

Missouri State University Telecommunications

4601 VoIP
Courtesy Telephone

User Guide



Telecommunications Center
Blair 153
417-836-8580
<http://ntq.missouristate.edu>

Feature Instructions Conference

To add another party to a call-

1. Press [conference]
2. Dial the next phone number
3. Press [conference] again to join the call

Note: If no answer or busy, press the [drop] button.

***Note:** Using a 4601 phone, a total of three parties can be conferenced; you and two other calls. The switchboard operator (dial 0) can conference up to six parties. Conference calls exceeding these limitations will require the assistance of an outside vendor to connect all callers. Outside vendor information can be obtained through the switchboard (dial 0).

To add a call on hold to the conference call-

1. Press [conference]
2. Select the line that is on hold

To drop the last party added-

1. Press [drop]

Note: All other parties must hang-up to disconnect from the conference call.

Hold

To put a call on hold –

1. Press [hold]
2. Press the call appearance button (a or b) of the held call to retrieve the call

To answer an incoming call while on another call-

1. Press [hold]
2. Press the line (a or b) of the new call

Note: A conference call may be put on hold.

Transfer

To transfer a call to another extension-

1. Press [Transfer] to get dial tone
2. Dial the number
3. Press [Transfer] to complete
4. Hang-up

Note: If the line is busy or no answer, return to the call by pressing the call appearance button (a or b).

Ring Volume

To adjust the ringer volume-

1. Leave phone on hook
2. Press the appropriate end of the volume button bar, located just left of the keypad.

Message

Message lamp will light when you have voicemail. To access messages follow your voicemail instructions.

Last Number Redial

To redial the last number dialed-

1. Press [Redial] Button on Phone

System Features

System features are standard on most campus phones.

Call Park

To place a call on hold, then retrieve the call from another phone-

1. Press [Transfer] – listen for dial tone
2. Dial # 0—listen for three short
3. Press [Transfer] and hang-up

To retrieve a call-

1. Listen for dial tone
2. Dial # 7
3. Dial the extension where the call is parked

Call Pickup

To pick up a call at another extension in your call group-

1. Pickup handset
2. Dial #4

Note: If two people pick up simultaneously, one will hear a dial tone the other will hear the caller.

Send All Calls

To send all calls, except priority calls, to coverage-

1. Pick up handset
2. Dial * 3 (hear confirmation tones)

To cancel send all calls-

1. Pick up handset
2. Dial # 3 (hear confirmation tones)

Voicemail

To login to your voicemail-

1. Press the [Message] button
2. Follow the voice prompts from your voicemail system.

Busy-line Automatic Callback

To activate automatic callback-

1. Dial number.
2. Hear busy.
3. Press [Transfer] (hear confirmation tones).
4. Dial * 5.
5. Hang-up.

Phone will give a Priority ring when the “callback” phone is available.

To cancel automatic callback-

1. Press # 5 (hear confirmation tones)

Note: Does not work if the line you are calling has voicemail.

Call Forwarding

To activate call forwarding-

1. Pick up handset
2. Press * 2
3. Dial extension number calls will ring to (hear confirmation tones)

To cancel call forwarding-

1. Pick up handset
2. Press # 2 (hear confirmation tones)

Bridged Appearance Calls

To answer a call on a bridged line-

1. Select the bridged call that you want to answer
2. Press [answer]

Frequently asked questions

Q. Why are all of my calls going directly to voicemail?
The phone hasn't been ringing.
A. Your phone is probably set on “Send All Calls.”
Try this – Get dial tone, then press # 3.

Q. Why does my phone ring a short ring, then no one is on the line?
A. Your phone is probably set on “Call Forwarding.”
Try this – Get dial tone, then press # 2.

Q. Why do I keep hearing a beeping tone when I answer my phone?
A. Someone may think they are dialing a fax number.
Try this – Transfer the call to a fax machine. The printed fax may list a phone number of the misguided party.

Q. Why can't I just use the last 4 digits of my phone number?
A. All campus numbers, 836, 837, 547 (Mt Grove), and 255 (West Plains), are dialed using only the last 5 digits of the phone number. The first number of the extension will vary from phone to phone. For this reason, you should include all 5 digits when giving someone your extension number.

Q. Who do I call if my phone isn't working properly?
A. Dial “0” to place a trouble report with the campus operator.

Q. Are West Plains and Mt Grove local calls?
A. All off-campus phone numbers using the same prefix in Springfield, West Plains, and Mt Grove are treated as a local call. Simply dial 9+ the seven-digit number to complete the call.

Q. Where can I find more instruction information about the university's data and voice network?
A. <https://ntg.missouristate.edu/Documentation/guidestraining.aspx>