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 [RESUME] or 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 call the last number dialed
1. Press [SPEAKER] or pick up handset
2. Press [REDIAL] or Dial # 9

Ring Pattern
To select a unique ring pattern
1. Select Option softkey
2. Select Ring Options
3. Press Ring Pattern
4. Scroll through the options using ▼▼
5. Press Save to finish

Conference
To add another party to a call
1. Press [CONFERENCE]
2. Dial extension or 9 + number**
3. Press [CONFERENCE] 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 [CONFERENCE]
2. Press the call appearance of the call on Hold
3. Press [CONFERENCE]

To drop the last party added
Press [DROP]

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

Instructions
Softkeys
Functions located at the bottom of the display are called Softkeys. For complete instructions on Softkeys and other 2400 Series phone features visit http://telecomguides.missouristate.edu
Optional Features
Requires programming by Telecommunications

Call Pickup
To pick up a call at another extension in your call group
1. Press [SPEAKER] or pick up handset
2. Press Call Pickup or dial # 4

Note: If two people pick up simultaneously, one will hear a busy 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 button
3. Dial extension number calls will ring to (hear confirmation tones)

To cancel send all calls
1. Leave phone on hook
2. Press Send All Calls button
3. Dial # 3 (hear confirmation tones)

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 beeps
3. Press [TRANSFER] and hang up

To retrieve a parked call from another extension
1. Dial # 7 – listen for three short beeps
2. Dial the extension where the call is parked

Directed Call Pickup
To pick up a call at another ringing extension
1. Press [SPEAKER]
2. Enter the ringing extension number

Transfer
To transfer a call to another extension
1. Press [TRANSFER] to get dial tone
2. Dial the extension
3. Remain on the line to announce the call
4. Press [TRANSFER]
5. Hang up

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

System Features
System features are standard on most campus phones.

Transfer
To transfer a call to another extension
1. Press [TRANSFER] to get dial tone
2. Dial the extension
3. Remain on the line to announce the call
4. Press [TRANSFER]
5. Hang up

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

West Plains and Mt. Grove Calls
To call a number at the West Plains or Mt. Grove campus from 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