



# **IP Office 9600 Series Quick Reference**

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# Chapter 1: Introduction

This document provides a summary of 9600 Series phone usage on an IP Office system. For the full user guide, see the [IP Office 9600 Series Phone User Guide](#).

# Chapter 1: Appearance Buttons

The phone can handle several simultaneous calls. Each call uses one of the phone's appearance buttons. By default these are labelled **a=**, **b=**, etc.

## Procedure

1. Pressing an appearance button makes, answers, holds or unholds the call on that button.
2. The button's lamps indicate the state of its call:
  - **Slow Green Flash:** Incoming call. Pressing the button answers it and put any other calls on hold.
  - **Green On:** Connected call. Pressing the button puts the call on hold.
  - **Fast Green Flash:** Held call. Pressing the button takes it off hold and puts any other calls on hold.
  - **Red On:** The button affected if you lift/replace the handset or press **Speaker** or **Headset**.

# Chapter 1: Soft Keys

The keys at the base of the screen change depending on which call appearance button is current highlighted.

## **Procedure**

1. Use the cursors to move the screen highlight.
2. Moving the highlight does not affect the currently connected call. This allows you to select soft-key functions for calls other than the currently connected one.

# Chapter 1: Making a Call

If you are not already on a call:

## **Procedure**

1. Dial the number required.
2. The first available appearance button is used.

# Chapter 1: Redialing a Previous Number

## Procedure

1. Press **Redial**.
2. Use the up/down cursor to scroll through the calls.
3. To call the highlighted contact, press **Call**.

# Chapter 1: Calling from Your Call Log

You can use your call history to make calls:


## Procedure

1. Press the **☰ Call Log** button.
  - Use the left/right cursor to select the type of calls to display.
2. Use the up/down cursor to scroll through the calls.
3. To call the highlighted contact, press **Call**.

# Chapter 1: Calling from Contacts

You can use the contacts directory to make a call. You can also use contacts in any function where **Dir** is displayed.

## Procedure

1. Press the  **History** key.
2. Use the left/right cursor to select **All**, **Personal**, **External**, **Users** and **Groups**.
3. Use the up/down cursor to scroll through the list.
  - Alternatively, simply start dialing the name you want to display possible matches.
4. To view details of the highlighted contact, press **Details**. To return to the directory, press **List**.
5. To call the highlighted contact, press **Call**.

# Chapter 1: Set a Callback

If your call to an internal user is not answered, you can press **Callback** and end the call attempt. When that user next ends a call, the system calls you. When you answer, it makes another call attempt to the internal user.

# Chapter 2: Answering Calls

A slow flashing green appearance button indicates an alerting call. If you are currently not on a call:

- **Silence the ringing:** Press **Ignore**. The call continues alerting.
- **Redirect to your mailbox:** Press **To VM** if shown.
- **Answer:** Lift the handset.
- **Answer handsfree:** Press **Speaker**.
- **Answer on a headset:** Press **Headset**.

# Chapter 2: Answering Another Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

## Procedure

1. To answer, press the waiting call's appearance button.
2. Alternatively, using the up/down cursor to highlight the waiting call. Then select the action you want: **Answer**, **To VM**, **Ignore** or **Drop**.

# Chapter 2: Diverting a Call to Voicemail

You can transfer calls to you directly to your voicemail.

## **Procedure**

1. If the call is not the currently highlighted, highlight it using the up/down cursor.
2. Press **To VM**.

# Chapter 3: Adjusting the Call Volume

You can adjust the volume of the incoming audio while you are on the call:

## **Procedure**

1. With the call connected, press the **–/+Volume** key.
2. Use the **+** plus and **–** minus keys to adjust the volume.

# Chapter 3: Switching Call Modes

Once you have answered the call, you can switch between different modes:

- **Switch to the handset:** Simply lift the handset.
- **Switch to handsfree:** Press **Speaker**. Replace the handset.
- **Switch to headset:** Press **Headset**. Replace the handset.

# Chapter 3: Holding a Call

## Procedure

1. To hold your current call, press **Hold** or its call appearance button.
2. The held call is shown by its call appearance button fast-flashing green.
3. While held, the caller hears music on hold or a double tone every few seconds.

# Chapter 3: Muting a Call

Muting a call stops the caller from hearing you though you can still hear them.

## Procedure

1. To mute, press **Mute**. The button is lit.
2. To switch mute off, press **Mute** again.

# Chapter 3: Ending a Call

## Procedure

1. To end the currently connected call:
  - **Speaker:** If lit, press it.
  - **Headset:** If lit, press it.
  - **Handset:** Replacing the handset.
2. To end any call: Use the cursors to highlight the call. Press **Drop**.

# Chapter 4: Starting a Conference

If you have a connected call and held calls, pressing **Conf** conferences those calls.

Otherwise, to start a conference or to add another party to a conference:

## Procedure

1. Press **Conf**. Your current call is put on hold.
2. Dial the party that you want to add to the conference.
3. If they want to join, press **Conf** again.
4. If they do not want to join or do not answer, press **Drop**. Then press the appearance key of the held call.

# Chapter 4: Dropping/Muting Other Parties

## Procedure

1. While in a conference, press **Details**.
2. Scroll through the list of conference parties:
  - To drop a caller, highlight them and press **Drop**.
  - To mute a caller, highlight them and press **Mute**.

# Chapter 5: Transferring Calls

## Procedure

1. Press **Transfer**. The current call is put on hold.
2. Dial the number for the transfer.
  - If the destination does not answer or want to accept the call, press **Cancel**.
  - Otherwise, press **Complete**.

# Chapter 5: Transferring Calls to Voicemail


You can use the **✉ Messages** key to transfer a call to another user or group's voicemail mailbox.

## Procedure

1. With a call connected, press **✉ Messages**. You can continue talking.
2. Dial the extension number and press **Select**.

# Chapter 6: Adding/Editing a Contact

## Procedure

1. Press the  **History** key. Use the left/right cursor to select **Personal**.
2. To add a contact, press **New**. To edit a contact, highlight it and press **Edit**.
  - a. Use the up/down cursor to switch between name/number entry.
  - b. When set as required, press **Save**.

# Chapter 6: Adding a Contact from Your Call Log


You can add a name and number shown in your call history to your personal contacts.

## Procedure

1. Press the **☰ Call Log** button. Use the left/right cursor to select the calls shown: **All**, **Outgoing**, **Incoming** or **Missed**.
2. Use the up/down cursor to scroll through the calls.
3. Press **More** and then press **+Contact**.
  - a. Use the up/down cursor to switch between name/number entry.
  - b. When set as required, press **Save**.

# Chapter 7: Checking Your Messages


## Procedure

1. Press the  **Messages** button. Enter your voicemail password if requested and press **Done**.
2. The numbers next to **Listen** are the number of new, old and saved messages.
3. Highlight **Listen** and press **Select**.
4. Use the up/down cursor to highlight the messages (**New**, **Old** or **Saved**) you want and press **Select**.
5. The details of the first message are displayed:
  - Use the up/down cursor to scroll through the messages.
  - Use the soft keys to control the message playback.
  - Messages are automatically deleted a set time after being played.

# Chapter 7: Voicemail On/Off

You can control whether voicemail is used for your unanswered calls. This does not switch off your mailbox – you can still play existing messages and use other functions.

## Procedure

1. Press the  **Messages** button. Enter your voicemail password if requested and press **Done**.
2. Use the up/down cursor to highlight **Voicemail**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save** to save the change.