

2410  
2420

Missouri State University  
Telecommunication  
Services

## 2400 Series Multi-line Voice Terminal

### User's Guide



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

## Multi-line Set Feature Instructions

### Control Buttons & Softkeys

◀▶ - to scroll to Next or Previous page

Exit - to exit Soft keys & return to main screen

Soft Keys - located below the display and allows you to access the features currently displayed

### Conference

To add another party to a call-

1. Press [CONFERENCE]
2. Dial extension or 9 + number
3. Announce the call
4. Press [CONFERENCE] to join calls
5. Repeat to add additional parties

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

**Note:** Using a multi-line 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 Telecommunication Services, extension 68580.

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-

1. Press [DROP]

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

### Redial

To call the last number dialed from the phone-

1. Press [REDIAL]  
-or-
2. Dial # 9

### Call Log

To place a call from a number that has been logged-

1. From the home screen, press the **Log** softkey
2. Press the **InAns** (for incoming calls) or **OutGo** (for outgoing calls)
3. Use ◀ and ▶ to scroll through the pages
4. Locate an entry you want to call then press the button that corresponds to that entry
5. Press the **Call** softkey to make the call

To Save a Call Log Entry to a Speed Dial-

1. From the home screen, press the **Log** softkey
2. Use ◀ and ▶ to scroll through the pages
3. Locate an entry you want to save then press the button that corresponds to that entry
4. Press the **Save** softkey
5. Make changes to the name, then press the **Save** softkey to save the entry

### Hold

To put a call on hold or return to a call on hold-

1. Press [HOLD]

To answer an incoming call while on another call-

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

**Note:** A conference call may be put on hold.

### Message

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

### Mute

To hear the caller while blocking conversation from the caller or to resume the conversation-

1. Press [MUTE]

### Ring Pattern

To pre-select a unique ring pattern-

1. Select **Option** soft key
2. Select **Ring Options**
3. Press ...
4. Scroll through the options using ◀▶
5. Press **Save** to finish

### 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.

### Alerting Tones

One ring – call from another extension  
Two rings – call from off-campus or the operator

Three rings – priority call from another extension or Busy-line automatic call back

### Volume Buttons

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

## Set Features (continued)

### Speed Dial

Program up to 48 (2410) or 104 (2420) names and numbers.

#### To Program-

1. From the home screen, press the **SpDial** softkey
2. Press the **Add** softkey
3. Using the keypad, enter the name
4. Press the **Number** softkey to advance to that field
5. Enter Number- extension or 9 + number
6. Press the **Save** softkey to add the information
7. Press the **[Exit]** button to return to the Home Screen

#### To Use-

1. In the home screen, press the **SpDial** button
2. Press the feature button for the entry you want to call (Use the ◀▶ keys to cycle to other pages.)

### Optional Features ♦

#### Call Pickup

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

1. Press [SPEAKER] or pickup 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, except priority 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-
3. Press [SPEAKER] or pick up handset
  4. Dial # 3 (hear confirmation tones)

#### Date and Time

The date and time should appear automatically. After a new installation or a power outage, the display may take 15-20 minutes to appear.

♦ Optional Features may require programming by Telecommunication Services.

### System Features

System features are standard on most campus phones.

#### 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 “call-back” phone is available.

#### To cancel automatic callback-

1. Press # 5 (hear confirmation tones)

#### Call Forwarding

To activate call forwarding-

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

#### To cancel call forwarding-

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

#### Directed Call Pickup

To pick up a call at another ringing extension-

1. Press [SPEAKER] or pickup handset
2. Press # 8
3. Enter the ringing phone's extension number

#### Last Number Redial

To redial the last number dialed-

1. Press [SPEAKER] or pick up handset
2. Press # 9

#### Call Park

To park a call-

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

### 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

## 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.** How do I contact directory assistance?  
**A.** From a phone dial (for a fee):  
9-1-411  
or  
9-1-area code-555-1212

From a phone dial (no fee):  
9-1-800-FREE-411 or 9-1-800-goog411

On-line nation wide directory (no fee):  
[www.qwestdex.com](http://www.qwestdex.com)  
[www.bigbook.com](http://www.bigbook.com)

On-line local AT&T directory (no fee):  
[www.anywho.com](http://www.anywho.com)

On-line international (no fee):  
[www.howtocallabroad.com](http://www.howtocallabroad.com)

On-line area code list (no fee):  
[www.bennetyee.org/ucsd-pages/area.html](http://www.bennetyee.org/ucsd-pages/area.html)

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