Edge IP
9800 Series Phone

User Guide

Contents

Overview

Wave 5.0 introduces a new line of Vertical Edge IP phones, starting with the following models:

- Vertical Edge IP 9820
- Vertical Edge IP 9830
- Vertical Edge IP 9840C

Vertical Edge IP 9820

The 9820 is a low-cost IP phone that is ideal for break rooms, reception areas, loading docks, and so forth. This simple phone has 10 programmable feature buttons, 3 multi-function soft keys, and a 5-line gray-scale backlit LCD.

Vertical Edge IP 9830

The 9830 is meant to be the primary desk phone for most users. It includes 8 programmable feature buttons, and 8 more features can be programmed on a second screen. The 9830 also includes 3 multi-function soft keys and a 7-line gray-scale backlit LCD.

Vertical Edge IP 9840C

The 9840C includes 12 programmable feature buttons, and12 more features can be programmed on a second screen. The 9840C also includes 3 multi-function soft keys and a brilliant 4.3 inch color graphic LCD.

All models support:

- Wave IP phone feature set
- OpenVPN, which enhances remote phone integration by providing a secure connection to the Wave Server so that phones outside of your company network behave the same as local phones.
- 2-port Gigabit Ethernet (GigE)
- Power over Ethernet (POE)
- High quality voice
- Full-duplex speakerphone
- RJ-9 headset port
- LLDP with auto-provisioning
- Optional LCD Station Selection (LSS) expansion console that adds 24 additional programmable feature buttons
- Optional Bluetooth module

LCD display

The top line of the phone's LCD displays information about the current state of your phone:
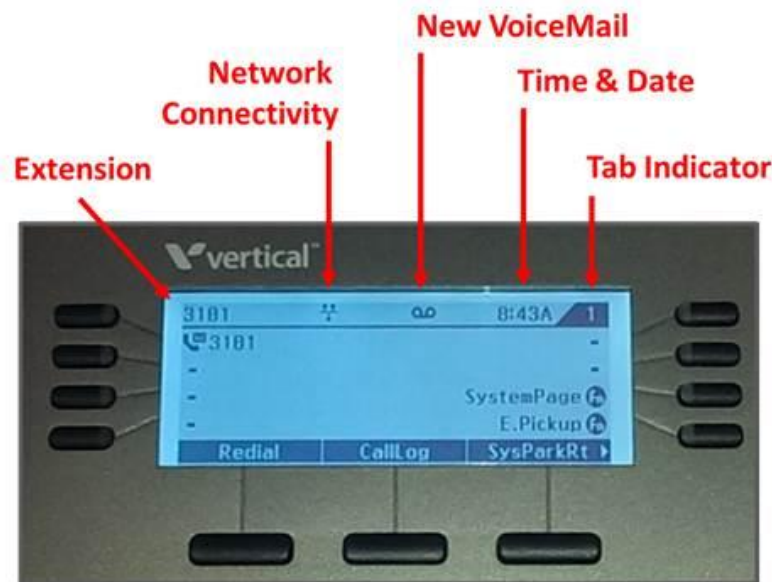
- **Extension:** Extension that this phone is logged on to.
- **Network Connectivity icon:** Indicates that the phone is actively connected to the network. If this icon includes a slash, then no network connection is present.
- **New VoiceMail icon:** Displayed when one or more unheard voice messages are in the voice mailbox for this extension. The Message button will flash as well. Press the Message button to login and listen to your voicemail.
- **Time & Date:** Time and date cycle continuously.
- **Tab Indicator:** The 9830 and 9840C models support assigning a second set of features to the programmable feature buttons. The tab indicator shows if the LCD is currently displaying feature set 1 or 2. See "Programmable feature buttons".

4-way selector button

The 4-way selector button consists of Up, Down, Left, Right, and OK buttons. You use the 4-way selector in a variety of ways:

- To navigate through and confirm selections in the configuration screens accessed via the Menu button.
- To scroll to display all of the available multi-function "soft" buttons located at the bottom of the LCD.
- On the 9830 and 9840C models, to display the first or second pages of programmable features.

Other options

When you are not on a call, press the OK button to display a calendar.

Speakerphone

Press the Speakerphone button to toggle a call between speakerphone mode and handset/headset mode, whichever you are currently using.

Adjusting volume

Press the Up and Down Volume buttons to adjust ring, headset, handset, and speakerphone volume.
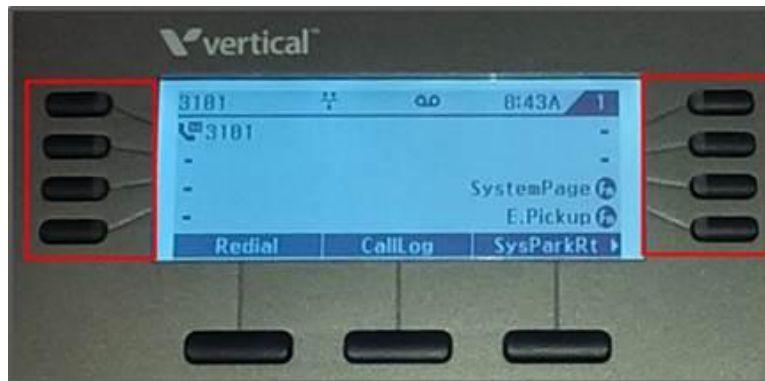
Fixed feature buttons

Fixed-function buttons are physical, labeled buttons on your phone. There are nine fixed feature buttons on all 9800 series phones.
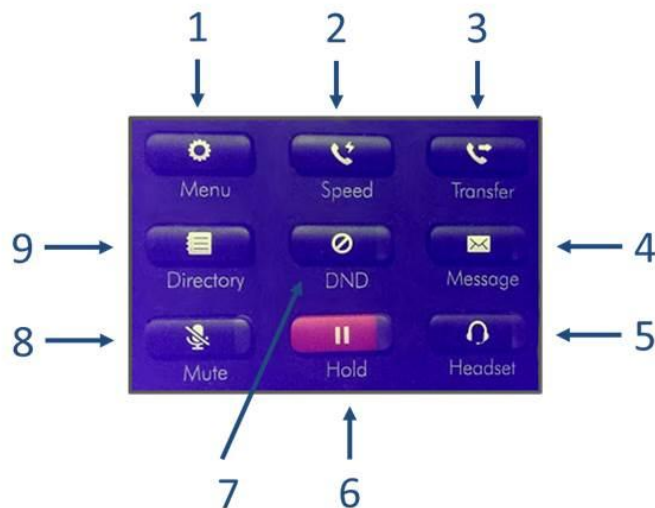
1. **Menu:** Advanced programming interface for your phone. Typically, your phone will be provisioned for you and you won't need to use the Menu button unless you are directed to do so by your phone system administrator. Be aware that making changes here may result in operational problems with your phone.
2. **Speed:** Provides quick access to speed dial numbers on your phone. See "Speed dialing".
3. **Transfer:** Transfers the active call to another extension or external number that you specify. See "Transferring a call".
4. **Message:** Press to login to listen to voicemail left for this extension. The Message button lights up to indicate that you have received a new voicemail. See "Listening to your voice messages".
5. **Headset:** Press to answer or make calls using a headset plugged into the headset jack on the phone. The Headset button remains lighted while in use.
6. **Hold:** Puts the active call on hold or retrieves it. See "Putting a call on hold".
7. **DND:** Puts your phone in Do Not Disturb mode. While in DND, incoming calls do not ring your phone, but are typically sent directly to your voice mailbox. See "Putting your phone in Do Not Disturb ".
8. **Mute:** Disables outbound audio on the call, so that the caller cannot hear you, but you can hear the caller. See "Muting a call".
9. **Directory:** Press to access the local and Wave phonebooks. See "Using the Wave phonebooks".

Programmable feature buttons

Programmable feature buttons are physical buttons that are programmed by the phone system administrator to add functionality to your phone. You press the physical button next to the feature label to select the feature. Your phone system administrator can explain the available features and how to use them.

Programmable Feature Buttons

- On the 9830 and 9840C models, these buttons are located to the left and right of the LCD, and the button labels are displayed on the LCD itself. The 9830 has 8 programmable feature buttons, and the 9840C has 12.

  The 9830 and 9840C model phones support 2 tabs of programmable features to double the available options. The button labels and assigned features change depending on which tab is currently displayed.
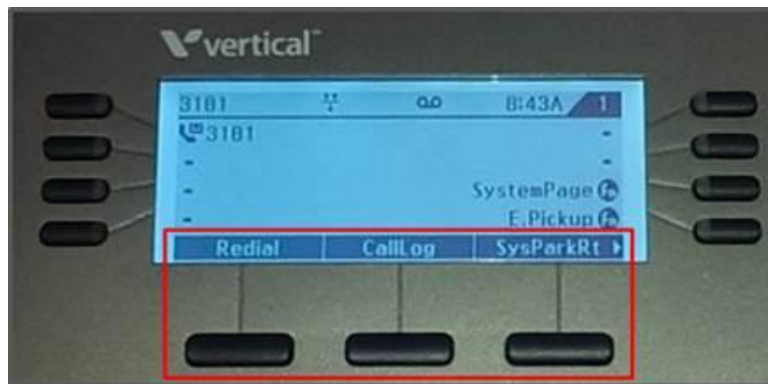

  Press the Down button on the 4-way selector on the phone to view the second tab, and the Left button to return to the first tab. The number in the top-right corner of the LCD indicates whether you are viewing tab 1 or 2.

- On the 9820 model, the 10 programmable feature buttons are located above the numeric keypad, and are identified by DESI paper labels.

Multi-function buttons

The multi-function "soft" buttons on the LCD have pre-programmed functions. You press the associated physical phone button to perform the function.

The functions available change during phone operations to offer you different features relevant to the current state of the phone. For example, when you are on a call, the LCD changes to offer the ability to transfer the call, start a conference, end the call, and more.

Multi-Function Buttons

Three multi-function buttons are available at any time. Press the Right button on the 4-way selector to access additional multi-function buttons that are available (indicated by a right arrow icon at the bottom right of the LCD).

The following functions are normally displayed:

Redial: Press to place a new call to the last number dialed.

CallLog: Press to access the phone's call log that shows calls made and received on this phone. See "Viewing the call log" for details.

SysParkRt: Press to retrieve a call that another user has placed on a system park location. See "Retrieving a parked call" for details.

CallFwd: Press to set up call forwarding. See "Forwarding your calls" for details.

Using your Edge IP 9800 phone

Receiving a call

When you receive a call, your phone rings and the LCD displays the incoming call information. Do one of the following:

- Press the Speakerphone button.
- Pick up the handset.
- Press the Headset button, if you have a headset plugged into the headset port. (If a headset is not plugged in, you won't be able to hear the call because the audio is going to the headset port, but the call is still active. To recover the call, press the Speakerphone button, or pick up the handset and press the Headset button again.)

Using call waiting

If you are on a call, you are alerted when another call comes in:

- You hear a beep tone over the active conversation.
- The phone's LCD displays the incoming caller ID.
- The indicator on the top edge of the phone blinks.
- The programmable feature button for the line on which the call is coming in blinks. Press this button to put the current call on hold and answer the new call.

Placing a call

Placing a call on the speakerphone
1. Press the Speakerphone button.
2. Dial the number:
   - For an internal number, dial the extension.
   - For an external call, dial the external access code (usually 8) and then the outside number.

Placing a call using the handset
1. Pickup the handset.
2. Dial the number:
   - For an internal number, dial the extension.
   - For an external call, dial the external access code (usually 8) and then the outside number.

Placing a call using the headset
1. Press the Headset button.
2. Dial the number:
   - For an internal number, dial the extension.
   - For an external call, dial the external access code (usually 8) and then the outside number.

Ending a call

Ending a call on the speakerphone

- Press the Speakerphone button again.

Ending a call on the handset

- Hang up the handset.

Ending a call on the headset

- Press the Headset button again.

Putting a call on hold

While on an active call:

1. Press the Hold button to put the call on hold on the phone. The caller hears system hold music while on hold.
2. Press Hold again to retrieve the call and make it active. A call on hold on the phone can only be retrieved from the same phone, either by pressing Hold again, or using a Viewpoint client associated with that extension.

The Hold button remains lighted while a call is on hold. Certain functions, such as Transfer or Conference, will automatically place the active call on hold. The Hold button will begin flashing. Pressing the Hold button will retrieve the call.

Transferring a call

When you transfer a call to another extension or number, you can perform a *supervised transfer*, where you speak to the receiving party before transferring the call, or a *blind transfer*, where the active call is transferred immediately.

While on an active call:

1. Press the Transfer button.
2. Dial the number:
   - For an internal number, dial the extension.
   - For an external call, dial the external access code (usually 8) and then the outside number.
3. Complete the transfer:
   - For a supervised transfer, stay on the line to speak to the receiving party. Then, hang up or press the Transfer multi-function button.
   - For a blind transfer, hang up or press the Transfer multi-function button immediately.

Forwarding your calls

Call forwarding immediately directs all of your incoming calls to ring at another location that you specify.

1. Press the CallFwd multi-function button.
2. Enter the number to which your calls will sent:
   - For an internal number, dial the extension.
   - For an external call, dial the external access code (usually 8) and then the outside number.
3. Click OK.
4. To cancel call forwarding, press CallFwd again and then press Cancel.

Setting call forwarding from your phone (as opposed to setting it from ViewPoint) happens only at the phone level and is not visible in Viewpoint or other locations in Wave.

Creating a conferencing call

You can conference several calls together into a conference. The maximum number of parties allowed in a conference is determined by your phone system administrator.

1. Place a call to the first party.
2. Press the Conference multi-function button. The first call is placed on hold.
3. At dial tone, place a call to the next party.
4. When the next party answers, press Conference again to conference all parties together. If the next party does not answer or is busy, press the Up button on the 4-way selector, and press OK.
5. Repeat to add more parties to the conference.
6. When the conference is over, hang up to end all calls.

Redialing the last number dialed

1. Press the Redial button to place a call to the last number that you dialed. Your phone activates the speakerphone and places the call.
2. Lift the handset for privacy.

Putting your phone in Do Not Disturb mode

1. Press the DND button to turn Do Not Disturb on. This sets your extension's personal status to prevent inbound calls from ringing your phone, and sends them to your configured DND destination, which is typically your voice mailbox, but can also be another extension.
2. Press DND again to turn DND off.

The DND button remains lighted until you turn DND off.

Personal statuses can also be set in ViewPoint or by logging into your voicemail. If a personal status takes effect which doesn't take calls (such as On Vacation or In A Meeting), the DND button remains lighted while that personal status is active.

Muting a call

While on an active call:

1. Press the Mute button to disable outbound audio from the phone on whichever audio path you are currently using (handset, speakerphone, or headset). You will still hear inbound audio from the call while the call is muted.
2. Press Mute again to re-enable outbound audio.

The Mute button remains lighted while the call is muted. Mute is removed automatically if you place a call on hold and then retrieve it.

Speed dialing

Speed dial places a call to the assigned extension or phone number.

1. Press the Speed button.
2. Enter the speed-dial number.
3. Press the Call multi-function button.

The Speed button on your phone only works with local phone speed-dials. To use System Speed Dials, your phone administrator must program a System Speed Dial feature button on your phone.

Viewing the call log

The call log on your phone shows calls made and received on the phone. Note that this is not t the Wave system call log, and it is not a comprehensive log for this extension's call activity.

1. Press the CallLog multi-function button to access the phone's call log.
2. Use the Up and Down 4-way selector buttons to select All Calls, Missed Calls, Received Calls, or Placed Calls.
3. Press OK to view the selected calls.
4. To redial a call, select it and then press OK or the Dial multi-function button.

Using the Wave phonebooks

Press the Directory button to Access the local and Wave phonebooks.

Listening to your voice messages

The Message button flashes when the phone's extension has received a new voicemail.

1. Press the Message button to log in to this extension's mailbox.
2. At the prompt, enter the extension's voicemail password and then press #. (To log into the voicemail of a different extension, press the # key at the password prompt. Then, enter the extension for the other voicemail.)
3. Follow the audio prompts to listen to and manage your voice messages.

Retrieving a parked call

You can retrieve a call that another user has placed on a system park location.

1. Press the SysParkRt multi-function button.
2. Enter the slot number provided to you by the person who parked the call.