Typical Office Network

Your internet service provider will have a router wherever their service enters your building.

The router creates your office network (a Subnet) where PC's printers etc. are connected and can access the internet but are protected from access by other internet users. (Routers have an "Internet Port and usually 4 LAN ports.)

Cables in wall from equipment room to offices

Router

Computer · Computer · Computer

Installation

Desktop Installation

Choose the desired angle for placement on your desk by inserting the stand into the two slots nearer the top of the phone for Angle "A" or the two slots further from the top for Angle "B".

Wall Mount Installation

Note: Wall Mount Bracket is sold separately.

Shop WIFI adapters use QR code or:
https://xblue.com/product/ip9gwifi

Shop Bluetooth adapters use QR code or:
https://xblue.com/product/ip9gbtd

Connections on the phone - using PC port for PC connection.

Internet

DC 5V2A · LAN port · PC port · Handset · Headset
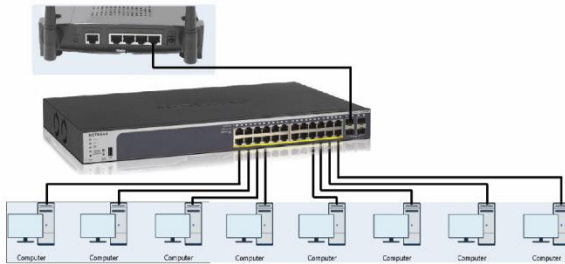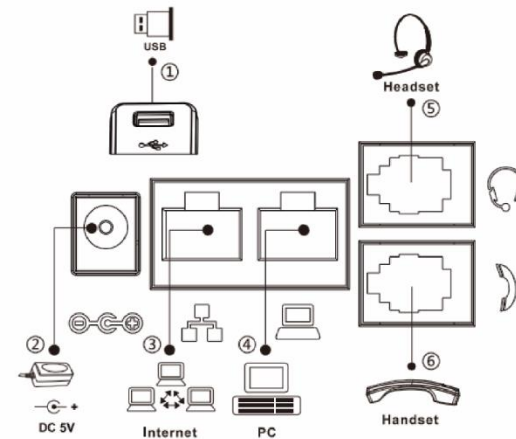
Computer · Computer · Computer

Larger networks may have a data switch.

Computer (×8)

Connections (back of phone)

1. USB Port: WIFI, Bluetooth adapters sold separately
2. Power Adapter connector
3. Network Port: connect to your network
4. PC Port: can be used to connect PC
5. Headset Port: headset sold separately
6. Handset Port: connect the handset

USB ①
Headset ⑤
② ③ ④ ⑥
DC 5V · Internet · PC · Handset

A POE (Power Over Ethernet) data switch can be used to eliminate the power adapter at the phone... the phone is powered on the same data cable.

Shop POE data switches use QR code or:
https://xblue.com/product/8-port-poe-switch

Xblue®

XBLUE IP Speakerphones IP9g & IP11g

Quick Reference Guide

Extension Name: _____

ExtensionNumber: _____

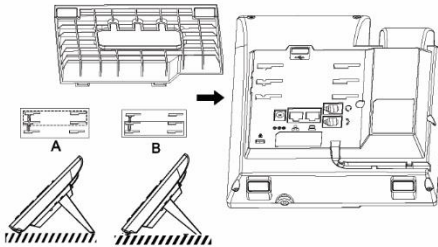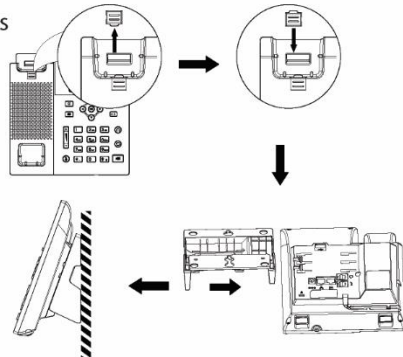Voicemail Password: _____ *Default 1111*

Menu - System Password: _____ *Default 123*

Making A Call

1. Begin to dial a number.(Call Display prompts appear.)
2. When the full number is input:
- Lift the handset, or
- Press the Speaker Key ON, or
- Press [Dial] (display prompt).
1. To end the call;
- Hang up the handset, or
- Press the Speaker Key OFF, or
- Press [End] (display prompt)

Note: all numbers are dialed in this way. System users are assigned extension numbers 101-599.

Hold - Private   [Hold]

1. While on a call, press or [Hold] (display prompt) (this hold cannot be accessed by other users).
2. To retrieve from Private Hold press or [Resume] display prompt.

Hold - Shared

1. While on a call, press Hold 1, 2 or 3 if the lamp is green. Shared Hold lamps that are red are in use.
2. Any system user can retrieve a Shared Hold call by pressing the red lit Hold 1, 2 or 3 Key.

Call Transfer

While on call:
1. Press (prompt to dial appears).
2. Dial the number where the call will be transferred.
3. You can wait for the called person to answer and announce to them the transfer or complete the transfer without announcing it to them.
4. To complete the transfer press (the caller will connect to the transfer recipient at this time regardless if you announce or not.)You can also just hang up to complete the transfer.

Note: use an Extension Key to skip steps 1 & 2.

Call Logs   [CallLog]

Press the display prompt [CallLog] or press the Up Arrow Key of the Navigation Keys to open the Call Log. Use the Navigation Keys further to find the call you want and to take action - dial, delete, view [OK], save as contact etc.

Conference Room   6400

Conference Rooms allow multiple participants.
- Dial the Conference Room {6400} to join, also;
- Transfer callers to the Conference Room.

Conference - Phone

You can build a conference of 3-parties at your phone:
1. Make your first call then press Conference Key
2. Make the second call.
3. When the second call is connected press
4. The 3-parties are joined.

Notes:
1. Split a conference by pressing [Split] (display prompt). You will be connected to the second party called. Use the Navigation Keys to select the party to take action on; [Resume], etc.
2. Conference - Phone is 3-parties ...you and 2 others.

Navigation

Most features can be operated using the Navigation Keys. Up & Down are often used to navigate functions. Left & Right to select options and OK to save.

Voicemail   [More][VMail]

- While idle press [VMail] for your extension VMail. If you don't see it press [More] until you do.
- Press the Messages Key to access by line.
- When prompted, input your password (1111 default) (CHANGE your password and make note of it.)
- Record your name.
- Record a personal greeting.
- Mailbox map:
  - Press 2 to change voicemail message folders.
    - Press 0 for new messages.
    - Press 1 for old messages.
  - Press 0 for mailbox options.
    - Press 1 to record your Unavailable greeting.
    - Press 2 to record your Busy greeting.
    - Press 3 to record your name.
    - Press 4 to record a Temporary greeting.
      - Press 1 to record.
      - Press 2 to delete/remove.
    - Press 5 to change your password.

Check Voicemail Remotely   *02

You may want to access your voicemail box from outside the office. To do this your system must answer incoming calls with an automated attendant.
- When the auto attendant answers (your office greeting will be heard), dial *02 and follow the prompts.

Redial

While the phone is idle press the Redial Key.
The last number that you dialed will be sent again.
See Call Logs to retrieve calls from the various lists of incoming and outgoing calls made at your phone.

Call Record   [Call Record]

There are two methods to record calls:
- Recordings stored on the server. 500 minutes max on XBLUE Cloud (all users) (optional expansion).This feature is optional on QB.
- Recordings stored on USB storage (optional).

Recording on the server:
1. While connected on a call (call must be in-progress), press [Call Record] display prompt.
   The call in progress will be stored on the server and can be retrieved via the User Portal. (See your system administrator for access.)

Recording on USB storage device:
- First the record button must be changed to store on the USB storage device (optional).
  - Your system adminstrator can repurpose the display prompt or you can use Program Feature Keys to set the key you want to use for this purpose.
  - The Type must be is Key Event.
  - The Subtype must be Record.
1. Insert a storage device (SD Card) into the USB slot on the back of the IP9g. Select a device with high-speed read/write capability. (8MB/s or more).
2. While connected on a call (call must be in progress), press the Call Record Key

USB Recording Playback:
1. When the phone is idle press the [Menu] Key (display prompt).
2. Use the Navigation Keys and select Tools.
3. Press "4" for USB.
4. Press "1" for Browse Audio.
5. Use the Naviagtion Keys to select and Play.
   Note: USB recordings are stored in WAV format.

Contacts/Phonebook   [Contact]

To store contacts:
1. While idle, press [Menu] (display prompt).
2. Use the Navigation Keys and select Dir.
3. Press "1" to select Local Contacts.
4. The Group "All Contacts" is shown.You can add groups to organize your contacts.
5. Press "1" to select All Contacts (those you've entered before will be listed).
6. Press [Add] (display prompt) to input name and numbers.

Note: look for the display prompt label [Abc]. Press the Key under this prompt to change the way characters that are input for names and numbers. (Press "0" to input a space.)

Call Forward   [CFwd]

There are three types of Call Forward that can be used:
- Unconditional - forward all calls.
- Busy - forward calls only when busy.
- No Answer - forward calls when they go unanswered.

To set or remove Call Forward:
1. Idle phone, press [Menu] Key (display prompt).
2. Use Navigation Keys to select Features.
3. Press "1" Call Forward.
4. Press "1" for the primary line.
5. Press "1" for Unconditional, "2" for Busy or "3" for No Answer Call Forward.
6. In each case the first option is Disable or Enable that forward type. Select with Right/Left Navigation Keys.
7. Navigate down to Forward To and input the desired forward destination.
8. For No Answer Forward navigate to Time and input the time in seconds that calls should ring the phone before forwarding.
9. Press OK (display prompt) or Navigation OK.

On/Off Codes are not required.
If the forward destination stays the same, use Enable/-Disable to turn it ON/OFF.

Programmable Feature Keys

The Keys at the right side of the Features Display are programmable. (IP9g:6, IP11g:12) They are set for extension keys to call/transfer-to other extenesions. There are 5 Pages of programmable keys. Select the pages by pressing the Page Select Key. (below display)

To program a Key (e.g. speed dial and BLF):
1. First choose a key on one of the pages that you want to use. Select the page using the Page Select Key below the Feature Display.
2. Press and HOLD down the key to be programmed for at least 3 seconds.
3. The Type for Speed Dial and BLF is "Memory Key".
4. For BLF use Subtype "BLF/Bxfer or "BLF/Axfer"(BLF is Extension Key)(shows status of the extension and used to press-to-call the extension).
   - Bxfer is Blind Transfer... while connected on a call, press this key to immediately transfer the call.
   - Axfer is Announced Transfer... while connected on a call press this key to start a transfer, you can wait for them answer and announce the call to the transferee.
5. For Speed Dial use Subtype "Speed Dial", input the name and number for that key.