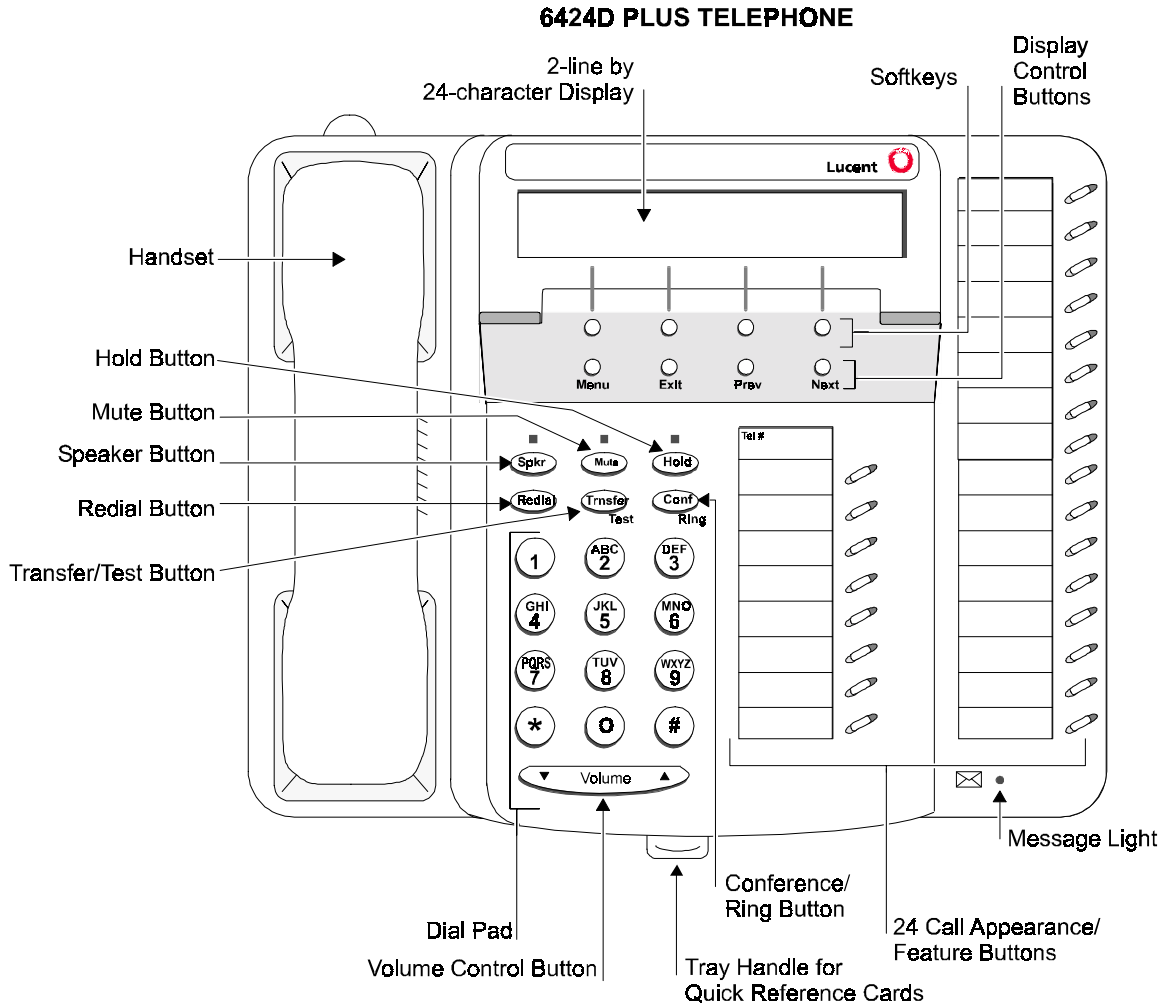


DEFINITY Enterprise Communications
6424D Plus Telephone User's Guide

About Your Telephone

The 6424D Plus is a multi-line telephone with conventional touch-tone dialing, a 2-line by 24-character display, and a two-way speakerphone. Refer to the figure below and then read the callout explanations for the buttons and features on your telephone. This is a general description of the telephone/features. See “Detailed Instructions” starting on page 6 for operating instructions.



appearance/feature buttons

Usually, at least three of these eight buttons are devoted to incoming and outgoing calls (call appearances) and are labeled with an extension number; the remaining buttons access features (feature buttons) and are labeled with a feature name. Each has a red light telling you this is the line you are using or this is the line you will get when you lift your handset. The green status light next to each call appearance and feature button tells you the line or feature is being used.

Conf/Ring button

For setting up conference calls, use this feature while off-hook (telephone handset out of cradle or speakerphone enabled). *Ring* is printed below <Conf> to remind you that by pressing <Conf> while on-hook (telephone handset in cradle), you can select a personalized ringing pattern for your telephone. You can choose from among eight possible ringing patterns.

Dial pad

The standard 12-button pad for dialing phone numbers and accessing features. The letters “Q” and “Z” have been added to the appropriate dial pad keys for directory access, and the “5” button on your dial pad has raised bars for visually-impaired users.

Display

A 2-line by 24-character display.

Display control buttons

The four display control buttons are labeled **Menu**, **Exit**, **Prev**, and **Next**.

Handset

A handset is provided for placing and receiving calls. In most cases, you must lift the handset (go off-hook) before you can use a feature.

Headsets (Optional at an additional cost)

Headsets for your telephone allow one-touch hands-free operation. To answer a call, press <**Headset**> (if administered on your telephone). Press the button again to disconnect. (The Headset feature must be administered for your telephone.) Headsets consist of a headpiece and modular base unit. The base unit plugs into the Handset jack.

Hold

A red button for putting a call on hold.

Message light

A red light which goes on steadily when a message has been left for you. This light is labeled with a picture of an envelope.

Mute button

For turning off the microphone associated with the handset or the speaker, whichever is active, so the other person on the call cannot hear you.

Redial button

For redialing the last number that you dialed using the dial pad.

Softkeys

The four round unlabeled buttons located directly below the display correspond to words on the display screen. You can use the softkeys along with display control keys to access up to 3 features on your telephone *in addition to* those features administered on the call appearance/feature buttons.

Speaker button

For accessing the built-in two-way Speakerphone feature.

Transfer/Test button

For transferring a call to another telephone. (Use this feature while off-hook.) *Test* is printed below <**Trnsfr**> to remind you that by pressing <**Trnsfr**> while on-hook, you can test the button lights and the display (if the telephone has one).

Tray handle (Quick Reference Guide)

Five cards are provided in the tray located under the base of your telephone. They contain quick reference procedures, a Feature Directory, an Access Code listing.

Volume control button

For adjusting the volume of the following:

- The speaker volume whenever the speaker is on
- The handset receiver level while a call is in progress using the handset
- The tone ringer when the telephone is on-hook or when the telephone is ringing and the speaker is off.

Conventions

Conventions Used in The Following Procedures

<xxxxx>

This represents a call appearance button, which is used exclusively for placing or receiving calls. The button has a red light and a green status light and is labeled with an extension number (shown as **xxxxx**).

<Feature> and <Feature xxxxx>

Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.

[feedback tones]

The tone that appears in brackets after a step, such as <**dial tone**>, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions

Use the following special instructions for operating your telephone.

- 1 To operate a feature, you must have the handset off-hook (removed from the cradle of the telephone) or the speakerphone on unless otherwise noted.
- 2 If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and begin again at Step 1.

Feature Finder

Abbreviated Dialing (AD)

The Abbreviated Dialing (AD) feature allows you to store selected telephone numbers on an abbreviated dial button for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or feature access code.

Call Forwarding All Calls

The Call Forwarding feature temporarily forwards all your calls to another extension or to an outside number, depending on your system.

Call Pickup

The Call Pickup feature lets you answer a call at your telephone for another extension in your pickup group.

Conference

The Conference feature allows you to conference up to six parties (including yourself) on a call.

Display, Softkeys and Display Control Buttons

The softkeys are the four keys labeled with arrows located directly below the display. The four display control buttons, labeled <Menu>, <Exit>, <Prev>, and <Next> are located under the softkeys.

Hold

The Hold feature puts a call on hold until you can return to it.

Redial

The Redial (or Last Number Dialed) feature automatically redials the number you dialed.

Select Ring

The Select Ring feature allows you to choose your own personalized ringing pattern for your telephone from among eight different patterns.

Send All Calls

Temporarily sends all your calls to the extension of a person designated in your coverage path to answer them when you cannot (perhaps a secretary, receptionist, or voice mail).

Speakerphone

The two-way built-in speakerphone allows you to place and answer calls without lifting your handset.

Transfer

The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.

DETAILED INSTRUCTIONS

Abbreviated Dialing

To program/reprogram an AD button

- 1 Write down the outside numbers, extensions, and/or feature access codes you want to program.
Note: Each AD button will hold one complete phone number or feature access code.
- 2 Pick up handset or press <Spkr>.
- 3 Press the **Menu** button and then press the soft key below **Prog**.
If **Prog** is not available on your display, press the <**Program**> button (if administered).
- 4 Press the AD button to be programmed.
- 5 Dial an extension, feature access code or an outside number (preceded by 9).
- 6 Press #. [confirmation tone]
 - Number is stored.
- 7 Repeat Steps 4 through 6 to program additional buttons.
- 8 Hang up to end programming.

To place an AD call

- 1 Press the selected AD button.
 - Call is automatically dialed.

Call Forwarding All Calls

To temporarily redirect all calls to an extension or outside number of your choice

- 1 Press the **Call Fwd>** button (if available) while on-hook or off-hook OR, pick up the handset, get dial tone and Dial the Call Forward code *72 (while off-hook). [dial tone]
- 2 Dial the extension or 9 plus the outside number where calls will be sent (some telephones may have restrictions on where calls can be forwarded).

Hang up

Note: To make sure you have successfully forwarded your telephone to the appropriate number, go to another telephone, dial your number and make sure it is answered by the appropriate number.

To cancel Call Forwarding

- 1 Press the **Menu** button and then press the softkey below **CFrwd** (while on-hook).
If **CFrwd** is not available on your display, press the <**Call Fwd**> button (while on-hook)
OR, pick up the handset, get dial tone and Dial the Call Forward Cancel code #73 (while off-hook).
[confirmation tone]
 - Your calls will now ring at your own telephone.

Note: To make sure you have successfully cancelled call forwarding, go to another telephone, dial your number and make sure it is rings on your telephone.

Call Pickup

To answer a call placed to a member of your pickup group when your telephone is idle

- 1 Press the <Call Pickup> button (if administered), or pick up the handset, get dial tone and Dial the Call Pickup code *10.
you are connected to the ringing call.

Conference

To add another party to a call (for a total of six parties)

- 1 Press <Conf>. [dial tone]
 - Present call is put on hold; you are given a new call appearance.
- 2 Dial the number of the new party and wait for an answer.
- 3 When you want to add the new person, press <Conf> again.
- 4 Repeat Steps 1 through 3 for additional conference connections.

To add a call you have put on hold to another call you are connected to

- 1 Press <Conf>. [dial tone]
 - Held call light and the current call appearance light flutter.
- 2 Press the call appearance button of the call on hold (first call).
- 3 Press <Conf> again.
 - All parties are now connected.

To drop the last person added to the conference call

- 1 Press the Menu button and then press the softkey below **Drop**.

Display, Softkeys, and Control Buttons

The softkeys are the four unlabeled round keys located directly below the display. The four round display control buttons, labeled **Menu**, **Exit**, **Prev**, and **Next** are located under the softkeys.

There are three separate feature option screens (at KUMC we only use the first screen).

You can enter Softkey Mode by pressing the Display Control button labeled **Menu**. The following is what will appear on the softkey feature menu screen.

Prog	Drop	TmDay
------	------	-------

To use any of these features, you must press the softkey below the feature name or abbreviation.

Prog is the program button used to program AD (abbreviated dial) buttons on your set.

If you want to drop the last person added to a conference call, press the softkey below Drop.

TmDay when depressed will display the time, day and date.

Press the **Exit** button at any time to exit softkey mode and return to Normal (call-handling) Mode.

Hold

To keep a call on hold while you answer another call or perform another task

- 1 Press <Hold>.
 - Green light next to the held call blinks.
-

To return to the held call

- 1 Press the call appearance button of the held call.
-

To answer a new call while active on another

- 1 Press <Hold>.
 - Green light next to the held call blinks.
- 2 Press the call appearance button of the incoming call.
 - You are connected to the incoming call.

Last Number Dialed (Redial)

To redial the last number that you dialed

- 1 Press <Redial>.
 - The last number you dialed is automatically redialed.
 - Note:** The redialed number can be an outside number (up to 24 digits), an extension, or a trunk or feature access code.

Select Ring

To select a personalized ringing pattern

- 1 While on-hook, press <Conf>.
 - Current ringing pattern plays and repeats every three seconds.
- 2 Continue to press (and then release) <Conf> to cycle through all eight ringing patterns.
- 3 If you want to save the ringing pattern currently being played, do not press <Conf> anymore. You will hear the selected ringing pattern two more times, and then it will be automatically saved.
 - You hear confirmation tone (two rising tones), and your new ringing pattern is set.

Note: If you go off-hook, receive a call, or lose power during selection, the process is interrupted and you must start again.

Send All Calls

To send all calls (except priority calls) immediately to coverage (if your system manager has provided a coverage path for your extension)

- 1 Press the <Send Calls> button (while on-hook)
OR, Dial the Send All Calls code *30. [confirmation tone]

Note: You may hear a ring-ping (half-ring) tone from your telephone as each call is forwarded.

To cancel Send All Calls

- 1 Press the <Send Calls> button again (while on-hook)
OR, Dial the Send All Calls Cancel code #40 [confirmation tone]

Speakerphone

To place or answer a call without lifting the handset, or to use the speakerphone with any feature

- 1 Press <Spkr>.
 - Red light next to <Spkr> goes on.
- 2 Place or answer the call, or access the selected feature.
- 3 Adjust speakerphone volume if necessary. To raise the volume, press the right half of the Volume control button labeled \blacktriangle ; to lower the volume, press the left half of the Volume control button labeled \blacktriangledown .

To change from the speakerphone to the handset

- 1 Pick up the handset and talk.
 - Red light next to <Spkr> goes off.
-

To change from the handset to the speakerphone

- 1 Press <Spkr>.
 - Red light next to <Spkr> goes on.
 - 2 Within 10 seconds, hang up the handset.
-

To prevent the other person on the call from hearing you

- 1 Press <Mute>.
 - Red light next to <Mute> goes on, and the other person cannot hear you.
 - 2 Press <Mute> again to resume talking with the other person.
 - Red light next to <Mute> goes off, and the other person can hear you again.
-

To end a call

- 1 Press <Spkr> again.
 - Red light next to <Spkr> goes off.
-

Transfer

To send the present call to another extension or outside number

- 1 While on a call, press <Trnsfr>. [dial tone]
 - Present call is put on hold, and the green light next to the held call blinks.
 - You are given a new call appearance.
- 2 Dial the number to which the call is to be transferred. [ringing]
- 3 Remain on the line and announce the call; if the line is busy or if there is no answer, return to the held call by pressing its call appearance button.
- 4 Press <Trnsfr> again.
 - Call is sent to the dialed extension or number.
- 5 Hang up.

Tones and Their Meanings

Ringng tones are produced by an incoming call. **Feedback tones** are those which you hear through the handset (receiver) or the speaker.

Ringng Tones

- **1 ring** - A call from another extension.
- **2 rings** - A call from outside or from the attendant.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback Tones

- **busy** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **confirmation** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** - A continuous tone; indicates dialing can begin.
- **intercept/time-out** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after listing the handset or dialing the previous digit.
- **recall dial** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **Ringback tone** A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

Troubleshooting

Problem

A feature does not work as noted in the book.

There is no dial tone.

The telephone does not ring.

Solution

- 1 Reread the procedure and try again.
 - 2 For many features you must lift the handset before you can use the feature.
 - 3 Call the Information Resources Customer Service Center at 87995.
- 1 Make sure the handset and line cords at your telephone are securely connected at both ends.
 - 2 Call the Information Resources Customer Service Center at 87995
- 1 Set the ringer volume to a higher level.
 - 2 Place a test call from another extension to your extension.
 - 3 Check the line cord to make certain it is securely connected at both ends.
 - 4 If there is still a problem, Call the Information Resources Customer Service Center at 87995.

Access Codes

Feature	Code
Call Forward	*72
Call Forward Cancel	*73
Call Pickup	*10
Send All Calls	*30
Send All Calls Cancel	*40