter the number

### Transfer a Call & Connect/Conference Parties

1. With Active Call on the line, Press **Conf**
2. Dial the number to which the call will be transferred
3. Wait for the party to answer, announce call
4. Press **Join** Introduce Parties and Hang Up

To stop the transfer, press **Cancel** to return to your original party

If you make a dialing error, press **Clear** to re-enter the number

### Transfer a Call into Voice Mail:

- For Calls to Another Party Answered on Your Line Who has the Same Voice Mail System as you do

1. Press **Transfer**
2. Dial **the number for the Voice Mail system of your voicemail system**

USERS	Ext.
Unified Messaging - Most Users	8-7300
Office 365 Messaging – Pilot Users	7-7100

3. If you receive a prompt:
  - Saying your name or extension’s function and asking for your PIN
  - Press (\*# #) wait for the prompt asking for the extension of the desired party
  - Enter the extension and press (#)
    - If the desired mailbox is not on the same system as yourself, the system will transfer the caller to the party’s extension rather than directly to their mailbox
  - Press **Complete** Hang Up
  - “To access your mailbox, enter...”
  - Express Messaging is not available, transfer the call to the desired party

## Conference Calls

---

You can have a total of **6** lines on a conference call (including yourself).

### Set up Conference Calls

1. Have the first participant on the line
2. Press **Conf** or **Add** as indicated on screen
3. Dial the next participant
4. Press **Join**
5. Continue until all parties have been added

### Displaying Dropping & Muting Parties on a Conference

1. To List Parties - Press **More** **Details**
2. Scroll to the party using the Navigator buttons
3. To then Mute an Outside Party
  - - Press **Silence**
  - **Note:** The muted party may un-mute themselves by pressing (#) on their phone. Press **Refresh** **Silence** to re-mute them

### Conferencing Between Two Lines

1. Place the 1<sup>st</sup> line on **Hold**
2. Answer or connect to the 2<sup>nd</sup> line
3. Press **Conf**
4. Select/Press the button of the 1<sup>st</sup> line
5. Press **Join** Introduce the Parties

## Using the History Feature – Up to 100 Entries

---

1. Press **History** to display a log of **All Calls**
  2. Use the arrow keys to move to **Missed, Answered or Outgoing** calls
- Press **Call** to call a displayed number
- Press **Details** to view details of the number
- Press **+Contacts** to add this number to your Contacts list
- Press **More** to **Delete** a number or **Clear All** to clear the log

## Contacts Features – Up to 250 Entries

---

### View Contacts Details

1. Press **Contacts**
2. Select the contact to be viewed
3. Press **Details** to view contact information

## Add a New Contact

1. Press **Contacts**
2. Press **More** then **New**
3. Enter the name using the dial pad
4. Press **Clear** to delete all text
5. Use the navigation arrows to scroll to the next field
6. Enter the telephone number (**reminder: dial 9 to get an outside line**)
7. Press **OK**
  1. If you receive the prompt “To access your mailbox, enter your extension...” and Press the (#) key twice, enter the extension number of the party.

## Edit a Contact

8. Press **Contacts**
9. Select the contact to be edited & Press **Edit**
10. Select the field to be edited
11. Use the dial pad and soft keys to make changes to the contact information
12. Press **OK**

## Delete a Contact

1. Press **Contacts**
2. Select the contact to be deleted
3. Press **More** then **Delete** twice

## Miscellaneous Telephone Operations, Options, and Information

---

### Placing a Call on Hold and Answering Another Call

1. When a call is received, the cursor/highlight on the display moves to the line/button appearance of the incoming call. This allows you to be automatically connected to the call when you lift the receiver or press the Speaker button
2. If you are already on a call, your choices are:
  1. Hold the existing call and answer the new call
    - Press the **Ans-Hold** button
  2. End/Drop the existing call and answer the new call
    - Press the **Ans-Drop** button
  3. Send the new call to Coverage
    - Press the **To VMail** button
  4. Ignore the new call and silence the ring tone
    - Press the **Ignore** button

## Abbreviated/Speed Dial Buttons

1. Abbreviated/Speed Dial (AD/SD) buttons are those which you can program to dial numbers. This provides additional automatic calling capability to the native Contacts feature of the phone.
2. Only one telephone number per button can be configured. A maximum of 16-digits (AD) and 24-digits (SD) may be entered per button
3. Programming Summary:
  - Either get a Dial Tone and dial (**#80**) – the # sign must be dialed or navigate to and Press **Abr Progr**
  - Use the Up/Down arrow keys to navigate to the AD/SD button to be programmed if the button is not displayed on the screen and either select it or Press **OK**
    - If using the **Abr Progr**, a prompt will appear on the Prompt/top line “Change numbers? Yes=1 No=2”
    - Press (1)
  - Press (9 for calls outside the system) and the number to be called as you would normally dial it
  - Re-Press the **AD/SD** button being programmed
    - If using the **Abr Progr**, a prompt will appear on the Prompt/top line “Change label? Yes=1 No=2”
    - Press (1) to label the button – this does not provide a robust labeling function as that found in *Labeling AD/SD & Busy Buttons*
      - Press (#) when finished

- Hang up/turn-off the speaker

- Press **Phone (exit)**

4. To Place a call:

- Press the **AD/SD** button desired

5. Abbreviated/Speed Dial buttons may be labeled with a name using the **Labeling** feature detailed below

### Busy Buttons

1. Busy buttons are those which have been configured at the request of your Telephone Administrator to illuminate when the associate phone is in use. This allows you to see when someone in your office is on the phone
2. When pressed, the button calls the associated station
3. Busy buttons may be labeled with a name using the **Labeling** feature detailed below
4. A busy button’s lamp blinks at 60 Interruptions per Minute when the associated station calls you

## Labeling AD/SD & Busy Buttons

- The Label feature provides the ability to customize the label (13 characters Maximum regular Feature buttons and 7-9 Characters for Auxiliary buttons). To do this:
  - Press **Home**
  - Select *Options & Settings* and Press **OK**
  - Navigate to *Applications Settings* and Press **OK**
  - Navigate to *Personalized Labels* and Press **OK**
  - Navigate to the *AD/SD or Busy* button to be labeled and Press it
  - Using the Touchtone Dial, enter the desired name In the *New Label* field
    - Use the **More** button to receive Soft-Key options for changing the characters to *Symbols, and Characters*:
      - Press **More** repeatedly to see:
        - Abc (Mixed Case, 123 (Numbers), abc (Lower Case), ABC (Upper Case)*
  - Press **Save** when finished or press Press **Cancel**
  - Observe *Backup In Progress*. You will see *Backup Successful* on the top line of the display. Report any failures to your help desk

## Forward an Extension

- Get Dial Tone on the extension to be forwarded
- Press **\*2** and the extension to where the phone will be forwarded (typically interoffice only)
- To **deactivate forwarded calls**, get Dial Tone on the line that was forwarded
- Press **#22**

**Note:** If your calls are not answered at the forwarded-to station or if the forwarded-to station is busy, your calls will be re-directed to your Coverage Path, e.g. to Voice Mail or to Assistant then Voice Mail.

**Send All Calls overrides Forwarding. Be sure to turn-off Send All Calls for calls to forward.**

## Telecommuting & Mobility Features

To obtain the following features, please contact the Customer Care Center:

- EC500 (Extension to Cellular)
- IP Softphone
- Personal Meet-Me Conference (6-Party Maximum)
- Remote control of EC500, Forwarding, & Send-Calls

## Extension Format and Inter-office Dialing:

- You must dial 5-digits when calling extensions
- Direct Dial Numbers are:

DIRECT DIAL	EXTENSION/5-DIGIT DIAL
404-251-xxxx	1-xxxx
404-712-xxxx	2-xxxx
770-784-xxxx	4-xxxx
404-686-xxxx	6-xxxx
404-727-xxxx	7-xxxx
404-778-xxxx	8-xxxx

## Signals & Display Information:

### Rings

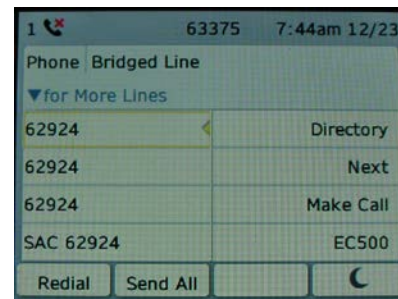
- one-short ring a call from another extension
- one-short tone an intercom call
- two-short rings a call from outside the system
- three-short rings a priority call

### Display Information (Partial Summary)

- d** Called party did not answer & Coverage sent the call to you
- f** The call is being forwarded to you
- s** Called party has Send-Calls active & Coverage sent the call to you
- rt** The ringing call is a previously parked call that is returning

## Set ID and Call Log Display

The top of the display provides the Set ID (63375 shown) and the number of new calls recorded in the log (1-call shown) in the left corner



## Important Phone Numbers

### Service Desk – 404-727-7777

Please see <http://it.emory.edu/telephones> for other Telephone Quick Reference Guides (QRGs) and Detailed Telephone Instructions

Please see <http://it.emory.edu/voicemail> for QRGs on Voice Mail