

2500
2554
2802
6221
8110

Missouri State University Telecommunication Services

SINGLE-LINE VOICE TERMINAL

USER'S GUIDE



**Telecommunications Center
Blair 153
836-8580**

<http://telecom.missouristate.edu>

SINGLE-LINE SET FEATURE INSTRUCTIONS

AUTO

The [AUTO] button allows hands-free answering.

To allow the speakerphone to automatically answer a call

8110 Voice Terminal

1. Press [Auto] so the button is in the "up" or raised position.
-A green base will be visible at the bottom of the [Auto] button.
2. When the voice terminal rings, you will hear a tone. Begin speaking, the caller is now activated on your speakerphone.

Note: A cover is available to permanently disable the [Auto] feature.

FLASH

The [Flash] button is used to activate system features, such as call waiting and call transfer. Use the [Flash] button in place of the switchhook.

Note: Depressing the switchhook longer than one second may disconnect the caller.

HOLD

The [Hold] button temporarily places a call on hold.

To place the call on hold

1. Press [Hold].
2. Return the receiver to the cradle.
-The lamp next to [Hold] will be on.

To resume conversation

1. Remove the receiver from the cradle and resume conversation.

Note: If the receiver was not placed on the cradle, just press [Hold] to resume conversation.

CONFERENCE

To add another party to a call

1. Press [Flash].
-The present call is put on hold, and you are given a new dial tone.
2. Dial the number of the new party and wait for an answer.
3. Press [Flash].
-All three calls are on-line.

Note: You can privately discuss the call with the third party, before pressing [Flash] in step three. If you don't receive an answer or the number is busy, press [Flash] to return to the held call.

MUTE

The [Mute] button allows you to hear the caller while blocking the caller from hearing you.

To prevent the other party from hearing you
2500 Voice Terminal

1. Press [Mute] and continue to hold the button down.
-Red light next to [Mute] goes on.
-The other party cannot hear you.

To resume talking to the other party

1. Discontinue pressing [Mute].

Note: The [Mute] button on a 2500 set must be held down manually. It will not remain active unless it is held down..

2802, 6221, and 8110 Voice Terminal

1. Press [Mute].
-Red light next to [Mute] goes on.
-The other party cannot hear you.

To resume talking to the other party

1. Press [Mute].
-Red light next to [Mute] goes off.
2. Resume conversation with other party.

PROGRAMMABLE BUTTONS

Programmable dialing buttons are provided for one-touch dialing.

To program any of the programmable dialing buttons

6221 and 8110 Voice Terminal

1. While on-hook, press the [Program] button.
-A continuous tone will be heard while in the programming mode.
2. Press programmable dialing button.
-Tone is briefly interrupted two times.
3. Dial telephone number.
4. Press [Program].

2802 Voice Terminal

1. Pick up receiver or press [Spkr].
2. Press [Store].
3. Dial telephone number.
4. Press Speed Dial button where you want to store the number.

To dial a programmed button

2802, 6221, and 8110 Voice Terminal

1. Pick-up the handset or press [Spkr].
2. Press the appropriate programmable dialing button.

To erase a number stored on a programmable dialing button

6221 and 8110 Voice Terminal

1. While on-hook, press [Program].
2. Press the button to be cleared two times.
3. Press the [Program] button.

2802 Voice Terminal

1. Pick up receiver press [Spkr].
2. Press [Store].
3. Press Speed Dial to be erased.

RING PATTERN

Tone controls and a ringer volume control are located on the top edge and on the right side of the voice terminal.

To adjust the HI--LO selector (2802 and 8110)

- 1. Slide the selector to **HI** for a higher frequency.
- 2. Slide the selector to **LO** for a lower frequency.

To adjust the FAST--SLOW selector (8110)

- 1. Slide the selector to **FAST** for a faster modulation rate.
- 2. Slide the selector to **SLOW** for a slower modulation rate.

To adjust the TONE selector (6221)

- 1. Slide the bell selector located on the top edge of the phone.

To adjust the VOLUME (2802, 6221, and 8110)

- 1. Slide the volume control away from you for a louder ring.
- 2. Slide the control toward you for a quieter ring.

REDIAL

To automatically redial the last number you dialed from the dial pad

- 1. Press [Redial].

SPEAKERPHONE

6221 and 8110 Voice Terminal

To have a hands-free conversation

- 1. Press [Spkr].
-Red light goes on next to button.
- 2. Place or answer call.
-Adjust speakerphone volume with sliding arm on right side of voice terminal (8110) or arrow up and down speaker button (6221).
- 3. Press [Spkr] again to hang up.
-Red light goes off.

To change from speakerphone to handset

- 1. Lift handset and talk.
-Red light goes off next to [Spkr].

To change from handset to speakerphone

- 1. During a call using handset, press [Spkr].
-Red light goes on next to [Spkr].
- 2. Hang up handset.

TRANSFER

To send a call to another extension

- 1. Press [Flash].
-Hear dial tone.
- 2. Dial the extension or number to which you will transfer the call.
- 3. Remain on the line and announce the call if you wish. Hang up to complete the transfer.

Note: If the dialed number is busy or unanswered, return to the held call by pressing [Flash].

MESSAGE LAMP

An activated message lamp indicates you have voice mail. Follow your voice mail instructions to retrieve messages.

ALERTING SYMBOLS

One Ring - A call from another extension.
Two Rings - A call from off-campus or attendant.
Three Rings - A priority call from another extension.

SYSTEM FEATURES

The following features are standard on most campus voice terminals.

AUTOMATIC CALLBACK

Activate Press [Flash] when busy tone is heard.
Dial *5.
Dial busy extension number.
Hear confirmation (3 short tones).
Hang up immediately.

Cancel Dial # 5.
Hear confirmation (3 short tones).

SEND ALL CALLS

Activate Dial *3 or press [Send All Calls]
Cancel Dial #3 or press [Send All Calls]

CALL FORWARDING

Activate Dial *2.
Dial extention number.
Hear confirmation (3 short beeps).

Cancel Dial # 2.

CALL WAITING

To answer a second call. (This feature will only work on voice terminals with no call-coverage.)
Option 1
To answer

Press [Flash].
-First call is placed on hold.
Dial * 4.

To return to original call

Press [Flash].
-Second call is placed on hold.
Dial * 4.

Note: You can repeat these steps to toggle from caller one to caller two.

Option 2

Hang up and the call waiting will automatically ring. Answer as usual.

CALL PICKUP

Dial # 4.
Phones must be in the same call pickup group.

Note: The switchhook can usually be used in place of the [Flash] button.

DIRECTED CALL PICKUP

Dial # 8 plus the five digit extention number that is ringing.

REDIAL

Dial #9.

FREQUENTLY ASKED QUESTIONS

Q. Why are all my calls going to voice mail? The phone didn't ring.
A. Your voice terminal is probably on "send all calls". Try this - Get dial tone, then dial #3.

Q. My phone rings one short ring, then no one is on the line. Why isn't anyone there?
A. Your voice terminal is probably on "call forwarding". Try this - Get dial tone, then press #2.

Q. I keep getting calls that sound like a fax machine or a modem. What can I do?
A. Try this - Transfer the call to a fax machine. If it is a fax, the fax will print.

Q. How do I call for directory assistance?
A. For asistance within the 417 area code dial 9+1411. For assistance outside of the 417 area code dial 9+1+(area code)+555-1212. The calls are billable.

Try this - Use one of the links on <http://telecom.missouristate.edu>
There is NO CHARGE for using the Web sites.

For FREE assistance call 1-800-FREE-411.

Q. I'm trying to reach a student at 837-XXXX. The call won't go through. All I get is another dial tone. Why?
A. To dial any campus 836 or 837 number, just dial the last five digits of the number.

Q. Who do I call if my phone isn't working properly (static on the line, no dial tone, etc.)?
A. Dial "0". The switchboard operator will place a trouble report for you.

Q. I'm trying to dial West Plains or Mtn. Grove but my call won't go through.
A. If you are calling the Mtn. Grove or West Plains campus, just dial the last five digits of the number. For all other Mtn. Grove or West Plains numbers dial 9 plus the seven digit number (no toll charge).