

Phone Quick Reference Guide (QRG)

9620 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 right-arrow key to go to the Features-Page, scroll to and Select/Press **Directory** or Select/Press Directory if already displayed

Using the letters on the keypad, spell the individual's last name and

- » Select/Press **Next** to scroll through multiple listings of the same last name
- » OR Press (1) after the last name and spell the first name

Select/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**
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
 - Depress the Soft Key **Send All**
- Departmental or other Line
 - Depress SAC

Ringing Phone – Depress **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 Call Log or Contacts, select a number and Press OK.

Transfer a Call (Blind/Push Transfer)

1. 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. 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 Answered Through Coverage, Call Pickup, or Bridged Line
 1. Verify the caller dialed the number of the desired party
 2. Press **Transfer** and Enter (**#89**)
 3. Press **Complete** and Hang Up
- For Calls to Another Party Answered on Your Line
 1. Press **Transfer**
 2. Dial the **Express Messaging number for the Voice Mail system of the desired party**

USERS	ECLH	UNIV.
• AUDIX	6-5828	8-9090
• Modular Messaging	6-5930	8-8090
 3. Follow the prompts & Press **Complete** Hang Up

Conference Calls

You can have a total of **6** lines on a conference call.

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

Using the Call Log Features – Up to 100 Entries

1. Press the **Call Log** button to display **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 the **Contacts** button
2. Select the contact to be viewed or speak the Contact name for automatic call completion
3. Press **Details** to view contact information

Add a New Contact

1. Press the **Contacts** button
2. Press **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**

Edit a Contact

1. Press **Contacts**
2. Select the contact to be edited & Press **Edit**
3. Select the field to be edited
4. Use the dial pad and soft keys to make changes to the contact information
5. Press **OK**

Delete a Contact

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

Voice Dialing

1. Press **Contacts**
2. Press **Voice** if it does not have a check mark indicating that it is already active
3. Speak the name exactly as listed or say “Call” and the name. If there is more than one number for a person, you can say their name followed by “at Home,” “Mobile,” “Office,” or “Work.”
4. Once *Voice Dialing* is activated, you Press **Contacts**, hear a tone, and say the name, going forward

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:
 3. Hold the existing call and answer the new call
 - Depress the **Ans-Hold** button
 1. End/Drop the existing call and answer the new call
 - Depress the **Ans-Drop** button
 4. Send the new call to Coverage
 - Depress the **To VMail** button
 4. Ignore the new call and silence the ring tone
 - Depress the **Ignore** button

Speed Dial Buttons

1. Speed Dial (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 may be entered per button
3. Programming Summary:
 - Get a Dial Tone and dial (**#80**) – the # sign must be dialed
 - Use the left/right arrow keys to navigate to the Features Page if the button to be programmed is not displayed
 - Navigate to the SD button to be programmed and either select it or Depress **OK**
 - Depress (9 for calls outside the system) and the number to be called as you would normally dial it
 - Re-Depress the SD button being programmed
 - Hang up
 - Press **Phone (exit)**
4. To Place a call:
 - Press the **SD** button desired
5. 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 depressed, 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 SD & Busy Buttons

1. 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 **Menu**
 - Select *Options & Settings* and Depress **OK**
 - Navigate to *Applications Settings* and Depress **OK**
 - Navigate to *Personalized Labels* and Depress **OK**
 - Navigate to the *SD or Busy* button to be labeled and Depress 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*:
 - *Abc (Mixed Case, 123 (Numbers), abc (Lower Case), ABC (Upper Case)*
 - Press **Save** when finished
 - Observe *Backup In Progress, Backup Successful* on the top line of the display indicating that your changes have been successfully backed up to the central server. Report any failures to your Telephone Administrator

Forward an Extension

1. Get Dial Tone on the extension to be forwarded
2. Press ***2** and the extension to where the phone will be forwarded (typically interoffice only)
3. To **deactivate forwarded calls**, get Dial Tone on the line that was forwarded
4. 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.

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
404-616-xxxx	5-xxxx
404-686-xxxx	6-xxxx
404-727-xxxx	7-xxxx
404-778-xxxx	8-xxxx

Signals & Display Information:

Rings

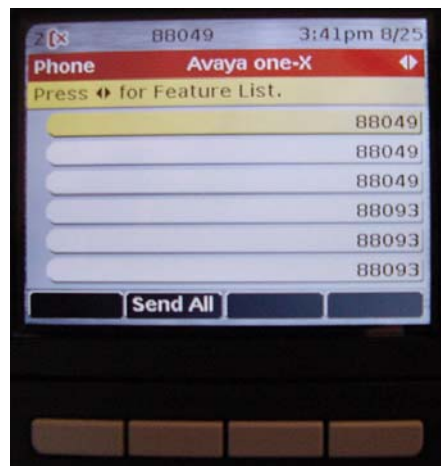
- one-short ring a call from another extension
- one-short tone an intercom call
- two-short rings a call from outside the system
- three-short rings a priority call

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 (88049 shown) and the number of new calls recorded in the log (2-calls shown) in the left corner



Important Phone Numbers

Customer Care Center – 404-727-2323

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