

6408
6416
6424

Missouri State University
Telecommunications

6400 Series Multi-line Voice Terminal

User's Guide



Telecommunications Center

BLSH 153

417-836-8580

<http://telecom.missouristate.edu>

Instructions

Softkeys

Functions located at the bottom of the display are called Softkeys. For complete instructions on Softkeys and other 6400 Series phone features visit <http://telecomguides.missouristate.edu>

Conference

To add another party to a call

1. Press [Conf]
2. Dial extension or 9 + number**
3. Press [Conf] to join the calls
4. Repeat to add additional parties

**If no answer or busy, press the call appearance button to return to holding party.

Note: Up to six parties can be conferenced, depending on your phone configuration. Calls that exceed this limit require a conference bridge. Contact Telecommunications at 6-8580 for assistance.

To add a call on Hold to the conference call

1. Press [Conf]
2. Press the call appearance of the call on Hold
3. Press [Conf]

To drop the last party added

1. Press [Menu]
2. Press [Drop]

Note: This is important if you add a call that goes to a person's voicemail or is busy.

Hold

To answer an incoming call while on another call

1. Press [Hold]
2. Press the call appearance button of the new call

To put a call on Hold

1. Press [Hold]
2. Press the call appearance button to return to the call

Note: A conference call can be put on hold.

Message

Message lamp will light up when you have voicemail. For voicemail instructions visit <http://telecomguides.missouristate.edu>

Mute

To block the caller from hearing your conversation

1. Press [Mute]
2. Press [Mute] again to resume conversation

Redial

To redial the last number dialed

While the handset is on hook or off hook

1. Press [Spkr] or pick up handset
2. Press [Redial] or dial #9

Ring Pattern

To select a unique ring pattern

1. Leave phone on hook
2. Press [Conf] and release
3. Repeat step 2 to cycle through eight different ring patterns

To save a ring pattern

Do not press [Conf] when pattern is chosen. The pattern will ring two more times and save automatically.

Ring Volume

To adjust the ringer volume

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

Note: Volume button bar will adjust the ringer, handset and speaker.

Speaker

To place or answer a call without lifting the handset

1. Press [Spkr]
2. Place or answer the call
3. Press [Spkr] to end the call

To adjust the speaker volume

Press the appropriate end of the volume button bar, located just below the keypad

To change from speakerphone to handset

Pick up the handset

To change from handset to speakerphone

1. Press [Spkr]
2. Hang up handset

Transfer

To transfer a call to another extension

1. Press [Trnsfr] (hear dial tone)
2. Dial the extension
3. Remain on the line to announce the call
4. Press [Trnsfr]
5. Hang up

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

Optional Features

Requires programming by Telecommunications

Call Pickup

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

1. Press [Spkr] or pick up handset
2. Press [Cpkup] or 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 to coverage

1. Leave phone on hook
 2. Press [Send All Calls]
- or-
1. Press [Spkr] or pick up handset
 2. Dial * 3 (hear confirmation tones)

To cancel send all calls

1. Leave phone on hook
 2. Press [Send All Calls]
- or-
1. Press [Spkr] or pick up handset
 2. Dial # 3 (hear confirmation tones)

System Features

System features are standard on most campus phones.

Call Forwarding

To activate call forwarding

1. Press [Spkr] or pick up handset
2. Dial * 2
3. Dial extension number calls will ring to (hear confirmation tones)

To cancel call forwarding

1. Press [Spkr] or pick up handset
2. Dial # 2 (hear confirmation tones)

Call Park

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

1. Press [Trnsfr] (hear dial tone)
2. Dial # 0 (hear confirmation tones)
3. Press [Trnsfr] and hang up

To retrieve the call from another extension

1. Dial # 7 (hear confirmation tones)
2. Dial the extension where the call is parked

Directed Call Pickup

To pick up a call at another ringing extension

1. Press [Spkr] or pick up handset
2. Dial # 8
3. Enter the ringing phone's extension number

West Plains and Mt. Grove Calls

To call a number at the West Plains or Mt. Grove campus from the Springfield campus, treat the call the same as a call on the Springfield campus by dialing the 5 digit extension.

To call a number off campus in West Plains or Mt. Grove, treat this as a local call by dialing 9 + the number.

For example, 9 + 555-5555