



IP Office 9608 Telephone Quick Reference Guide

Making Calls

Pick up the handset and dial 7 then the number. The first available appearance button is used for the call.

Answering Calls

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing. If you are currently not on a call:

- To answer the call using the handset, lift the handset.
- To answer the call handsfree, press the **SPEAKER** key.

Holding a Call

1. To put your current call on hold, press the **Hold** soft key or the call's appearance button.
2. The held call will be indicated by its call appearance button with a fast-flashing green lamp.

Ending a Call

- The **Drop** button can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.

Transferring Calls

You can transfer calls even if no call appearance buttons are available.

1. Press **Transfer**. The current call is put on hold.
2. Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory, or press **Redial** if applicable.
 - To complete a supervised transfer, press **Complete** after the call has been answered.
 - To complete an unsupervised transfer, press **Complete** while the call is still ringing.
 - If the transfer destination does not answer or does not want to accept the call, press **Cancel**.

Starting a Conference Call

If you have a connected call and have held alternate calls, pressing **Conf** will start a conference with those held calls and the connected call. Otherwise, to start a conference or to add another party to a conference:

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 answer and want to join the call, press **Conf** again.
4. If they do not want to join or do not answer, press **Drop** and then press the appearance key of the held call.

Transferring Calls to Voicemail

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

1. With a call connected, press the **Message** key. You can continue talking.
2. Dial the extension number of the user or group and press **Select**

Voicemail

Both the **MESSAGE** button and the message lamp/ringing indicator on your phone (top-right) are used to indicate when you have new messages in your voicemail mailbox. They remain lit until you have played or deleted each of the new messages.

Checking Messages

1. Press the **MESSAGE** button. Enter your voicemail password if requested and press **Done**.
2. The numbers shown next to **Listen** indicate the number of new, old and saved messages.
3. Highlight **Listen** and press **Select**.
4. Use the up/down keys to highlight which messages (**New**, **Old** or **Saved**) that you want to listen to and press **Select**. The details of the first message of that type are displayed.
5. You can use the up/down keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the current message.
 - **Play/Pause** – Start/stop playback of the currently displayed message.
 - **Call** – Call the person who left the message.
 - **Back** – Return to the previous menu
 - **More** – Switch between the different sets of available soft key functions.
 - **Delete** – Delete the message
 - **Save** – Mark the message as saved. Saved messages are not normally automatically deleted

