

9608 Series Menu

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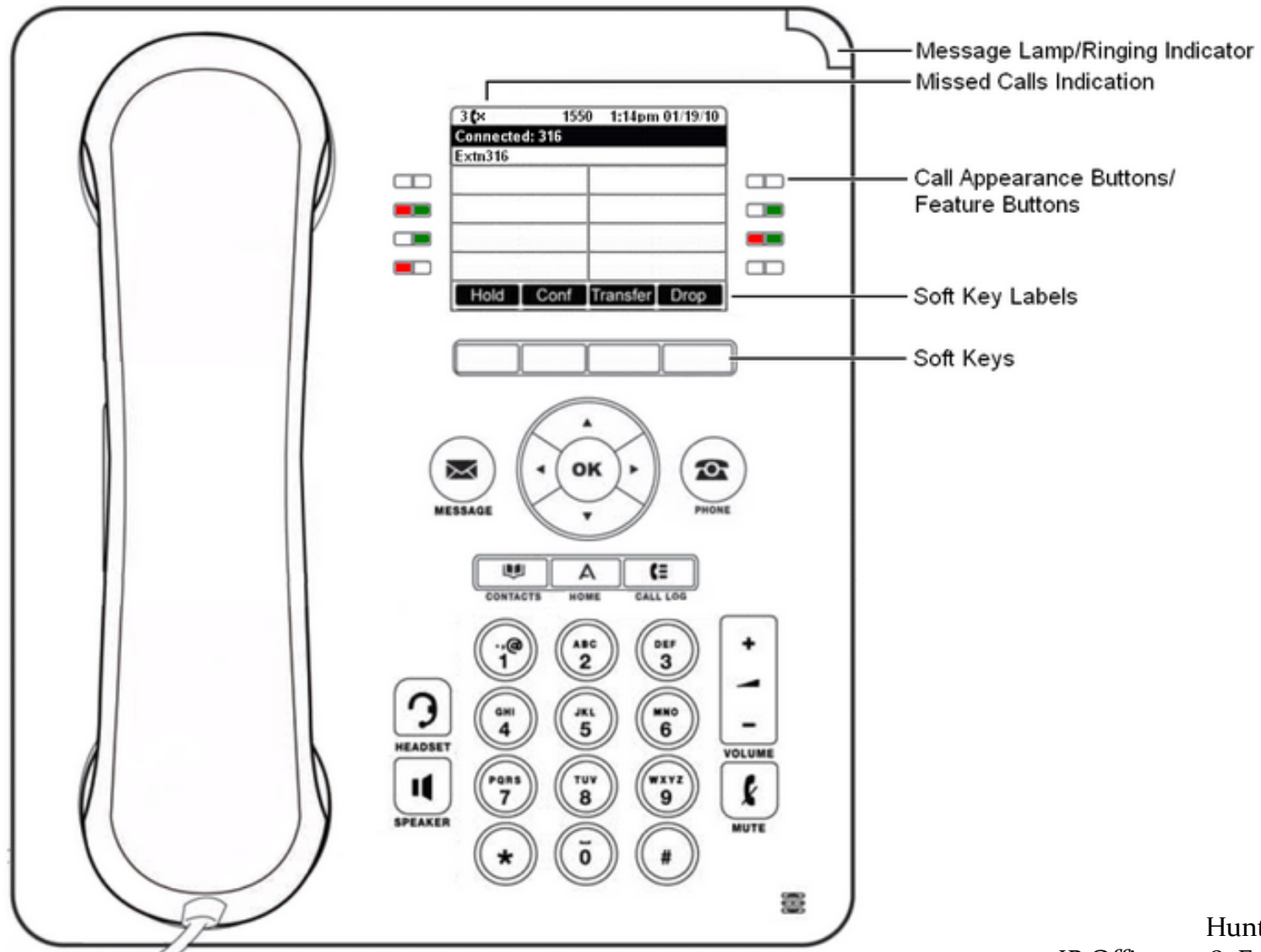
9608 Telephone Overview

Features of the 9608 Digital telephone include:

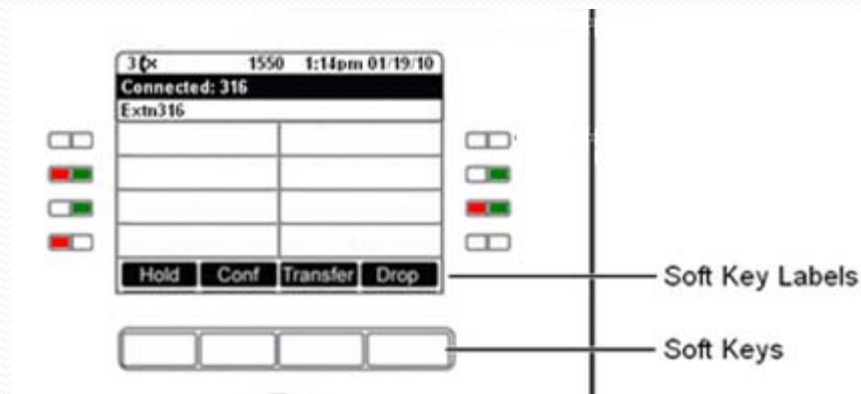
- 3.2 inch Interactive display
- 24 administrative buttons
- Detailed Call Accounting on Phone
- 128 Person Conference
- Four Automatic soft keys
- Built-in Headset jack
- Auto Callback Feature
- Eight personalized ring patterns
- Full duplex speakerphone
- System and Personal Directories



9608 Telephone Overview



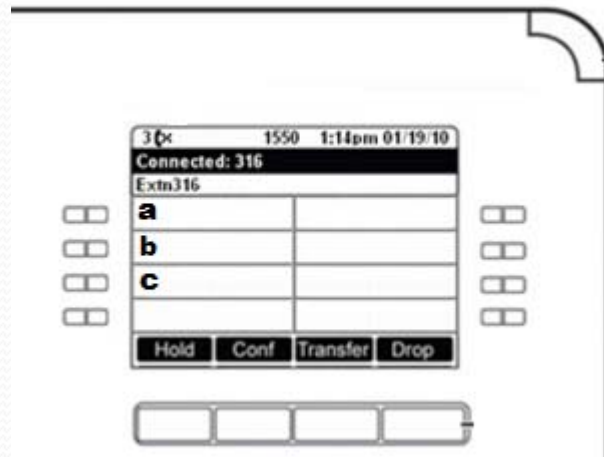
Soft Keys



The **Soft Key** buttons:

- Change based on the condition of the call
 - When the phone is at rest
 - Redial - Blank - Blank - Features -
 - When the phone is calling
 - CallBack - Blank - Blank - Drop -
 - When the phone is Connected
 - Hold - Conf - Transfer - Drop -
 - When the phone is Ringing
 - Answer - ToVM - Ignore - Drop -

Call Appearance (CA) Buttons



The **Call Appearance** buttons:

- Indicate an incoming call to your telephone with a status icon
- Allows you to handle multiple calls

In the **Call Appearance** slot, one of the following is displayed:

- Caller's telephone number (external calls). The caller's information will display if there is a match in the system.
- Caller's name and extension (internal calls) will display.

Make A Call

To Dial an Extn or Inter Branch:

1. Dial the Extension number .
2. Pick up the handset or speak on speaker phone automatically.

To an Outside Number:

1. Press 9
2. Dial the phone number .
3. Pick up the handset or speak on speaker phone automatically.

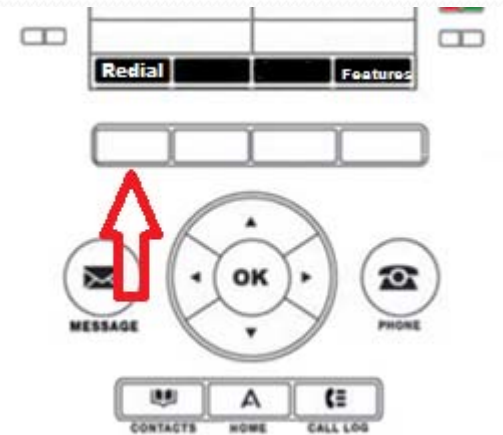
To call Automatically:

1. Press the **Redial** button
2. Select the button next to the number you want to call.



To Automatically call the last number you dialed

Press the **Redial** button **TWICE**



Answer A Call

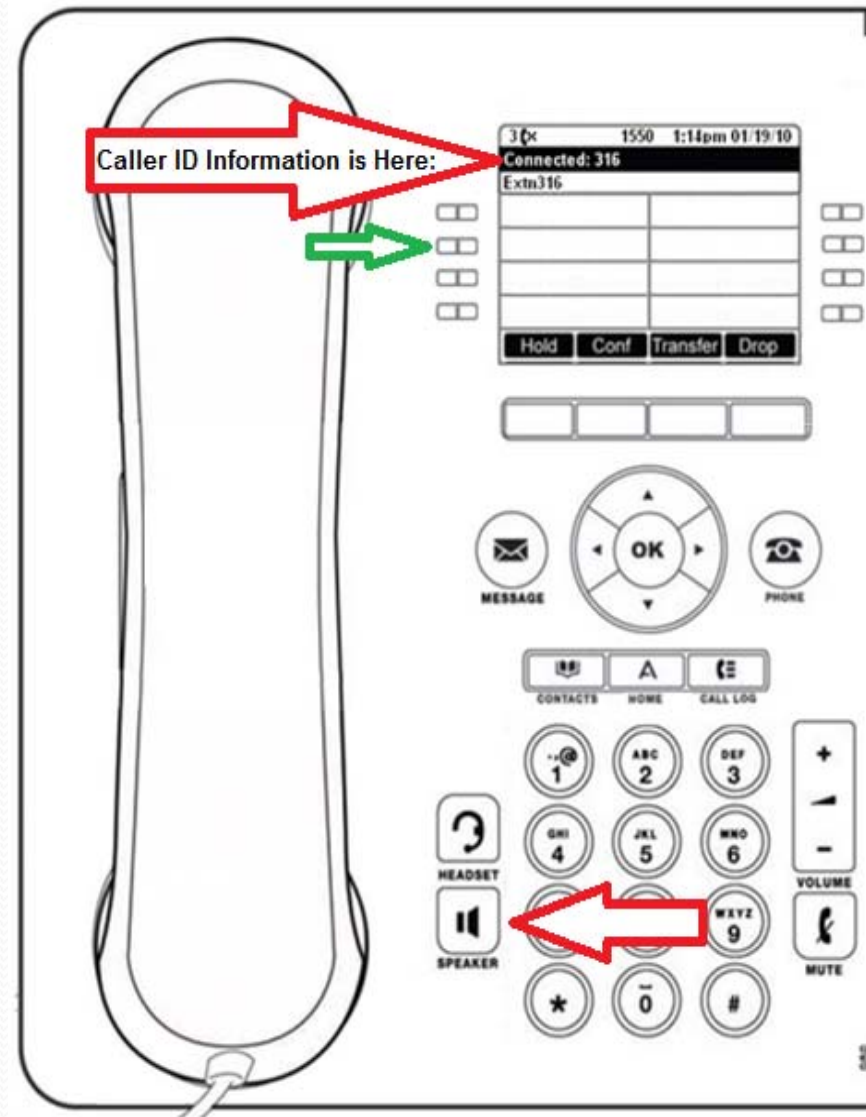
To answer a call:

- If you are not currently on a call, Press the Speaker Button or pickup the handset, or press the headset button if you have a headset connected to the phone.
- The inbound caller ID name and number will be displayed in the top line of the display

If you are already on a call

Press the **Blinking Call Appearance** button next to the incoming caller ID of the second caller

Shown with green arrow →



Special Soft Key Functions

Redial Tap once for a list of all calls dialed, Select the call from the display to dial
Tap Twice to automatically call the last number dialed

CallBack When calling an internal extension; tells the system to call you the next time the user uses their phone

Hold Places the call on hold exclusively on your phone only

When the phone is Ringing

Answer Answers the call on speakerphone

Tapping the speaker key  does the same function while ringing

ToVM Sends the person calling you to your Voice Mail

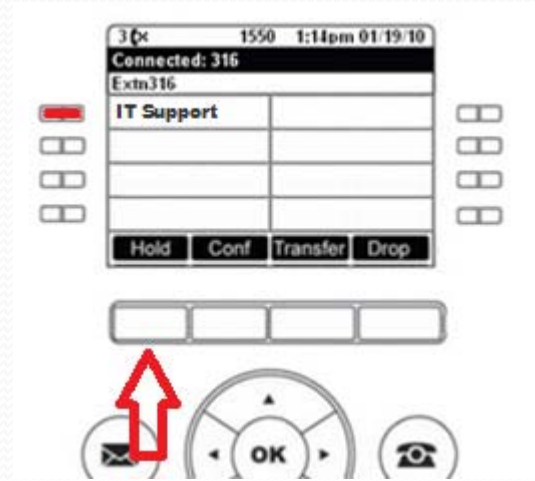
Ignore Silences the ringer on your phone
This does not change the inbound calling status

Drop Sends the person calling you to your Voice Mail

Hold A Call

To place a call on hold:

1. Press the **Hold** button The held call will be indicated on the display by an **RED BLINKING** call appearance button
2. Press the **Call Appearance** button to return to the call.



NOTE:

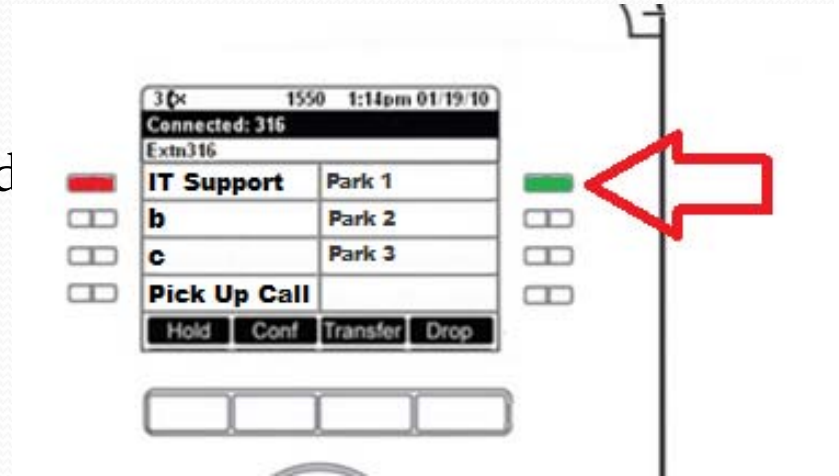
A call on Hold for more than 120 seconds will “Ring Back” your phone indicating the caller is still on hold.

- Press **IGNORE** to cancel the Ring Back and leave the caller on hold
- Press the call appearance button to pick up the call

Park A Call

To PARK a call:

1. While on the call, Press the **PARK** button The call will be parked on all phones in the Branch/Office indicated by an **BLINKING** call appearance button on your phone
GREEN – You Parked the Call
RED – Parked Call



To Answer a PARKED a call:

1. Press the **BLINKING PARK** button once to see who is parked.
Press **Connect** to Answer
Press **Exit** to leave the caller on Park

Transfer

The Transfer button allows you to transfer a call from your telephone to another extension or an outside number.

To transfer a call to another extension:

- Press the Transfer button
- Dial the number to which the call is to be transferred
 - Press **Complete** to make an unannounced transfer
 - Stay on the phone, announce the call to the other party then press **Complete**
- Press the **Drop** button if the called party does not answer and press **Call Appearance** to return to the call.



To transfer a call to Directly to Voice Mail:

- Press the Transfer button
- Dial # and the Extn number to which the call is to be transferred
- Press **Complete**

Conference

The Conference feature allows you to Add other parties into a call from your phone

To add another party to a call:

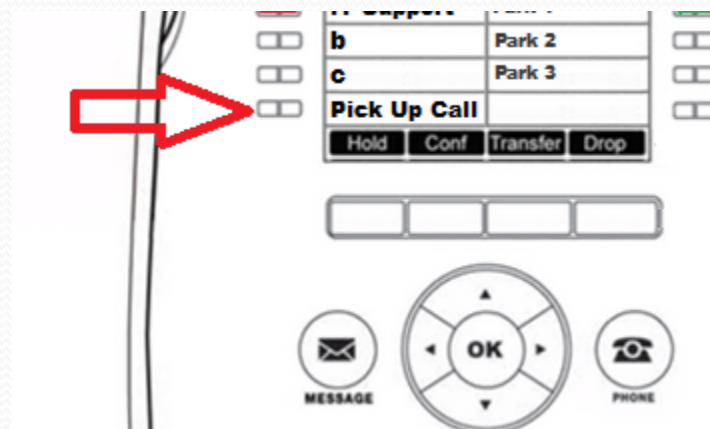
- With a call in progress, press the **Conference** button, The caller will be placed on hold.
- Dial or type the number of the person you wish to add to the conference.
- Once the called party answers and confirms they want to join the call, press **Conference** again.
 - If the called party does not answer or want to join the call, press the **Drop** button.
- Repeat these steps to add additional users to the conference call.



Call Pickup

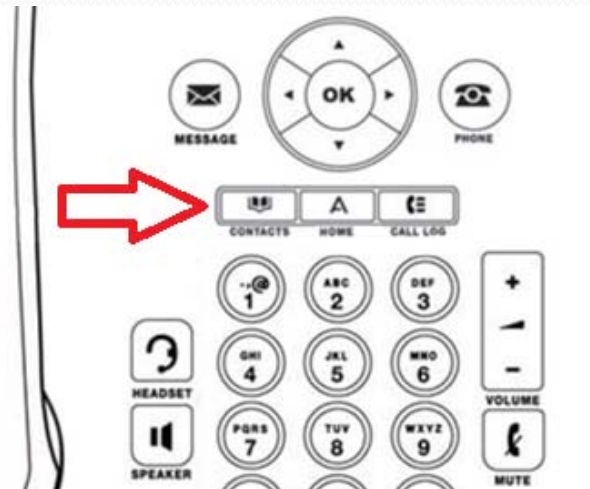
This feature allows you to answer calls at another extension.

- **Call Pickup Answers** any call currently ringing in your group or department.



Contacts

Press the **CONTACTS** key



The Contacts function accesses the system directory.

Use the Arrow keys to select the Directory functions:

- **Extension Index:** Search for a matching extension user name on the telephone system.
- **Group:** Search for a matching group on the telephone system.
- **Extrn:** Search for a name match in the telephone system directory of external numbers.