

Display

The LCD panels on the button board display useful information on the status of each button and line appearance.

- Call type indication:
 - SD – Shoutdown
 - RD – Ringdown
 - ICM – Intercom
 - C2C – Click to Call
- Button/Display Name
- Audio device indication:
 - M – Microphone
 - L – Left handset
 - R – Right handset



Note: Similar to audio device indication, if privacy is enabled, a 'P' will be displayed on the active line

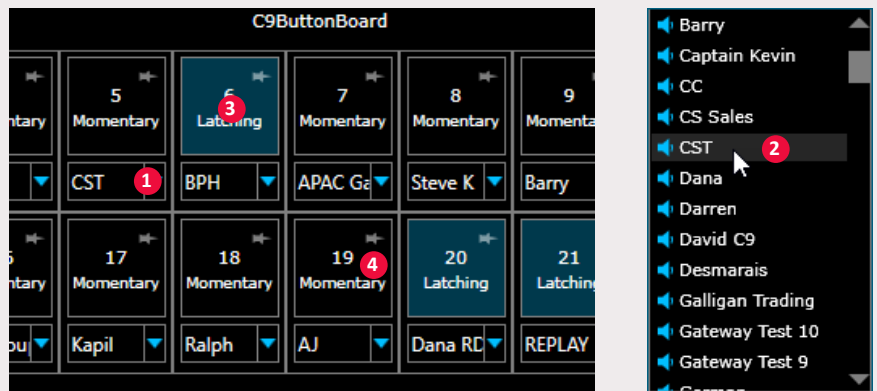
Button Configuration

Shouts, ringdowns, speed dials, and line appearances are all configured via the same button board menu that is located within the settings window: **Settings -> Button Board**

- 1 Locate the button you want to configure and click the drop-down menu
- 2 Select the connection you want
- 3 Toggle between momentary or latching pending preference

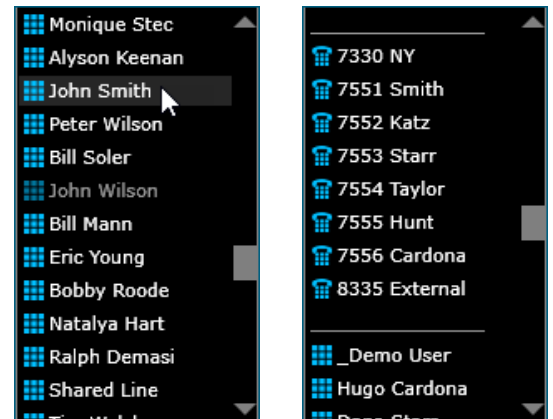
Note: extensions, speed dials and ringdowns are always latched

- 4 Click the pin icon to pin the button across all pages



Click to Call Button Setup

- Speed dials and extensions are located within same dropdown as shouts and ringdowns
- Each contact can only be placed on a single button. If the contact has multiple numbers saved, the default number is used
- At least 1 appearance of an extension must be configured in order to save contacts on the board
- Extensions and multiple rollover appearances for the extension can be configured



Call Conference & Transfer

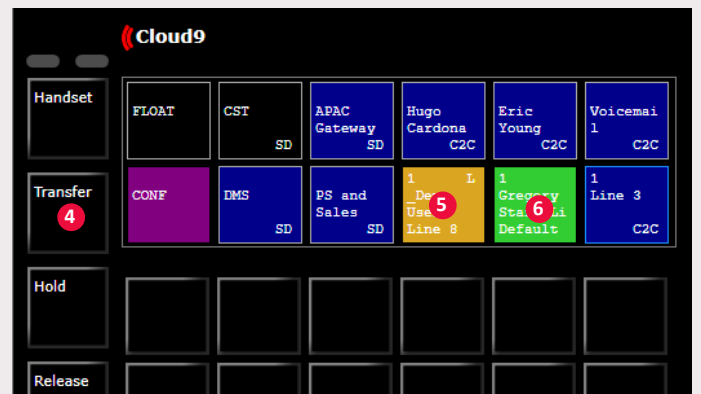
A conference key can be configured on any one of the programmable buttons.

- 1 Click the conference button once a call is active
- 2 Press the line you want start a conference with. Once the line turns yellow, initiate a new call to conference together.
- 3 Once the second call becomes active, press the conference key to complete the conference.



A dedicated transfer button is located on the left side of the Cloud9 button board.

- 4 For Click to Call only, click the Transfer button to initiate a transfer to another line.
- 5 The initial call will be placed on hold, allowing you to make a new active call with the intended transfer. Use the dial pad or select a speed dial.
- 6 Once the second call is active, press release to complete the transfer



Function Keys

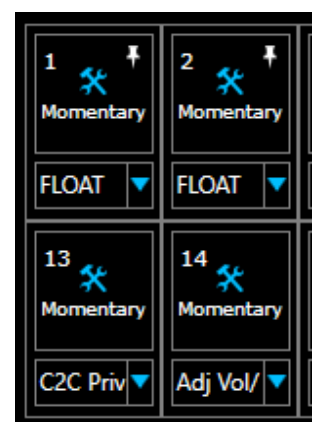
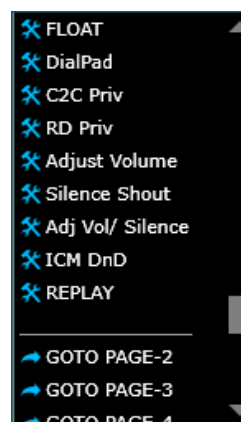
- Multiple float keys should be programmed so that you can always pickup an incoming call if you're on a different page

Tip: Float keys should be pinned so they stay in the same location across all pages of pagination.

- Privacy keys for C2C and ringdowns can be programmed to quickly toggle privacy on and off
- Configure Go-To Page keys to quickly jump between pages that buttons have been configured for

Note: Go-To Page keys only display for pages that have buttons configured on them

- A volume adjustment key can be programmed to increase/decrease the incoming audio of connections



Support

PHONE

US +1 (866) 753 4239

UK +44 (0) 203 846 1109

Singapore +65 6809 3785

EMAIL

helpdesk@c9tec.com

For video tutorials, additional help and more, visit c9tec.com