9600 Telephone User Guide

**Message Waiting Indicator:** An illuminated red light in the upperright corner of your phone indicates you have voicemail messages waiting.

**Prompt Line:** View the prompt line to see helpful information.

**Call Appearances:** The number of lines available to make or receive calls (call appearances) depends on how your system is administered. Press the line button to initiate or answer a call.

**Lines:** The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line.

**Softkeys and Softkey Labels:** Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.

**Navigation Arrows:** Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.

**Message:** Press to connect directly to your voicemail system.

**Phone:** Press to view and manage your calls.

**Contacts:** Press to view the entries in your Contacts list.

**History:** Press to view the history of your outgoing, incoming, and missed calls. The icon on the History button is illuminated when you have missed calls. The top line of the Prompt shows the Missed Call icon and the number of calls missed.

**Home:** Press to configure options and settings.

**Volume:** Press to adjust the volume of the handset, headset, speaker, and ringer.

**Mute:** Press to mute a call in progress. To take a call off mute, press Mute again.

**Speaker:** Press to use the speakerphone. To take a call off speakerphone, lift the handset.

**Headset:** Press to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
PLACING CALLS: Lift the RECEIVER or press the SPEAKER button. External Number: Dial “9” followed by the number.

ANSWERING A CALL: When the phone rings, lift the RECEIVER, or press the SPEAKER button. To answer a second call, simply press the line associated with the next call; the first call will automatically be placed on hold.

HOLD: Press the HOLD key to place the current caller on hold. Press the appropriate call appearance button to return to the held call or press the RESUME softkey. If you wish to place another call while a caller is on hold: Select an available call appearance

TRANSFERRING CALLS: With the caller on the line, press the TRANSFER softkey. Dial the extension number where the call will be transferred to. Announce the call (optional). Press the COMPLETE key to complete the transfer, or simply hang up.

NOTE: To dial another number, select the DROP softkey, then dial the new number.

CONFERENCE CALLING This function enables you to set up a conference call – up to 6 parties – yourself plus 5 others.

With the first caller on the line, press the CONFERENCE softkey. Dial the next number (either internal or external). When the 2nd caller connects, press the JOIN softkey to add the 2nd caller to the call.

Repeat these steps until all parties are added.

SEND ALL CALLS (DND): When activated, all calls immediately cover to the next point of coverage (generally voicemail).

To Activate: From the phone (home screen), press the softkey associated with “Send Calls” (while on-hook) – “Send Calls” illuminates or has a check mark. To De-activate: Press the “Send Calls” softkey again (while on-hook).

CONTACTS: (Speed Dials) the 9600 series telephones allow you to store up to 250 names and telephone numbers. Adding a new contact: Press Contacts Press New Enter the name using the dial pad – utilize the same convention as when entering in a name on your cell phone.

HISTORY: Press to view the history of your outgoing, incoming, and missed calls. The icon on the History button is illuminated when you have missed calls. The top line of the Prompt shows the Missed Call icon and the number of calls missed.

SPEED DIAL: Press “Abr Prog”, select the available SD key to program. Enter the number, remembering to enter a 9 for outside numbers.

CALL FORWARD: This allows you to forward your extension to another extension or an outside number, if allowed.

To Activate: Press the CALL FORWARD button, enter the extension number that you wish to forward to. (You will hear a confirmation tone. To De-Activate: While on hook, press the CALL FORWARD button.

HOME: You can use the HOME button to adjust and customize options such as:

Ring Pattern: Press “HOME”, Options and Settings, Screen & Sound Options, then Personalized Ringing.

Personalized Labels: Press “Prog Key”, “Options and Settings”, Application Settings”, then Personalize Labels. Choose “Edit”, then using the keypad, enter the letters or numbers, and press save.