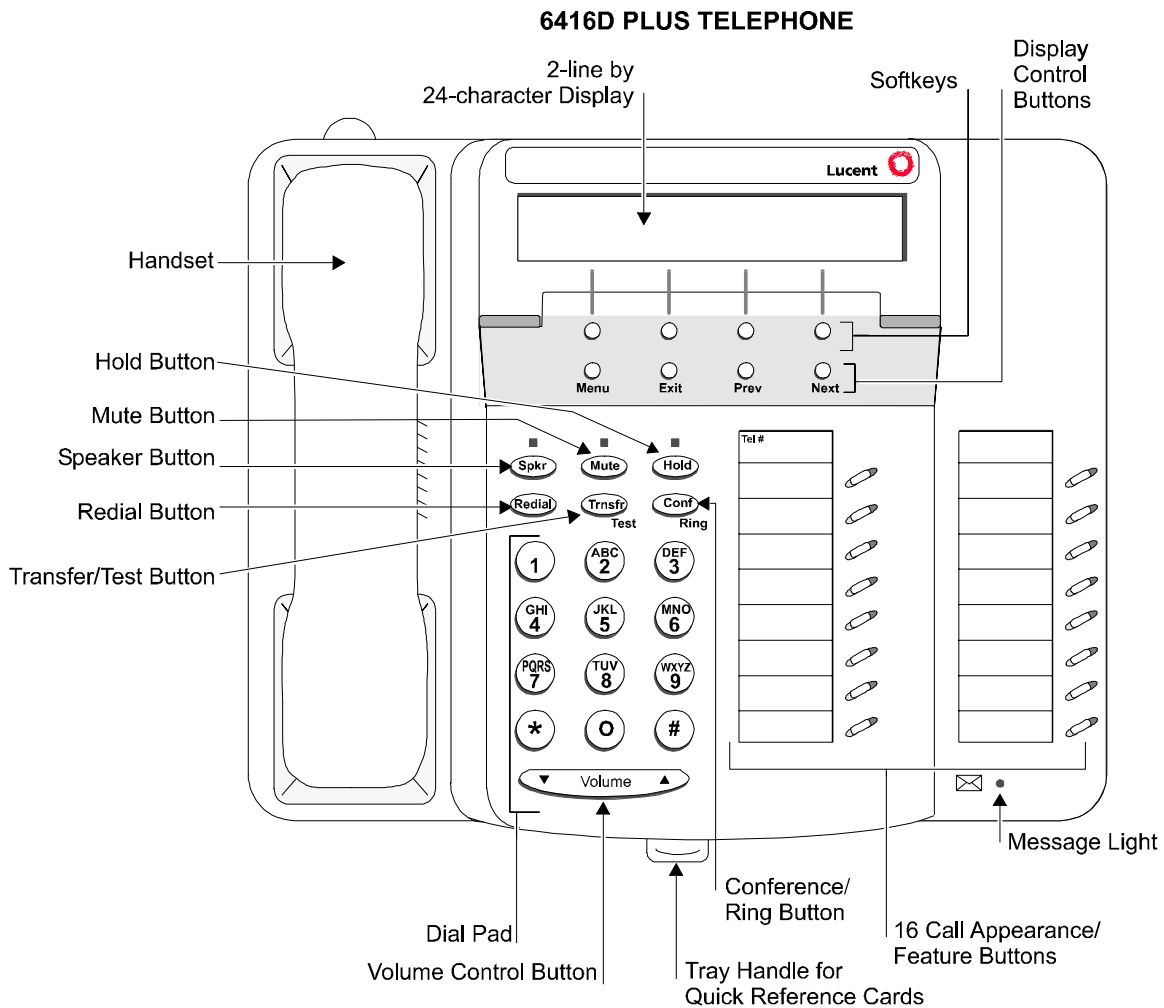


# About Your Telephone

The 6416D+ is a multi-line telephone with conventional touch-tone dialing, a 2-line by 24-character display, and a two-way speakerphone.

To familiarize yourself with the buttons and features on your telephone, refer to the figure below and then read the callout explanations for the buttons and features.



## Call Appearance/Feature Buttons

Usually, at least three of these sixteen buttons are call appearance buttons; used for incoming and outgoing calls and labeled with an extension number. The remaining buttons access features and are labeled with a feature name. Each has a red light telling you that 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 that the line or feature is being used.

## Conf/Ring Button

For setting up conference calls. (Use this feature while off-hook.) "Ring" is printed below <Conf> to remind you that by pressing <Conf> while on-hook, 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 built-in 2-line by 24-character display.

## **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.

## **Handset**

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

## **Headsets**

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 that goes on 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 12 features on your telephone in addition to those features administered on the call appearance/feature buttons.

### **Speaker Button**

For accessing either the one-way, listen-only speaker or the built-in two-way speakerphone.

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

### **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 display.

### **Volume Control Button**

For adjusting the volume of:

- The speaker while the speaker is on
- The handset while a call is in progress using the handset
- The ringer while the telephone is on-hook or ringing, and the speaker is off

## **Feature Finder**

### **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 Park**

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

### **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.

### **Conference**

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

## Directory

The Directory 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.

## 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.

## 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 the call appearance, the calling or called party, and the calling or called number.

## 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 last extension or outside number you dialed.

## Select Ring

The Select Ring feature allows you to choose a 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 by your system manager to answer them when you cannot (perhaps a secretary or receptionist).

## 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.

## Transfer

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

## Call Forwarding All Calls

### To temporarily redirect all calls:

1. Press the **Menu** button and then the softkey below **CFrwd** (if available on your display) while on-hook or off-hook.  
or, Press <Call Fwd> (if administered) while on-hook or off-hook.  
or, Dial the Call Forward code **\*2** while off-hook.

[dial tone]

**Note:** If you have console permission and are not forwarding your own calls, next, dial the extension number whose calls are to be forwarded; receive dial tone.

2. Dial the extension or phone number where calls are to 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.

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### To cancel Call Forwarding:

1. Press the **Menu** button and then the softkey below **CFrwd** (if available on your display) while on-hook.  
or, Press <Call Fwd> while on-hook.  
or, Dial the Call Forward Cancel code **#2** while off-hook.

[confirmation tone]

- Your calls will now ring at your own telephone.

## Call Park

### To park a call for retrieval from any extension:

**Note:** If Call Park is one of your softkey features, press the **Menu** button and then the softkey below CPark. Then hang up. Or, if <Call Park> has been assigned to your telephone, press <Call Park> (if administered) and hang up. Otherwise, follow the instructions below.

1. Press <Trnsfr>.

[dial tone]

2. Dial the Call Park code **\*6**.

[confirmation tone]

3. Press <Trnsfr> again.

- The call is parked at your extension.

4. Hang up.
- 

**To retrieve a call parked at any extension:**

1. Pick up the handset or press <Spkr>.
2. Dial the Answer Back code **#6**.  
[confirmation tone]
3. Dial the extension where the call is parked.  
[confirmation tone]
  - If you are retrieving 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

**To answer a call placed to your pickup group when your phone is idle:**

1. Press the **Menu** button and then the softkey below **CPkUp** (if available on your display).  
or, Press <Call Pickup> (if administered).  
or, Dial the Call Pickup code **\*7**.
    - The called telephone stops ringing.
    - You are connected to the ringing call.
- 

**To pick up a call directly for someone 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 <Dir Call PkUp>.  
or, Dial the Directed Call Pickup code \_\_\_\_\_..
2. Dial the extension of the ringing telephone.
  - The called telephone stops ringing.
  - You are connected to the ringing call.

## Conference

### To add another party to a call:

**Note:** Your conference call can include up to six parties, including yourself.

1. Press <Conf>.

[dial tone]

- The present call is put on hold.
  - You are given a new call appearance button.
2. Dial the number of the new party and wait for an answer.
  3. When you are ready to add the new person to the conference call, press <Conf> again.
  4. To establish additional conference connections, repeat Steps 1 through 3.

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### Add the call on hold to another call to which you are connected:

1. Press <Conf>.

[dial tone]

- The hold light flutters.
  - The current call appearance light flutters.
2. Press the call appearance button of the call on hold.
  3. Press <Conf> again.
    - All parties are now connected.

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### To drop the last party added to a conference call:

1. Press the **Menu** button and then the softkey below **Drop** (if available on your display).  
or, Press <Drop> (if administered).

## Directory

### To search the directory for a name:

1. Press the **Menu** button and then the softkey below **Dir** (if available on your display).  
or, Press <Directory> (if administered).
2. Key in the selected name using the dial pad: **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 <Directory> and go through the above sequence again.
5. When you are ready to exit the directory, press the **Exit** button.

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**To place a call to the name displayed on the directory:**

1. Pick up the handset.
2. While the name is shown, press <Call Display> (if administered).  
or, 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 Display>.

## Display, Softkeys, and Control Buttons

**To enter softkey mode:**

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. 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.

Dir Drop AutCB AD1

The top line of each softkey feature menu screen shows you the status of each feature. 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.

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 above, 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 shows the default features for the three feature option screens. These are the 12 softkey features available when the telephone is shipped from the factory.

Dir Drop HFAns Timer

AD2 AD3 AD4 AD5

AD6 AD7 BtnVu Prog

**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 Mode.

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## Exit

### To exit any display feature:

1. Press the **Exit** button.
  - The display shows the time and date or, when applicable, the call/caller information.

## Hold

### To put a call on hold:

1. Press <Hold>.
    - The green light blinks.
    - The call is put on hold.
- 

### To return to the call on hold:

1. Press the call appearance button of the call on hold.
- 

### To answer a new call while active on another:

1. Press <Hold>.
  - The green light blinks.
  - The present call is put on hold.
2. Press the call appearance button of the incoming call.

- You are connected to the incoming call.

## Last Number Dialed (Redial)

### To automatically redial the last number dialed:

1. Press <Redial>.
  - The last number that 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. Press <Conf> while on-hook.
  - The 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 hear the selected ringing pattern two more times, then it is automatically saved.

[confirmation tone]

- 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) to coverage:

1. Press the **Menu** button and then the softkey below **SAC** (if available on your display) while on-hook.  
or, Press <Send Calls> while on-hook.  
or, Dial the Send All Calls code \*3 while on-hook.

[confirmation tone]

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

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### To cancel Send All Calls:

1. Press the **Menu** button and then the softkey below **SAC** again (if available on your display) while on-hook.  
or, Press <Send Calls> again while on-hook.  
or, Dial the Send All Calls Cancel code **#3** while off-hook.

[confirmation tone]

## Speakerphone

### To place or answer a call using the speakerphone:

1. Press <Spkr>.
  - The red light next to <Spkr> goes on.
2. Place or answer a call, or access the selected feature.
3. Adjust the 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 v .

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### To change from the speakerphone to the handset:

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

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### To change from the handset to the speakerphone:

1. Press <Spkr>.
  - The red light next to <Spkr> goes on.
2. Hang up the handset within 10 seconds.

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### To prevent the other party from hearing you:

1. Press <Mute>.
  - The red light next to <Mute> goes on.
  - The other person cannot hear you.
2. Press <Mute> again to resume speaking to the other person.

- The red light next to <Mute> goes off.
  - The other person can hear you again.
- 

### To end a call when using the speakerphone:

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

### To use the handset and speakerphone simultaneously:

1. While you are active on the handset, press <Spkr>.
  - The 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 person.

**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.

## Transfer

### To send the present call to another number:

1. Press <Trnsfr> while on a call.

[dial tone]

  - The present call is put on hold.
  - The green light blinks.
  - You are given a new call appearance button.
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 there is no answer, return to the call on hold by pressing its call appearance button.
4. Press <Trnsfr> again.
  - The call is sent to the dialed number.
5. Hang up.