Lucent Technologies
Bell Labs Innovations

6400 Series Multi-line Telephones User's Guide

Contents

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HEARING AID COMPATIBILITY

The 6400-Series voice terminals are Hearing Aid Compatible (HAC). In addition, some units have "HAC" printed on them.

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If the "CE" mark is affixed to this equipment. it means that it conforms to the European Union Electromagnetic Compatibility Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC).

IMPORTANT USER SAFETY INSTRUCTIONS

The most careful attention has been devoted to quality standards in the manufacture of your new telephone. Safety is a major factor in the design of every set. But, safety is YOUR responsibility too.

Please read carefully the helpful tips listed below and on the next page. These suggestions will enable you to take full advantage of your new voice terminal. Then, retain these tips for later use.

⚠ **CAUTION:**

This telephone is NOT for residential use. It is for business systems applications ONLY. Use in a residential environment could result in an electrical short circuit when the telephone wiring is set up to provide other applications, for example, for appliance control or power transformers. The AC power used in these applications may create a safety hazard by placing a direct short circuit across the telephone wiring.

Use

When using your telephone equipment, the following safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

- Read and understand all instructions.
- Follow all warnings and instructions marked on the telephone.
- This telephone can be hazardous if immersed in water. To avoid the possibility of electric shock, do not use it while you are wet. If you accidentally drop the telephone into water, do not retrieve it until you have first unplugged the line cord from the modular jack. Then, call service personnel to ask about a replacement.
- Avoid using the telephone during electrical storms in your immediate area. There is a risk of electric shock from lightning. Urgent calls should be brief. Even though protective measures may have been installed to limit electrical surges from entering your business, absolute protection from lightning is impossible.
- If you suspect a natural gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that this spark could ignite heavy concentrations of gas.

- Never push objects of any kind into the equipment through housing slots since they may touch hazardous voltage points or short out parts that could result in a risk of electric shock. Never spill liquid of any kind on the telephone. If liquid is spilled, however, refer servicing to proper service personnel.
- To reduce the risk of electric shock, do not disassemble this telephone. There are no user serviceable parts. Opening or removing covers may expose you to hazardous voltages. Incorrect reassembly can cause electric shock when the telephone is subsequently used.

Service

1. Before cleaning, unplug the telephone from the modular wall jack. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

2. Unplug the telephone from the modular wall jack. Be sure to refer servicing to qualified service personnel when these conditions exist:

   — If liquid has been spilled into the telephone.

   — If the telephone has been exposed to rain or water.

   — If the telephone has been dropped or the housing has been damaged.

   — If you note a distinct change in the performance of the telephone.

SAVE THESE INSTRUCTIONS

When you see this warning symbol on the product, refer to this instructions booklet packed with the product for more information before proceeding.

6400 Series Multi-line Telephones

The 6400 Series multi-line telephones include the following:

- **The 6408 and 6408 Plus Telephones —** Both of these telephones have eight call appearance/feature buttons. The 6408 has a one-way listen-only speaker. The 6408 Plus has a two-way speakerphone.

- **The 6408D and 6408D Plus Telephones —** Both of these telephones have eight call appearance/feature buttons and a 2-line by 24-character display. The 6408D has a one-way listen-only speaker. The 6408D Plus has a two-way speakerphone.

- **The 6416D Plus Telephone —** This telephone has 16 call appearance/feature buttons, a 2-line by 24-character display, and a two-way speakerphone.

- **The 6424D Plus Telephone —** This telephone has 24 call appearance/feature buttons, a 2-line by 24-character display, and a two-way speakerphone.

Familiarize yourself with your 6400 Series multi-line telephone, shown in Figure 1 and described on the next page.
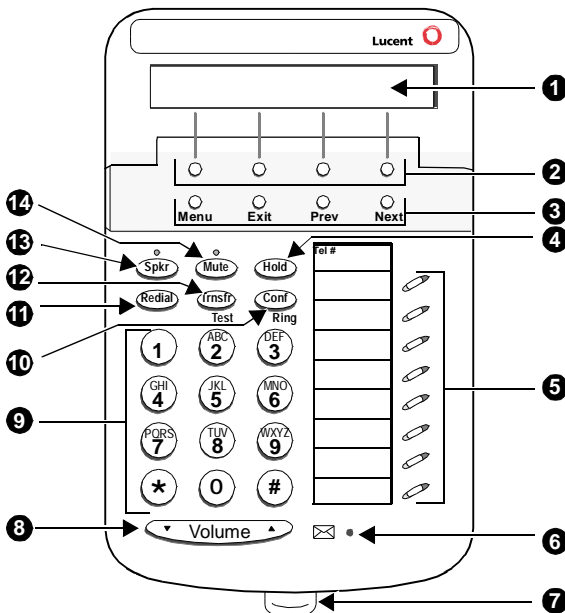

FIGURE 1   The 6400 Series Multi-Line Telephone

1

The following features correspond to the numbers in Figure 1.

1) Display — The 2-line by 24-character display is available only on the 6408D, 6408D Plus, 6416D Plus, and the 6424D Plus.

2) 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 12 features on your voice terminal *in addition to* those features administered on the call appearance/ feature buttons. For more information on the softkey and softkey features, see "Using the Softkeys" later in this guide.

3) Display control buttons — These four buttons on the 6400 Series multi-line telephones are labeled **Menu, Exit, Prev**, and **Next**. For a description of their uses, see "Using the Softkeys" later in this guide.

4) Hold — A red button for putting a call on hold.

5) Call appearance/feature buttons — Usually, at least three of these 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.

> **Note:** The 6408 telephones have eight buttons that can be used for call appearances or features. The 6416D Plus telephone has 16 call appearance/feature buttons. The 6424D Plus has 24 call appearance/ feature buttons.

6) Message light — A red light which goes on steadily when a message has been left for you. This light is labeled ✉.

7) Tray handle — Five quick reference cards are provided in the tray located under the base of every 6400 Series telephone:

> **Card 1:** Quick reference procedures for using Conference, Hold, and Transfer;
>
> **Card 2:** Quick reference procedures for using Test, Speaker and Speakerphone, and Redial;
>
> **Card 3:** Quick reference procedures for using the display, softkeys, and display control buttons;
>
> **Card 4:** A list on which you can write the 2- or 3-digit feature access codes for your telephone system;
>
> **Card 5:** A list on which you can write numbers or names associated with Abbreviated Dialing personal lists, and on which you can list trunk codes and frequently-used extensions in your telephone system such as the number for AUDIX® (or other voice mail system) or your system attendant.

> **Note:** You may wish to remove the tray from the telephone, especially if you are wall-mounting the telephone. For this purpose, use the directions titled "Removing the Telephone Tray" in the **Installation** section of this guide.

8) 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.

9) 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.

10) Conf/Ring button — For setting up conference calls. (Use this feature while off-hook.) *Ring* is printed below $\boxed{\text{Conf}}$ to remind you that by pressing $\boxed{\text{Conf}}$ while on-hook, you can select a personalized ringing pattern for your telephone. You can choose from among eight possible ringing patterns.

11) Redial button — For redialing the last number that you dialed using the dial pad.

12) Transfer/Test button — For transferring a call to another telephone. (Use this feature while off-hook.) *Test* is printed below $\boxed{\text{Trnsfr}}$ to remind you that by pressing $\boxed{\text{Trnsfr}}$ while on-hook, you can test the button lights and the display (if the telephone has one).

13) Speaker button — For accessing either the one-way, listen-only speaker or the built-in two-way Speakerphone feature.

> **Note:** Your voice terminal can be set for either the Speaker (listen-only) feature *or* the Speakerphone (listen and talk) feature. Check with your system manager to see how your Speaker button is to be used.

14) 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.

Handset (not shown here) — 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

Headsets for 6400 Series telephones allow one-touch hands-free operation. To answer a call, press $\boxed{\text{Headset}}$ (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. See Figure 2.
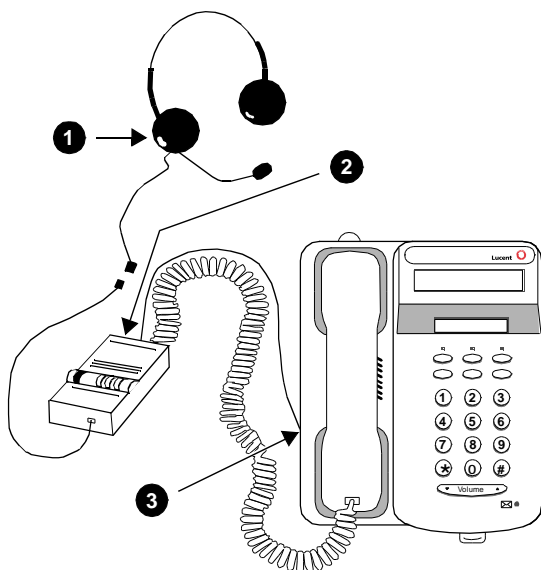
FIGURE 2   The Headset Attached to a 6400 Series Telephone

Headpieces

The following headpieces can be used with these telephones:

— **Mirage® —** Receiver fits over either ear. Not for noisy environments.
— **StarSet® —** Eartip fits in ear canal.
— **Supra® Monaural —** Adjustable headband and soft ear cushion.
— **Supra Monaural Noise-Canceling (NC) —** Same as above with noise-canceling microphone that reduces background noise transmission by up to 75 percent.
— **Supra Binaural —** Sound in both ears.
— **Supra Binaural Noise-Canceling (NC) —** Same as above with noise-canceling microphone on flexible boom; features windscreen and reduces background noise transmission by up to 75 percent.

  Note: The privacy of the Whisper Page announcement cannot be guaranteed when telephones have headset adapters other than the M10L-8400 plugged into the Handset jack. The M10L-8400 (Comcode: 407639715; PEC: 3122-022) is the only headset adapter for the Handset jack that should be used for the 6400 Series telephones.For more information, see the Whisper Page instructions in the **Voice Features** section.

Using the Softkeys

If you are using a multi-line telephone with a display, the following information will help you use the display, the softkeys, and the display 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. Figure 3 shows the location of the softkeys in relation to the display above the softkeys and the display control buttons below them.
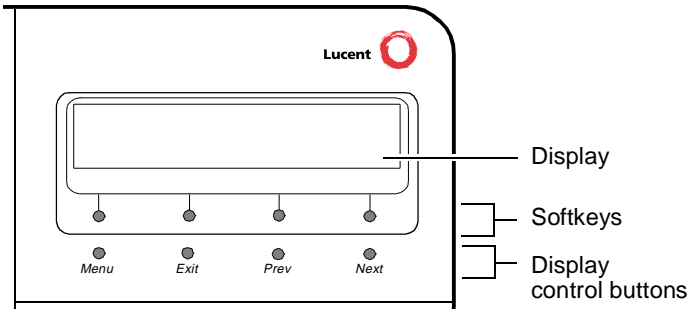

FIGURE 3   The Display, Softkeys, and Control Buttons

Entering Softkey Mode and Viewing the Three Feature Menu Screens

There are three separate feature option screens. Each of these screens allows you to select from four different features.

You can enter Softkey Mode by pressing the Display Control button labeled **Menu**. The following is an example of a softkey feature menu screen.
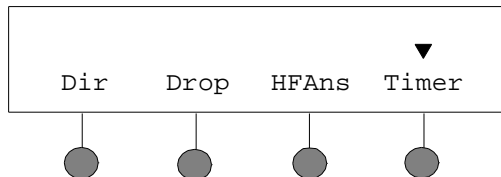
The top line of each softkey feature menu screen shows you the status of each of the four features. An arrow appears above the feature name or abbreviation if that feature is active. If there is no arrow above the feature, the feature is not active. In the above example, the Timer feature is active because there is an arrow above that feature abbreviation.

The second line on each softkey feature menu screen shows the features you can access. To use any of these features, you must press the softkey below the feature name or abbreviation. For example, on the feature option screen shown on the previous page, you can access the System Directory by pressing the softkey below **Dir** (the System Directory feature). If you want to drop the last person added to a conference call, press the softkey below **Drop**.

To see the next set of four features, press the display control button labeled **Next**; to move back a screen, press the display control button labeled **Prev**. Press the **Next** or **Prev** button until the feature you want to use appears on the second line. The following flowchart (Figure 4) shows the default features for the three feature option screens. These are the 12 softkey features available when the telephone (with display) is shipped from the factory. Also, see "Other Softkey Features That May Be On Your Display" later in this guide.
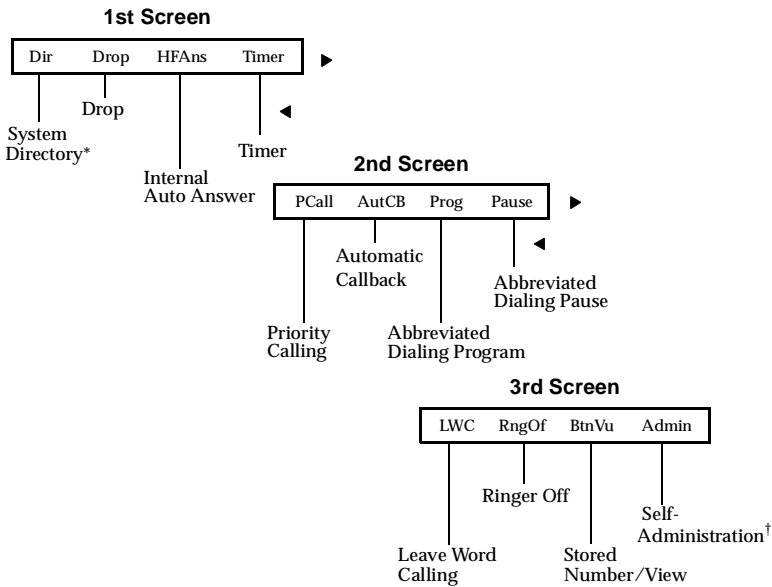

FIGURE 4 The Three Default Softkey Feature Menu Screens

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* A Call Display button should be administered, if access to System Directory is provided.

† For a full description of this feature (which allows you to administer some features on your own telephone), see "Self-Administration" in the section titled **Voice Features**.

Note: An error tone (one beep) sounds when you have made a mistake in your softkey entries.

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

Other Softkey Features That May Be On Your Display

Figure 4 on the previous page shows the 12 default softkey features, those features that can be accessed with the softkeys when the 6400 Series telephone is initially installed. However, the system manager may substitute other softkey features in their place. The following table is a list of some of these alternate features and the feature abbreviation associated with each.

Note: The switch release to which your telephone is connected may provide additional alternate softkey features.

| Alternate Softkey Features	
Abbreviation	**Feature**
Acct	Account Code Entry
AD	Abbreviated Dialing buttons (can be multiple buttons)
CFrwd	Call Forwarding All Calls
CPark	Call Park
CPkUp	Call Pickup
CnLWC	Cancel Leave Word Calling
Cnslt	Consult
Count	ACD Stroke Count (can be up to 10 buttons)
Dpkup	Directed Call Pickup
Excl	Manual Exclusion
GrpPg	Group Paging
IAuto	Automatic Intercom
IDial	Dial Intercom
Inspt	Inspect
Mark	AD Special Function Mark
Park	Call Park to other Extensions
SAC	Send All Calls
SFunc	Abbreviated Dialed Special Function
Spres	Abbreviated Dialing Suppress
Stats	ACD Agent Statistics
Stop	Abbreviation Dialing Stop/Indefinite Wait
Wait	AD Special Function Wait

Using the Softkeys to Activate a Feature (an Example)

Your display and softkeys allow you to access up to 12 switch-related features. For example, you may want to use the Priority Calling feature to call another extension with a priority ring. You can activate this feature with the softkeys in the following way:

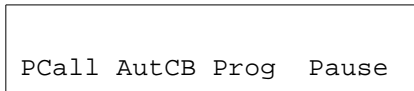**To access a feature with the softkeys (Priority Calling is used in this example)**

1. Press the **Menu** button.

   The display shows the initial softkey feature menu screen:

   ```
   Dir  Drop   HFAns  Timer
   ```
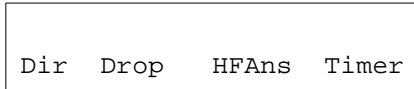
2. Press the **Next** button.

   The display shows the second softkey feature menu screen:

   ```
   PCall AutCB Prog  Pause
   ```

3. To use the Priority Calling feature, press the softkey below **PCall** and then dial the extension.

   Note: When the feature is activated, after the display screen shows you the digits you are dialing, an arrow appears above the feature, as in the example below. If there is not an arrow above the feature, the feature is off.

   ```
      ▼
   PCall AutCB Prog  Pause
   ```
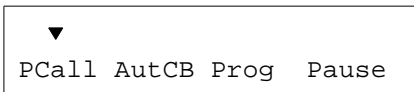
   Note: When both parties hang up from the call, the arrow above **PCall** (showing feature status indication) disappears.

Call-Handling Features

Conference

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

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. If your telephone has a display, press the Menu button and then press the softkey below **Drop**.

   If you do not have the Drop feature on your display, press ⎡Drop⎤ (if administered).

Hold

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

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 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.

Hold *(continued)*

To return to the held call

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

Redial

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

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.

Speaker (Listen-Only) and Group Listen

The Speaker feature allows you to place calls or access other features without lifting the handset. However, in order to speak to the other party, you must use the handset. With the Group Listen feature, the handset and speaker are active at the same time.

Note: The 6408 and 6408D are equipped with a one-way, listen-only speaker. The 6408 Plus, 6408D Plus, 6416D Plus, and 6424D Plus can be optioned for either a two-way *speakerphone* or a one-way, listen-only *speaker*. Check with your system manager to see which feature you can use on your telephone.

To place a call without lifting the handset or for any listening-only feature (such as monitoring a call on which you have been put on hold or for group listening)

   1. Press ⟨ **Spkr** ⟩.

   Red lights next to ⟨ **Spkr** ⟩ *and* ⟨ **Mute** ⟩ *go on.*

   2. Place a call or access the selected feature.

   3. Adjust speaker volume if necessary:
      To raise the volume, press the right half of the Speaker Volume control button labeled ⌃; to lower the volume, press the left half of the Speaker Volume control button labeled ⌄.

Speaker (Listen-Only) and Group Listen *(continued)*

If you have a display, it shows the volume level: (There are eight volume levels.)

```
->>>>>>    +
```
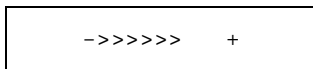
To turn off the speaker and return to handset

1. Pick up the handset.

Speaker goes off and the red lights next to ⟨ **Spkr** ⟩ *and* ⟨ **Mute** ⟩ *go off.*

To end a call (while the handset is on-hook and only the speaker is active)

1. Press ⟨ **Spkr** ⟩.

Red lights next to ⟨ **Spkr** ⟩ *and* ⟨ **Mute** ⟩ *go off.*

To activate the speaker while using the handset (the Group Listen feature) so that both are active at the same time

1. Press ⟨ **Spkr** ⟩.

Red light next to ⟨ **Spkr** ⟩ *goes on.*

The speaker is active, and the handset is also on.

Note: If you hang up the handset within 10 seconds after pressing ⟨ **Spkr** ⟩, the call remains active on the speaker.

If you hang up the handset more than 10 seconds after pressing ⟨ **Spkr** ⟩, the speaker will also turn off, and the call is disconnected.

To mute the microphone associated with the handset (while on the handset or in Group Listen) so the other party cannot hear 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 through the handset.

Red light next to ⟨ **Mute** ⟩ *goes off, and the other person can hear you again.*

Speakerphone

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

Note: Your telephone may be set for the two-way *speakerphone or* for the one-way, listen-only *speaker*. Check with your system manager to see which of these features you can use.

Note: Some locations may wish to use the speakerphone for the Group Listen feature. With this feature you can hear the other person through the handset and speakerphone, but in order to speak to the other person, you must use the handset. Ask your system manager if the Group Listen feature has been administered for your telephone.

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 ▢△▢ ; to lower the volume, press the left half of the Volume control button labeled ▢▽▢ . If you have a display, it shows: (There are eight volume levels.)

   > ```
   > –>>>>>>    +
   > ```

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 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.

Speakerphone *(continued)*

To use the Group Listen feature in which the handset and the speakerphone are active at the same time

    1. While you are active on the handset, press ⬭ **Spkr** .

    Red light next to ⬭ **Spkr** *goes on.*

    People in your office can hear the conversation on the speakerphone, but you must use the handset in order to speak to the other party.

Note: If you hang up the handset within 10 seconds after pressing ⬭ **Spkr** , the call remains active on the speaker.

    If you hang up the handset more than 10 seconds after pressing ⬭ **Spkr** *,* the speaker will also turn off, and the call is disconnected.

To end a call

    1. Press ⬭ **Spkr** again.

    Red light next to ⬭ **Spkr** *goes off.*

Test

The Test feature allows you to test the lights and display on your telephone.

To test the lights and display on your telephone

    1. While on-hook, press and hold down ⬭ **Trnsfr** .

    Lights go on in columns, and if there is a display on the telephone, all the display segments fill in.

    2. To end test, release ⬭ **Trnsfr** .

    Lights return to normal operation.

Note: If the lights or the display segments do not respond during the test, see your system manager.

Transfer

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

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.

Transfer *(continued)*

2. Dial the number to which the call is to be transferred. *[ringback tone]*

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.

Getting Messages

Message

Your Message light goes on when a caller has left a message for you.

For directions on retrieving your messages, see your system manager.

Note: If your telephone has a display, you may also be able to use the Message Retrieval display feature.

Selecting a Personalized Ring

Select Ring

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

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.

Voice Features

In many of the following procedures, you can use a 2- or 3-digit code to access a feature. For that purpose, a space (_____) is provided so that you can write in the appropriate code. You may also write feature codes on the Feature Access Code quick reference list on the cards in the tray located under the base of the telephone.

Another way of accessing features is by using feature buttons administered on your telephone by your system manager. These buttons are represented in the following procedures by a box labeled with the feature name, such as `Send Calls` to represent the Send All Calls feature administered on a call appearance/feature button.

Abbreviated Dialing (AD)

The Abbreviated Dialing (AD) feature allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature access code. Abbreviated Dialing offers four possible types of lists — Personal, Group, System, and Enhanced, and you can have a total of three lists. (Of these three lists, you can have only one System List and one Enhanced List.) You program numbers on a Personal List; numbers on Group Lists are programmable by the controller of the list; System Lists and Enhanced Lists are programmable only by the system manager.

You can also program a number on an AD button that is *not* stored on an AD list. This Automatic Dialing number can be up to 16 digits and characters.

Note: You may also be able to program a 1.5-second pause in an AD number such as between an access code and the telephone number. (Press the **Menu** button and then press the softkey below **Pause**.)

Note: There is a 10-second time limit between your going off-hook and entering the first digit of an AD button, and then a 10-second time limit between each digit. If you hear intercept tone while you are programming the button, you have exceeded the time limit and you must begin again.

To program/reprogram an AD button

1. On a separate sheet of paper, 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`.

   Note: If you are using the built-in speakerphone, you must press a call appearance button before you begin Step 3.

3. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **Prog.**

   If your telephone does *not* have a display or if **Prog** is not available on your display, press the Program button (if administered)

   OR, Dial the AD Program access code _____.   *[dial tone]*

4. Press the AD button to be programmed.

5. Dial an outside number, extension, or feature access code you want to store.

   Note: If the programmed number is associated with a list, it can be up to 24 digits. If the stored number is NOT associated with a list (that is, an Automatic Dialing button), it can be up to 16 digits. See your system manager if you need help.

   Note: If your telephone has a display, you may be able to use the softkeys to add special functions such as Pause, Mark, or Wait into the telephone numbers programmed on the AD button.

   If you are programming an outside number, be sure to include a trunk code, if applicable.

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.

To program or reprogram an outside number, extension, or feature access code into an AD personal list

1. On a separate sheet of paper, write down the outside numbers, extensions, and/or feature access codes you want to program as items on your personal list(s).

   Note: Each phone number or feature access code is stored as a separate item.

2. Pick up the handset or press ⟨ **Spkr** ⟩.

   Note: If you are using the built-in speakerphone, you must press a call appearance button before you begin Step 3.

Abbreviated Dialing (AD) *(continued)*

   3. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **Prog.**

      If your telephone does *not* have a display or if **Prog** is not available on your display, press the `Program` button (if administered)

      OR, Dial the AD Program access code _____.   *[dial tone]*

   4. Dial the Personal List number (**1, 2, or 3**).

   5. Dial the list item (**1, 2, 3...**) .

   6. Dial the number you want to store (up to 24 digits).

      Note: You may also be able to use the softkeys to add AD special functions such as Pause, Mark, Suppress, or Wait into the programmed telephone numbers.

          If you are programming an outside number, be sure to include a trunk code, if applicable.

   7. Press `#`.   *[confirmation tone]*

     Number is stored.

   8. Repeat Steps 5 through 7 if you want to program additional items on the same list; hang up and begin again at Step 1 if you want to program items on another list.

   9. Hang up to end programming.

Note: Record your personal list items on the Abbreviated Dialing list on the cards in the tray under the telephone; group, system, and enhanced list can be obtained from your system manager.

To place a call using an AD list button or code

   1. Press the `Pers List` or `Grp List` or `Sys List` buttons (if administered)

      OR, Dial the appropriate AD List code:

      List 1 _____

      List 2 _____   *[dial tone]*

      List 3 _____.

      Note: An `Enhcd List` (Enhanced List) may also be available; see your system manager.

   2. Dial the desired list item (**1, 2, 3...**).

Call is automatically dialed.

Automatic Callback

The Automatic Callback feature sends you a priority ring indicating a previously busy or unanswered extension you dialed is now available.

To automatically place another call to an extension that was busy, did not answer, or returned call waiting ringback tone

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **AutCB** during call attempt.

   If your telephone does *not* have a display or if **AutCB** is not available on your display, press the `AutoCallBk` button (if administered) during the call attempt.

   Note: If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will *not* be redirected to coverage.

2. Hang up.

   You will get a priority ring when both you and the called extension are idle; when you answer, regular ringing is sent to the called party.

3. Lift the handset when you hear priority ring.

   Note: Automatic Callback is automatically canceled after 30 minutes.

To cancel Automatic Callback

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **AutCb** again (while on-hook).

   If your telephone does *not* have a display or if **AutCB** is not available on your display, press the `AutoCallBk` button again (while on-hook).

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.

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

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **CFrwd** (while on-hook or off-hook).

   If your telephone does *not* have a display or if **CFrwd** is not available on your display, press the `Call Fwd` button (if administered) (while on-hook or off-hook)

   OR, Dial the Call Forward access code _____
   (while off-hook).   *[dial tone]*

Call Forwarding All Calls *(continued)*

> **Note:** If you have console permission, next, dial the extension
> number whose calls are to be forwarded; receive dial tone.

2. Dial the extension or number where calls will be sent.

> **Note:** Some telephones have restrictions on where calls can be
> forwarded (see your system manager).

3. Hang up.

   *You may hear a ring-ping tone from your telephone as each call is
   forwarded.*

To cancel Call Forwarding

1. If you are using a telephone with a display, press the **Menu** button
   and then press the softkey below **CFrwd** (while on-hook).

   If your telephone does *not* have a display or if **CFrwd** is not available
   on your display, press the ⎡Call Fwd⎤ button (while on-hook)

   OR, Dial the Call Forward cancel code _____
   (while off-hook).   *[confirmation tone]*

   Your calls will now ring at your own telephone.

Call Park

The Call Park feature allows you to put a call on hold at your telephone, for
retrieval at any extension.

To park a call at your extension (for retrieval at any extension)

Note: To use the Call Park feature on a telephone with display (if Call Park
is one of your softkey features), press the **Menu** button and then the
softkey below **CPark**. Then hang up.

   OR, if a ⎡Call Park⎤ button has been assigned to your telephone, press
   the ⎡Call Park⎤ button (if administered) and hang up.

Otherwise, follow the instructions below.

1. Press ⟨Trnsfr⟩.   *[dial tone]*
2. Dial the Call Park access code _____.   *[confirmation tone]*
3. Press ⟨Trnsfr⟩ again.

   Call is parked at your extension.

4. Hang up.

Call Park *(continued)*

To retrieve a parked call from another extension

1. Pick up the handset or press ⟨ **Spkr** ⟩.
2. Dial the Call Park access code _____.   *[confirmation tone]*
3. Dial the extension where the call is parked.   *[confirmation tone]*

   If returning to a call parked at your telephone, dial your own extension.

   Note: If you receive intercept tone, the parked call has been disconnected or retrieved by someone else.

Call Pickup and Directed Call Pickup

The Call Pickup feature lets you answer a call at your telephone for another extension in your pickup group. If you can use the Directed Call Pickup feature, you can pick up a call ringing at a specific extension without the person's being a member of your pickup group.

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

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **CPkUp.**

   If your telephone does *not* have a display or if **CPkUp** is not available on your display, press the **CallPickup** button (if administered)

   OR, Dial the Call Pickup access code _____.

   Called telephone stops ringing, and you are connected to the ringing call.

To pick up a call directly for someone else in your office

Note: Again, the Directed Call Pickup feature is designed for covering calls for someone while they are away from their desk. In this case, you do *not* have to be a member of the same pickup group.

1. Press the **DirCall PkUp** button

   OR, Dial the Directed Call Pickup access code _____.

2. Dial the extension of the ringing telephone.

   Called telephone stops ringing, and you are connected to the ringing call.

Internal Auto Answer

The internal Auto Answer (or Hands-Free Answer on Intercom) feature allows you to answer incoming internal calls automatically, that is, without lifting the handset. This feature is intended for telephones with built-in speakerphones.

To answer incoming internal calls automatically

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **HFAns.**

   If your telephone does *not* have a display or if **HFAns** is not available on your display, press the ⌈ **IAA** ⌉ button (if administered).

   You will hear a 3-tone warble before your telephone goes off-hook on each internal call.

2. When you no longer want to have internal calls answered automatically, press the softkey below **HFAns**, or press ⌈ **IAA** ⌉.

Leave Word Calling (LWC)

The Leave Word Calling (LWC) feature leaves a message for a person at another extension to call you back. The called party will be able to dial message service (for example, an attendant, AUDIX or other voice mail system, a covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called.

To leave a message after dialing an extension (when your call is not answered, you hear a coverage or busy tone, or you have been put on hold)

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **LWC** before hanging up.

   If your telephone does *not* have a display or if **LWC** is not available on your display, press the ⌈LWC⌉ button (if administered) before hanging up.

   [confirmation tone]

   Message light goes on at the called telephone (if so equipped).

   Note: If reorder tone is heard, message is not stored; try again.

To leave a message without ringing an extension

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **LWC.**

   If your telephone does *not* have a display or if **LWC** is not available on your display, press the ⌈LWC⌉ button

   OR, Dial the Leave Word Calling access code _____ (while off-hook).   *[dial tone]*

Leave Word Calling (LWC) *(continued)*

    2. Dial the extension.   *[confirmation tone]*

    Message light goes on at the called telephone (if so equipped).

    3. Hang up.

To cancel a Leave Word Calling message

Note: You cannot cancel a message left for an AUDIX subscriber.

    1. While on-hook or off-hook, press the **Menu** button and then press the softkey below **CnLWC**.

    If **CnLWC** is not available on your display, press the ⌐Cancel LWC⌐ button
(while on-hook or off-hook)

    OR, Dial the Leave Word Calling cancel code _____
(while off-hook).   *[dial tone]*

    2. Dial the extension.   *[confirmation tone]*

Note: If reorder tone is heard, the message is not canceled; try again.

Priority Calling

The Priority Calling feature allows you to place an internal call with a distinctive ring (usually a 3-burst ring) to indicate your call requires immediate attention.

To place a priority call

    1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **PCall.**

    If your telephone does *not* have a display or if **PCall** is not available on your display, press the ⌐Priority⌐ button (if administered)

    OR, Dial the Priority Calling access code _____.   *[dial tone]*

    2. Dial the extension.   *[confirmation tone]*

    Wait for the called party to answer.

    Note: If your call is not answered and you wish to redirect it to coverage, press the ⌐Go to Cvr⌐ button while the call is ringing.

To change a regular call into a priority call (when you hear a call waiting ringback tone)

    1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **PCall.**

    If your telephone does *not* have a display or if **PCall** is not available on your display, press the ⌐Priority⌐ button.

Priority Calling *(continued)*

2. Wait for the called party to answer.

   Note: If you still receive a call waiting ringback tone, wait a few minutes and try again.

Self-Administration

If your telephone has a display and the Self-Administration feature has been activated, you will be able to add (or to remove) the following feature buttons on your own telephone using the softkeys and the display control buttons:
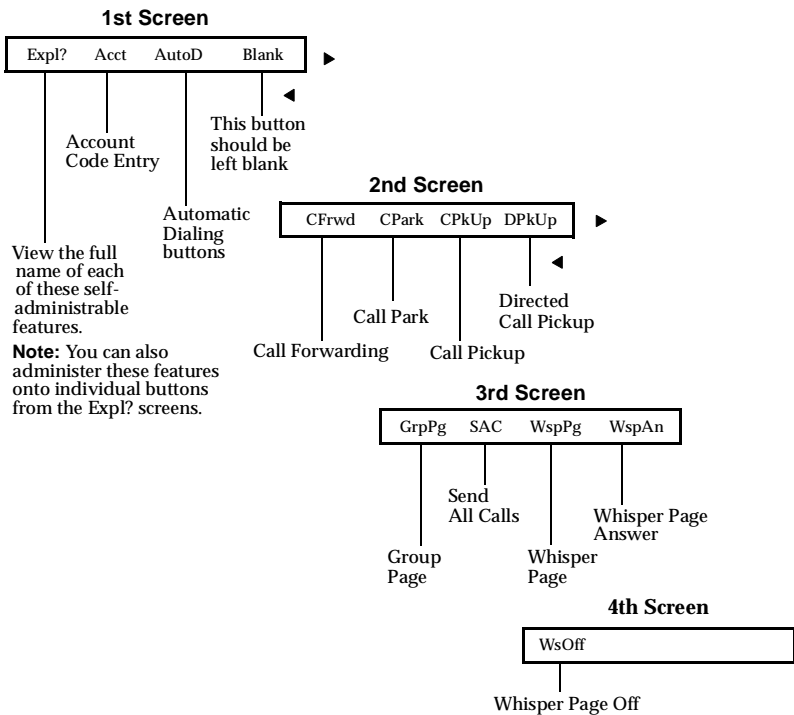
1st Screen

| Expl? | Acct | AutoD | Blank |

▶
◀

Account Code Entry

This button should be left blank

Automatic Dialing buttons

View the full name of each of these self-administrable features.

Note: You can also administer these features onto individual buttons from the Expl? screens.

2nd Screen

| CFrwd | CPark | CPkUp | DPkUp |

▶
◀

Call Park

Directed Call Pickup

Call Forwarding

Call Pickup

3rd Screen

| GrpPg | SAC | WspPg | WspAn |

Send All Calls

Whisper Page Answer

Group Page

Whisper Page

4th Screen

| WsOff |

Whisper Page Off

FIGURE 5   Self-Administration Features and Display Screens

Self-Administration *(continued)*

To administer any of the above features on available buttons on your telephone

1. Press the **Menu** button and then the softkey below **Admin**.

   Note: The telephone must be idle; that is, there must NOT be any active or held calls.

2. If necessary, enter your security code at the telephone dial pad.

   When you have entered the security code, press the softkey below **Done**.

   *The display shows the first SELECT FEATURE screen which lists the first set of four self-administrable features. To see the second set of four features, press the **Next** button. To go back one menu screen, press the **Prev** button.*

3. Press the softkey below the feature you want to place on an available feature button such as **CPkUp** (Call Pickup) or **SAC** (Send All Calls).

   Note: If you choose the Automatic Dialing or Group Paging feature, the display prompts you to add a number such as a telephone number, extension, or trunk code that will be associated with this particular button. When you see the correct number on the screen, press the softkey below **Done**.

   Note: If you wish to see the full name of any of the features on the feature menu screens (called LongMode), press the softkey below **Expl?**. The display, such as the one below, provides the full name of the feature and allows you to select that feature for an available button. (Press the softkey below **Selct** and go on to Step 4.):

   ```
   CALL PICKUP
    ShortMode?      Next     Selct
   ```

   You can administer this feature from this (LongMode) screen with the feature's full name OR you can return to the (ShortMode) screens, shown in Figure 5, which have the feature's abbreviation rather than its full name.

4. Press the button on which you wish to assign this feature.

   If the feature is successfully administered on the feature button, the display shows: "Button Programmed!" Go on to Step 5.

Self-Administration *(continued)*

Note: If there is already a feature programmed on that button, you see the following screen:

```
XXXXX FEATURE ON BUTTON
Replace        Keep     Delete
```

if you want to replace the current feature on that button, press either of the softkeys below **Replace**. (The display returns to the first SELECT FEATURE screen.)

If you want to keep the feature on that button, press the softkey below **Keep**.The display confirms the button has not been changed.

If you want to delete the feature from the button and leave that button blank, press the softkey below **Delete**.

5. When you see the "BUTTON PROGRAMMED!" screen on the display, do one of the following:

— If you want to administer another button on your telephone, press the softkey below **Cont** (Continue) on the second line of the "BUTTON PROGRAMMED" screen. The display returns to the feature list. Repeat Steps 3 and 4 to administer other buttons.

— To end self-administration and return to Normal call-handling mode, press the **Exit** button.

Note: Be sure to write the name of the self-administered feature(s) on the appropriate button on the telephone button designation cards.

Send All Calls

Temporarily sends all your calls to the extension of a person designated by your system manager to answer them when you cannot (perhaps a secretary or receptionist).

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

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **SAC** (while on-hook).

If your telephone does *not* have a display or if **SAC** is not available on your display, press the ⎡Send Calls⎤ button (while on-hook)

OR, Dial the Send All Calls access code _____
(while on-hook).   *[confirmation tone]*

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

Send All Calls *(continued)*

To cancel Send All Calls

1. If you are using a telephone with a display, press the **Menu** button and then press the softkey below **SAC** again (while on-hook).

    If your telephone does *not* have a display or if **SAC** is not available on your display, press the ⟨Send Calls⟩ button again (while on-hook)

    OR, Dial the Send All Calls cancel code _____ (while off-hook).   *[confirmation tone]*

Whisper Page

The Whisper Page feature allows you, if you have appropriate permissions, to make an announcement to a person at another extension currently on another call. Only the person at the other extension hears the announcement; the other person on the call cannot hear the message.

Note: The M10L-8400 is the only headset adapter that should be plugged into the Handset jack on the 6400 Series telephones. If other headset adapters are used, the Whisper Page announcement may be overheard by the other person on the call.

To make an important announcement (such as an incoming call) to someone at another extension busy on another call

1. Press the ⟨Whisper Page⟩ button

    OR, Dial the Whisper Page access code _____.

    Both people on the other call hear a beep.

    The person whom you have called can press the ⟨Whisper Answer⟩ button which forms a two-party speaking path with your telephone. The other call is put on hold and that person cannot hear your conversation.

2. Speak with the person you have called.

    Note: Any person in the system with the ⟨Whisper Answer⟩ *button administered on the telephone can block Whisper Page calls by pressing the* ⟨Whisper Off⟩ *button.*

Display Features

Note: To ensure easier display visibility, the display on the 6408D and 6408D Plus, 6416D Plus, and 6424D Plus can be left in its horizontal position or can be raised to a 45 degree angle. Check which viewing angle is best for your workstation.

Time and Date

Ordinarily, the time and the date will appear on the upper line of your display. (Only the 6408D, 6408D Plus, 6416D Plus, and 6424D Plus telephones have a display.) The time and date are set at the switch, so if there is an error, contact your system manager.

Note: On initially plugging in a 6400 Series display telephone or after a power outage, it may take approximately 15 minutes before the time and date appear on the screen.

Call Information

You may have as many as 24 call appearance buttons. (The 6408 telephones have eight call appearance buttons; the 6416D Plus has 16; the 6424D Plus has 24 buttons.) Beginning with the first button in the upper left hand corner of your faceplate and going down, the display identifies the buttons in the left column as **a** through **h**. The buttons in the right column begin with **i** and then go through **p** (on the 6416D Plus) and through **x** (on the 6424D Plus). When the display shows a= , it represents call information for the first call appearance button. The next button down would be shown as b= , and so on.

When you dial an extension, that number is shown and then replaced by the called party's name and extension. When a call is received from another extension, the caller's name is shown; when a call is received from outside, "OUTSIDE CALL" or a trunk identifier is shown.

The display remains in Normal (call-handling) Mode until you activate one of the other display or softkey features. After using any of these features, return to Normal Mode by pressing the **Exit** button.

Directory

The Directory (display) feature allows you to search for the extension of another user in your location by keying in the user's name at the dial pad.

To search the directory for a name

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

   OR, if **Dir** is not available on your display, press the ⌈ **Directory** ⌋ button (if administered)

2. Key in the selected name with dial pad keys:
   last name, comma (use ⌈ * ⌋), **first name or initial.**

3. Press the **Next** button for each successive directory name you wish to see.

4. To search for a new name, press the softkey below **Dir** or press the ⌈ **Directory** ⌋ button and go through the above sequence again.

5. When you are ready to exit the directory, press the **Exit** button.

To place a call to the name shown on the display

1. Pick up the handset.

2. While the name is shown, press the ⌈ **Call Disp** ⌋ button (if administered)

   OR, if you do not have a ⌈ **Call Disp** ⌋ button on your set, press the **Exit** button and then dial the number using the dial pad.

   Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press ⌈ **Call Disp** ⌋.

Exit

Use the Exit feature to leave Display Mode (after using any display or softkey feature) and return to Normal Mode. You can then use the display to view the time and date and to identify call appearance, calling/called party, and calling/called number.

To exit a display feature and return to Normal (display) Mode

1. Press the **Exit** button.

   Display will show the time and date or, when applicable, call/caller information.

Inspect

The Inspect (display) feature shows you call-related information for an incoming call when you are already active on a call.

To see who is on hold while on a call

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

   OR, if **Inspt** is not available on your display,
   press the Inspect button (if administered).

2. Press the call appearance button of the held call.

   Information is shown on the display screen;
   you remain connected to the present call

3. To return to the held call, press the **Exit** button and then the call appearance button of the held call.

Message Retrieval

The Message Retrieval (display) feature allows you to retrieve messages left for you when your Message light is on. This feature will also let you retrieve messages for other telephones not equipped with a display (if you are authorized as a system-wide message retriever by your system manager).

To see your messages when your Message light is on (while on-hook, off-hook, or on a call)

1. Press the Msg Rtrv button (if administered).

2. Press the **Next** button to see the first message (and then for each following message).

To return a call to the message sender

1. Pick up the handset.

2. Press the Call Disp button while any part of the message is shown.

   Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press Call Disp.

To erase a message

1. Press the Delete button (if administered) while any part of the message is shown.

Message Retrieval *(continued)*

To see a coworker's messages (can be during a call with your coworker)

Note: You must first be designated as a system-wide message retriever by your system manager.

1. Press the `CvrMsgRtrv` button.

2. Dial your coworker's extension.

3. Press the **Next** button to see the first message (and then for each following message).

To return a call for a coworker to the displayed extension (while on call with the coworker)

1. Press `Trnsfr`.

   Coworker is put on hold.

2. Press the `Call Disp` button while any part of the message is shown.

3. Press `Trnsfr`.

4. *Coworker is connected to the call attempt.*

Stored Number/View

The Stored Number or View (display) feature allows you to check 1) the number stored as an item on an Abbreviated Dialing list, 2) the number you last dialed (via Last Number Dialed feature), or 3) the name of the feature that has been programmed on any of your telephone's call appearance/feature buttons.

To view the number stored as a list item

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

   OR, Press the `View` button.

2. Press the selected `Pers List` or `Grp List` or `Sys List` button

   OR, Dial the appropriate AD List code:

   List 1 _____

   List 2 _____

   List 3 _____.

   Note: An `Enhcd List` (Enhanced List) may also be available; see your system manager.

3. Dial the selected list item (**1, 2, 3...**).

   Stored number is shown.

4. Hang up.

Stored Number/View *(continued)*

    5. To return to the Normal (display) Mode, press the **Exit** button or begin again at Step 2 to see another stored number.

To view the feature stored on a call appearance/feature button OR the last number you dialed OR a number stored on an AD button

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

        OR, if **View** is not available on your display, press the ⎡View⎤ button.

    2. Press the selected feature button.

        Note: To view the last number you dialed, press ⬭Redial⬭, or to view the number stored on an AD button, press the selected AD button.

        Feature assignment on the button or telephone number is shown.

    3. To return to the Normal (call-handling) Mode display, press the **Exit** button or repeat Step 2 to see another stored number.

Timer

The Timer (display) feature allows you to measure elapsed time. You can use this feature in order to keep track of time spent on a call or task.

To see elapsed time (hours, minutes, seconds)

    1. Press the **Menu** button and then press the softkey below **Timer** (which exits you from softkey mode)

        OR, if **Timer** is not available on your display, press the ⎡Timer⎤ button (if administered).

        Elapsed time is shown.

    2. To stop the timer and clear the display, press the **Menu** button and then press the softkey below **Timer** again

        OR, if **Timer** is not available on your display, press ⎡Timer⎤ again.

        Elapsed time is displayed for about three seconds and then disappears.

Installation

The 6408, 6416D Plus, and 6424D Plus telephones can be either desk-mounted or wall-mounted. Use the following directions for installing any of these telephones. Figure 6 below shows the back of the 6400 Series Multi-line telephones.
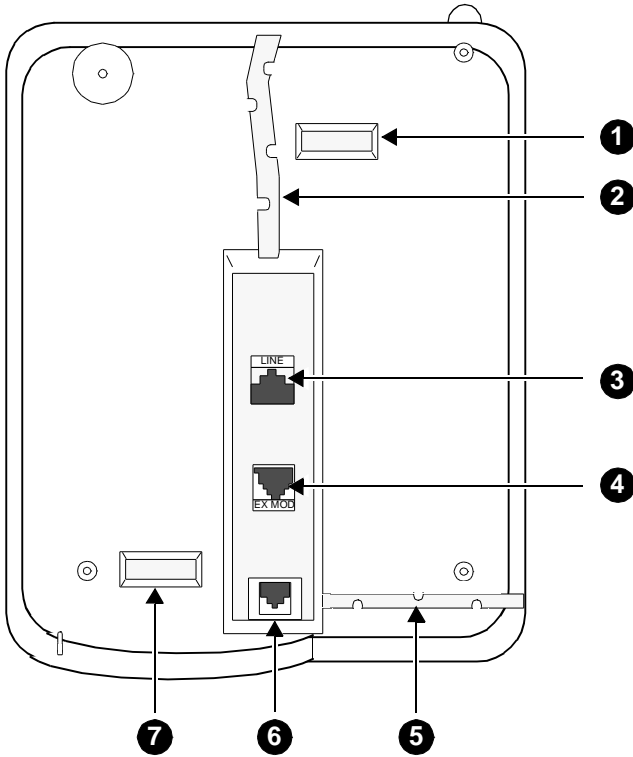

FIGURE 6   The Bottom of the 6400 Series Multi-Line Telephones

Desktop Installation

Note: You may use the 6400 Series telephones *without* the desktop stand. In this case it is suggested that you place small round feet (included in a plastic bag in the box in which the telephone was packed) on each corner of the bottom of the telephone housing.

1. Turn the telephone face down on a flat surface.
2. Snap one end of the line cord into the "LINE" jack (See **3** in Figure 6) on the bottom of the telephone.
3. If you are installing a 6416D Plus or 6424D Plus with a connected expansion module, snap one end of the expansion module cord into the EX MOD jack (**4** in the figure above).
4. Thread the line cord (and expansion module cord, if appropriate) through the routing channel leading to the top of the desktop stand (**2** in the figure above). Make sure that each cord is placed securely under the square tabs in the routing channel.
5. Snap one end of the coiled handset cord into the Handset jack (**6** in Figure 6). This jack is labeled ⌒⊐. Thread the handset cord into the channel leading to the side edge of the telephone (**5** in Figure 6).
6. Turn the telephone right side up, with the front facing you.
7. Snap the free end of the handset cord into the handset and place the handset in the cradle.
8. If appropriate, snap the free end of the expansion module cord into the TEL SET jack on the expansion module.
9. Snap the free end of the line cord into the modular wall jack.
10. Lift the handset and listen for dial tone. If there is no dial tone, check all wire connections to make sure they are secure.

Wall Installation

Note: For wall-mounting, you will need a 1-foot line cord. This cord is *not* supplied with the telephone, but can be ordered by using this comcode: 103786760.)

If you are wall-mounting the telephone, you should remove the tray from the base of the telephone. For this purpose, use the instructions listed under "Removing the Telephone Tray" later in this guide.

1. Make sure the 8-conductor wall mount plate is in place.
2. Do the following to reverse the handset hook. (**a** in Figure 7 shows the handset retainer located under the handset.)
— In order to release the handset retainer hook, press down on the hook and slide it toward the top of the telephone. (See **b** in the figure below.)
— Rotate the hook 180 degrees (as in **c** below) and then slide it back into its slot so the bottom part now sticks out from the top. (See **d** in the figure below.) Snap the hook firmly into place.
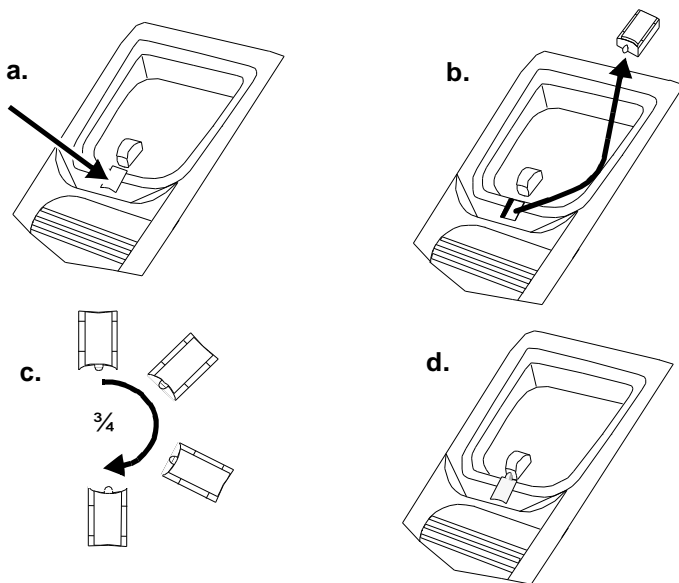
FIGURE 7 Removing, Rotating, and Replacing the Handset Retainer

3. Place the telephone face down on a flat surface and turn the telephone face down.

4. Remove the desktop stand which is attached to the base of the telephone by tabs on the top and back of the stand. (These tabs are shown as **1** and **7** in Figure 6. Figure 8 on the next page shows the removal of the desktop stand. The upper tabs are labeled **1** and **2** in the figure below.)

— Press inward on the top of the stand until you can lift the top of the stand
  out of the tab slot on the telephone.

— Lift the bottom of the stand out of the lower tab slot(s).
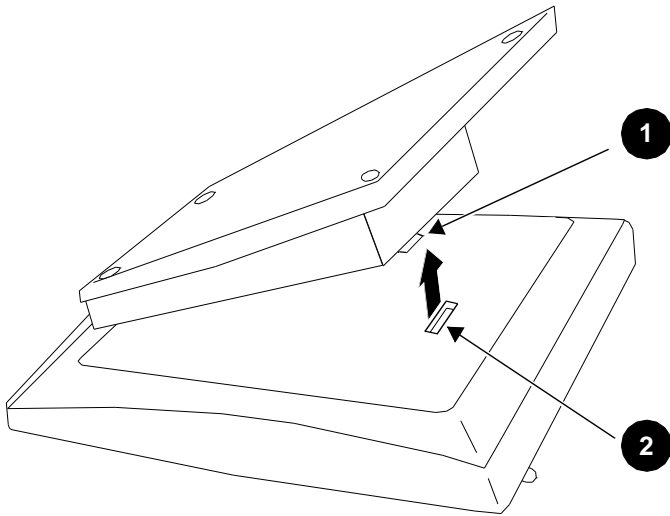
FIGURE 8   Removing the Desktop Stand

  5. Reverse the desktop stand so that the larger end is facing down.

  6. Snap the line cord into the "LINE" jack in the bottom of the telephone and coil the excess cord in the back of the deskstand.

  7. Snap one end of the coiled handset cord into the Handset jack (labeled ⌒▭). Thread the handset cord into the channel leading to the side edge of the telephone

  8. Slowly lower the reversed deskstand onto the bottom of the telephone until the tabs at the top and bottom of the deskstand snap into the appropriate slots on the bottom of the telephone.

  9. Place the free end of the line cord through the opening in the middle of the deskstand and then snap the free end of the line cord into the wall jack.

  10. Place the base of the telephone on the wall-jack mounting studs, and pull downward until it is secure. (See Figure 9.)
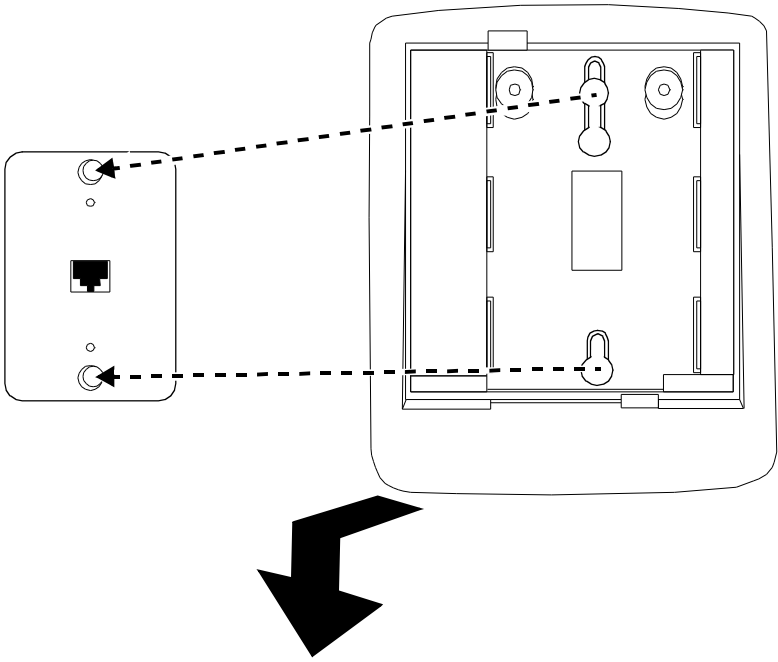
FIGURE 9 **Placing the Telephone on the Wall Jack Mounting Studs**

    11. Snap the free end of the handset cord into the handset and place the handset in the cradle.

Note: The handset hook you repositioned will hold the handset in place.

    12. Lift the handset and listen for dial tone. If there is no dial tone, check all wire connections to make sure they are secure.

Removing the Telephone Tray

You may wish to remove the tray from the base of the telephone, especially if you are wall-mounting the telephone. See Figure 10 for further help.

    1. Pull the tray from the base of the telephone as far as it will go.

    2. Using your thumb, press down on the center of the tray.

    3. Continue to pull the tray until it is completely separated from the base.
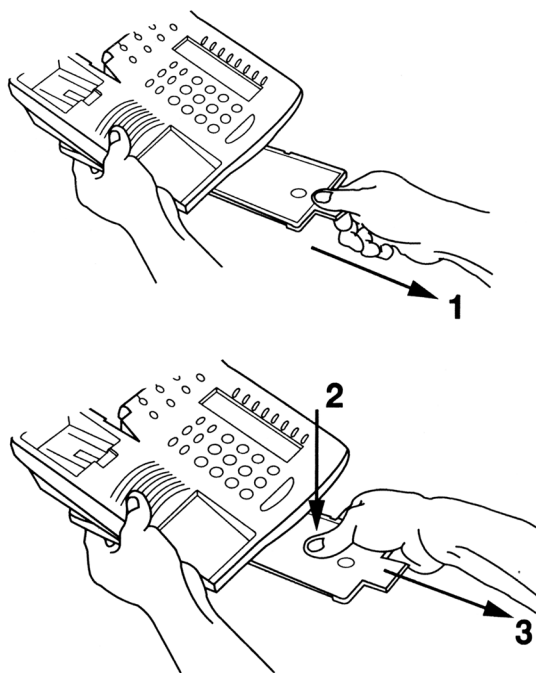
FIGURE 10 Removing the Tray from the Base of the Telephone

Installing the Designation Card

Included in the front of this user's manual is a button designation card on which you can write the telephone number, extension, name, or feature that each call appearance/feature button can access. In order to help you match the designation cards with the call appearance/feature buttons on the voice terminal, the columns of button labels are marked with the 6400 Series multi-line telephone model with which the label can be used.

Below the perforated bottom edge of each designation card is a telephone number card on which you can write your telephone number or extension.

To label and install the designation card and telephone number card

1. Print the numbers/features on the button designation card that corresponds with the telephone you are using, and type or write your phone number or extension on the telephone number card (labeled **Tel no.**).

2. Crease the perforated edges of the cards you have filled out and then tear the button designation strips and the station number card along the perforations.

3. Place the button designation card and telephone number card under the plastic card cover on the telephone by doing the following:

— The transparent designation card cover is attached to the frame of the telephone by tabs on the top and bottom of the cover. Remove the cover by pulling the top tab forward and then lifting the bottom of the transparent cover from the voice terminal.

— Place the designation card(s) on the telephone and then replace the transparent cover over the card by inserting the tabs at the bottom and then pressing the top down until it clicks.

Note: You can order additional designation cards in quantities of 25 cards and 100 cards per package. Use the following comcodes when you place your order.

25 sheets of designation and telephone number cards:
Comcode: 847984614

100 sheets of designation and telephone number cards:
Comcode: 847984622

Tones and Their Meaning

> **Note:** The tables below describe the defaults for each ringing and feedback tone. Check with your system manager to verify if the descriptions in the **Meaning** column are accurate for your system.

Ringing Tones are produced by an incoming call.

Ringing Tones		
Rings		**Meaning**
▬▬▬▬▬▬	1 ring	A call from another extension.
▬▬ ▬ ▬▬	2 rings	A call from outside or from the attendant
▬▬ ▬▬ ▬▬	3 rings	A priority call from another extension, or from an Automatic Callback call you placed.
◆	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 are those which you hear through the handset (receiver) or the speaker.

Feedback Tones		
Tones		Meaning
▬ ▬ ▬	busy	A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
▬▬ ▬	call waiting ringback	A ringback tone with lower-pitched signal at the end; indicates the extension call is busy, and the called party has been given a call waiting tone. If you hear this tone, you may wish to activate Automatic Callback
▬▬▬	confirmation	Three short bursts of tone; indicates a feature activation or cancellation has been accepted.

Feedback Tones *(continued)*	
Tones	**Meaning**
■ coverage	One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
▬▬▬ dial	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	A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

Line and Feature Button Lights

Line and Feature Button Lights	
Light	**Meaning**
■ Steady red	The line you are using or will use when you lift the handset or press the Speaker button.
▨ Steady green	The line is in use, or the feature programmed on this button is on.
☼ Blinking green	You have put a call on hold on this line button.