Multi-line Set Feature Instructions

Control Buttons & Softkeys

- (left arrow) - 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 confer 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]
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
3. Press [SPEAKER] or pickup handset
4. 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. Press [SPEAKER] or pickup 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. Listen for busy tone
3. Press [TRANSFER] (hear confirmation tones)
4. Dial #0 – listen for three short beeps
5. Press [TRANSFER] and hang up

Phone will give a Priority tone 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 pickup handset
2. Press *2
3. Dial extension number calls will ring to (hear confirmation tones)

To cancel call forwarding-
1. Press [SPEAKER] or pickup 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 pickup 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 hear 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-gog441

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

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

On-line international (no fee):
   www.howtocallabroad.com

On-line area code list (no fee):
   www.bennettsco.udpac-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.