

2410  
2420

Missouri State University  
Telecommunications

## 2400 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 2400 Series phone features visit

<http://telecomguides.missouristate.edu>

### 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.

## 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

## Ring Volume

### To adjust the ringer volume

1. Leave handset on hook
2. Press ▲▼ buttons below the [MUTE] button

## Speaker

### To place or answer a call without lifting the handset

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

### To adjust the speaker volume

Press ▲▼ buttons below the [MUTE] button

### To change from speakerphone to handset

Pick up the handset

### To change from handset to speakerphone

1. Press [SPEAKER]
2. Hang up handset

## 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.

## Volume Buttons

Volume buttons ▲▼ will adjust the ringer, handset, speaker and/or headset.

## 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

-or-

1. Press [SPEAKER] 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** button

-or-

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

### To cancel call forwarding

1. Press [SPEAKER] 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 [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] or pickup 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