

# Button board reference guide

## 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

Audio device indication:

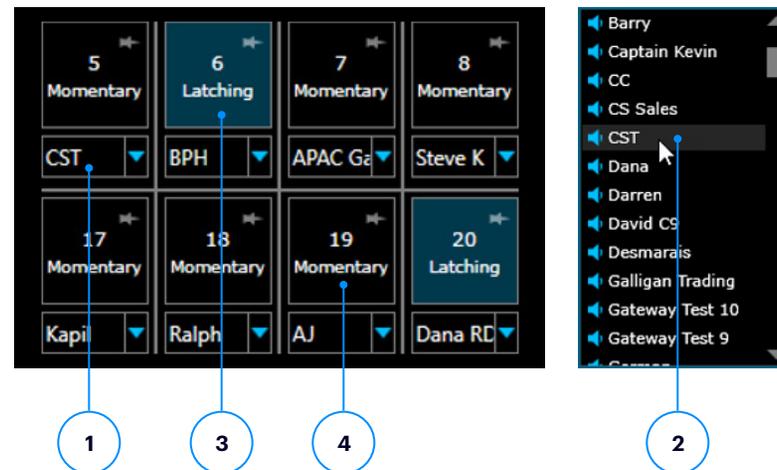
- M - Microphone
- L - Left handset
- R - Right handset



## Button board

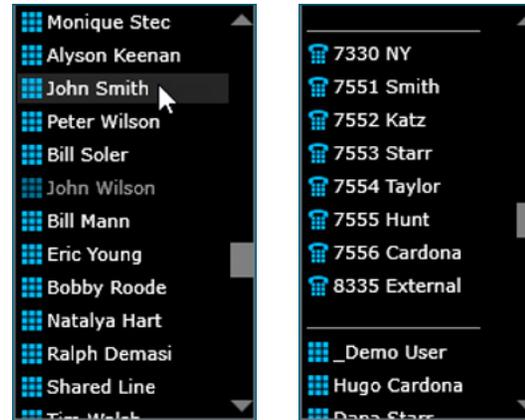
Shouts, ringdowns, speed dials, and line appearances are all configured via the same button board menu that is located within the settings window: **Settings » Button Board**.

- 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
  - Extensions, speed dials and ringdowns are always latched
- 4 Click the pin icon to pin the button across all pages



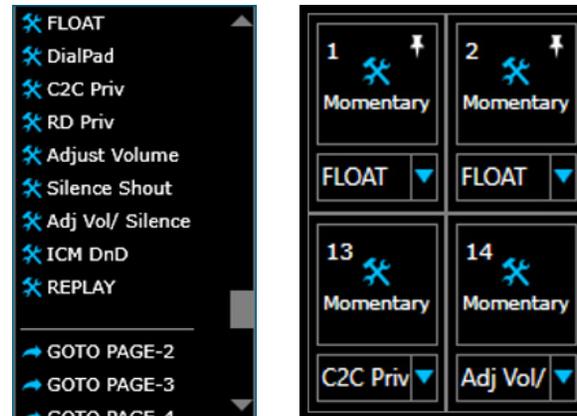
## Click-to-call button setup

- 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



## Function keys

- Multiple float keys should be programmed so that you can always pickup an incoming call if you're on a different page
  - Float keys should be pinned so they stay in the same location across all pages of pagination
- Configure Go-To Page keys to quickly jump between pages that buttons have been configured for
  - 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

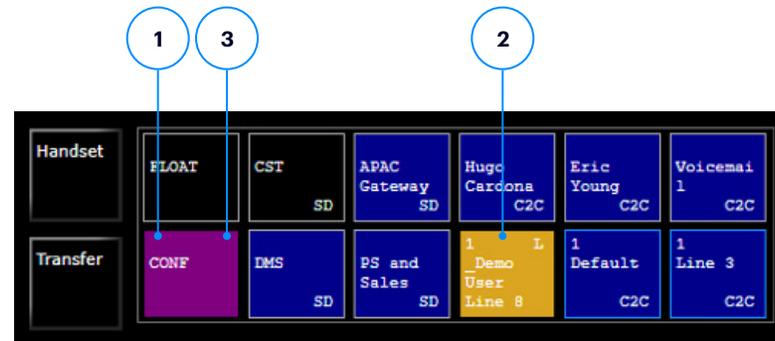


Privacy function buttons no longer work when using the C9Trader Stratus application

## Call conference and transfer

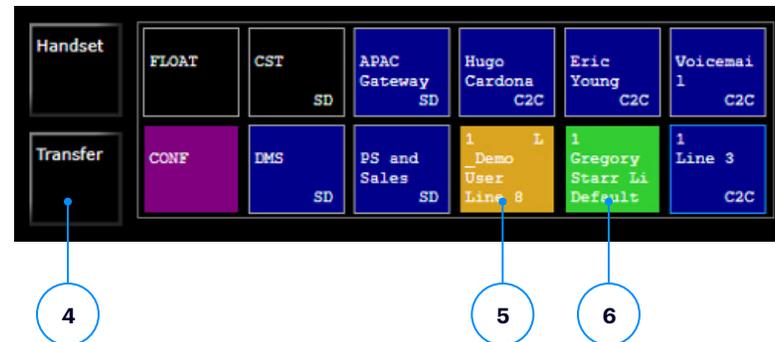
A conference key can be configured on any one of the programmable buttons.

- 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



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