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Missouri State University
Telecommunication
Services

6400 Series
Multi-line Voice Terminal

User's Guide

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

Multi-line Set Feature Instructions

Conference
To add another party to a call-
1. Press [conf]
2. Dial the next phone number and wait for an answer **
3. Press [conf] to add the dialed number to the conference
4. Repeat steps 1 through 3 until all dialed numbers are connected to the conference

**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 the switchboard (dial 0).

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: 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]

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 can be placed on hold.

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

Mute
To hear the caller while blocking conversation from being heard by the caller or to resume the conversation-
1. Press [mute]

Ring Pattern
To select a personalized 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.

Note: If you take the phone off-hook, receive a call, or lose power during the process, you must start again.

Ring Volume
To adjust the ringer volume-
1. Leave phone on hook
2. Press the appropriate end of the volume button bar, located just below the keypad

Speaker
To place, answer, or end a call without lifting the handset-
1. Press [spkr]
2. Place or answer the call
3. Press [spkr]

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

Note: Hang up within 10 seconds after pressing [spkr] or the call will disconnect.

Transfer
To transfer a call to another extension-
1. Press [trnsfr] (hear dial tone)
2. Dial the number
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.

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

Optional Features ◆

Automatic Dial / Speed Dial
To program an automatic dial button [AD] with [Prog]-
1. Press [Menu]
2. Press [Next] to locate the [Prog] softkey
3. Press button below the [Prog] softkey
4. Press the auto dial button [AD]**
5. Dial the number as you would normally dial it. Include the 9 when dialing an off-campus number.
6. Press [#]
7. Repeat starting at step 4
8. Lift and replace the handset to end

To program an automatic dial without [Prog]-
1. Dial * 0
2. Press the auto dial button [AD]**
3. Dial the number as you would normally dial it. Include the 9 when dialing an off-campus number.
4. Press [#] to end

Note: While programming, when you hear the intercept tone you have exceeded a 10-second time limit and must start over.

To place an automictic dial [AD] call-
1. Press the automatic dial [AD]** button

**Number will be stored on this button.

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-
1. Listen for dial tone
2. Dial # 7
3. Dial the extension where the call is parked

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, except priority calls, to coverage-
1. Leave phone on hook
2. Press [Send All Calls] button
   -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] button
   -or-
1. Press [spkr] or pick up handset
2. 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 several minutes to appear.

◆ 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 "callback" phone is available.

To cancel automatic callback-
1. Dial # 5 (hear confirmation tones)

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)

Directed Call Pickup
To pick up a call at another extension in your call group-
1. Press [spkr] or pick up handset
2. Dial # 8
3. Enter the ringing phone's extension number

Last Number Redial
To redial the last number dialed-
1. Press [spkr] or pick up handset
2. Dial # 9

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 dial # 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 dial # 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

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

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

Q. Why do I get a strange tone when I try to reach a student at 837-XXXX?
A. Students listed with an 837 prefix live on campus. All campus numbers, 836, 837, 547 (Mt Grove), and 255 (West Plains), are dialed using only the last 5-digits of the phone number.

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