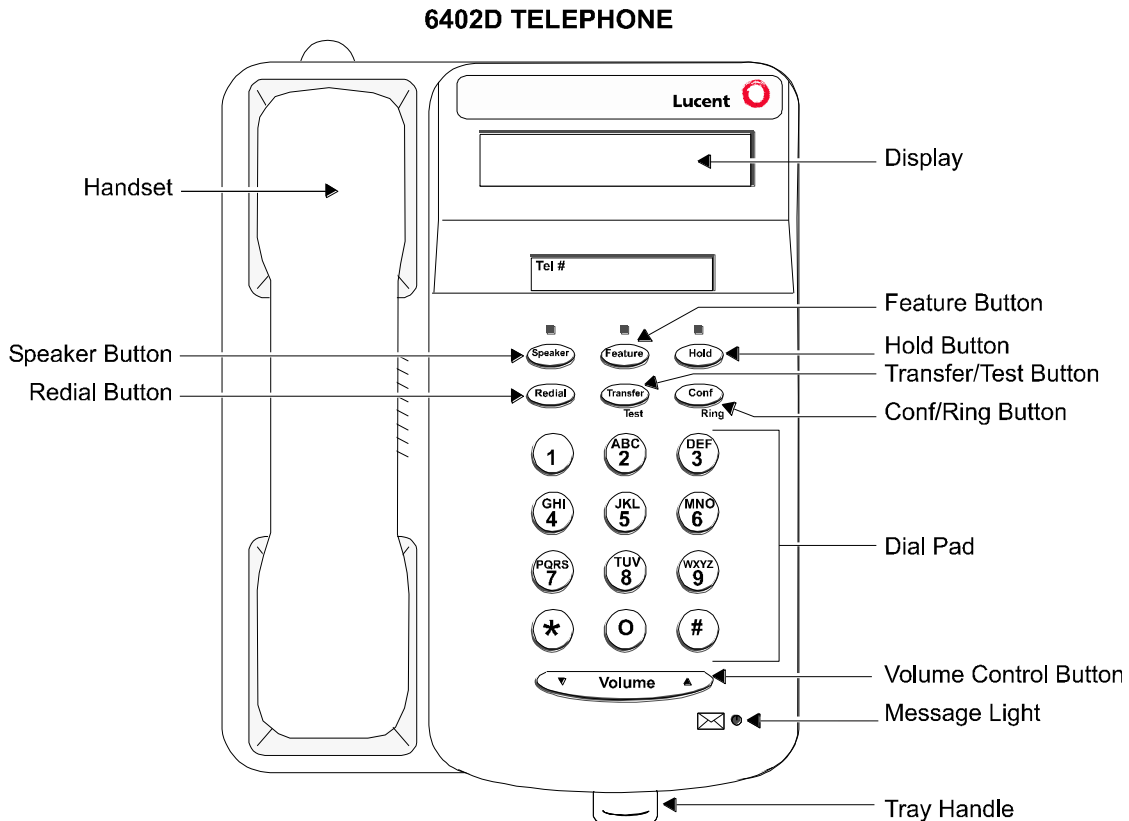


# About Your Telephone

The 6402D is a single-line telephone with conventional touch-tone dialing and a 16-character display.

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.



## 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 16-character display.

## Feature Button

A button used with the 12 dial pad keys for accessing up to 12 system features. Write the names of these features on the Feature Directory card in the tray under the base of the telephone. (When <Feature> is active, the red light next to that button is on.)

## 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 6400 Series telephones allow one-touch hands-free operation. To answer a call, press <Feature> and then the dial pad key on which the Headset feature is administered. To disconnect, press <Feature> again and then the dial pad key on which the Headset feature is administered.

Headsets consist of a headpiece and modular base unit. The base unit plugs into the Handset Jack.

## Hold Button

A red button for putting a call on hold. The red light next to <Hold> blinks to remind you that a call is on hold.

## Message Light

A red light that goes on when a message has been left for you.

## Redial Button

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

## Speaker Button

For accessing the Speaker feature. This feature can be used for listening only. If you want to speak to the other person, you must use the handset.

**Note:** With the Group Listen feature, you can activate the speaker while you are using the handset, and both can be active at the same time.

## Transfer/Test Button

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

## Tray Handle

Five cards are provided in the tray located under the base of every 6400 Series telephone. They contain quick reference procedures, a Feature Directory, an Access Code listing, and a list on which you can write numbers or names associated with Abbreviated Dialing personal lists, trunk codes and frequently-used extensions in your telephone system.

## **Volume Control Button**

For adjusting the volume of:

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

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

**Note:** You can use this feature only if you and the called party have been assigned to the same pickup group by your system manager.

## Conference

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

## 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.

## 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.

## 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

The 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).

## Speaker (Listen-Only) and Group Listen

The Speaker feature allows you to place calls or access other features without lifting the handset.

**Note:** In order to speak to the other person, you must use the handset. With the Group Listen feature, you can turn on the speaker while active on the handset, and both are active at the same time.

## Call Forwarding All Calls

### To temporarily redirect all calls:

1. Press <Feature> while off-hook, then the dial pad key on which the Call Forwarding feature is administered.  
or, Dial the Call Forward code \*2 while off-hook.

[dial tone]

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

[confirmation tone]

**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. Press <Feature> while off-hook, then the dial pad key on which the Call Forwarding feature is administered.

[dial tone]

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:

1. Press <Transfer>.

[dial tone]

2. Dial the Call Park code \*6.

[confirmation tone]

3. Press <Transfer> again.

- The call is parked at your extension.

4. Hang up.

---

**To return to a call parked at your extension:**

1. Dial the Answer Back code **#6**.  
[dial tone]
  2. Dial your own extension number.  
[confirmation tone]
    - You are reconnected to the call.
- 

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

1. Dial the Answer Back code **#6**.  
[dial tone]
2. Dial the extension where the call is parked.  
[confirmation tone]

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

## Call Pickup

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

1. Press <Feature> while off-hook, then the dial pad key on which the Call Pickup feature is administered.  
or, Dial the Call Pickup code **\*7** while off-hook.
    - You are connected to the ringing call.
- 

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

**Note:** Depending on how your system is administered, you may not be able to use this procedure on your telephone. See your system manager for more details.

1. Press <Hold>.
  - The present call is put on hold.
  - The red light next to <Hold> blinks.
2. Press <Feature>, then the dial pad key on which the Call Pickup feature is administered.  
or, Dial the Call Pickup code **\*7**.
  - The called telephone stops ringing.

- You are connected to the ringing call.

**Note:** To return to the call on hold after completing call pickup, press and then release the switchhook.

## Conference

### To add another party to a call:

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

1. Press <Conf>.
    - The present call is put on hold.
  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.
    - All parties are now connected.
  4. To establish additional conference connections, repeat Steps 1 through 3.
- 

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

1. Press <Conf>.
  - The red light next to <Hold> blinks.
2. Press and then release the switchhook.
3. Press <Conf> again.
  - All parties are now connected.

## Hold

### To put a call on hold:

1. Press <Hold>.
    - The red light next to <Hold> blinks.
    - The call is put on hold.
- 

### To return to the call on hold:

1. Press and then release the switchhook again.

---

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

1. Press <Hold>.
  - The red light next to <Hold> blinks.
  - The first call is put on hold.
2. To be connected to the incoming call, press and then release the switchhook.

### Last Number Dialed (Redial)

**To automatically redial the last number dialed:**

1. Press <Redial> while off-hook.
  - 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.

### Priority Calling

**To place a priority call:**

1. Press <Feature> while off-hook, then the dial pad key on which the Priority Calling feature is administered.  
or, Dial the Priority Calling code \*1 while off-hook.

[dial tone]

2. Dial the extension and wait for the called party to answer.

[ringback tone]

---

**To change a regular call into a priority call:**

1. Press <Feature> again, then press the dial pad key on which the Priority Calling feature is administered.
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.

## 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 while selecting a ringing pattern, the process is interrupted and you must start again.

## Send All Calls

### To send all calls (except priority calls) to coverage:

1. Press <Feature> while on-hook, then the dial pad key on which the Send All Calls feature is administered.

or, Dial the Send All Calls code \*3 while off-hook.

[confirmation tone]

**Note:** When a call comes to your extension, the call activity light will flash and you may hear a ring-ping tone indicating that the call has been sent to coverage.

### To cancel Send All Calls:

1. Press <Feature> again while on-hook, then the dial pad key on which the Send All Calls feature is administered.

or, Dial the Send All Calls Cancel code #3 while off-hook.

[confirmation tone]

## Speaker (Listen-Only) and Group Listen

### 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 <Speaker>.
  - The red light next to <Speaker> goes on.
2. Place a call or access the selected feature.

3. Adjust the speaker volume if necessary.

To raise the volume, press the right half of the Volume control button labeled  $\wedge$ . To lower the volume, press the left half of the Volume control button labeled  $\vee$ .

---

#### **To change from the speaker to the handset:**

1. Lift the handset and talk.
    - The speaker goes off.
    - The red light next to <Speaker> goes off.
- 

#### **To change from the handset to the speaker:**

1. While the handset is off-hook, press <Speaker>.
  - The red light next to <Speaker> goes on.
  - You can now hang up the handset (within 10 seconds) and the call will remain active on the speaker. However, in order to talk to the other person, you must use the handset.

**Note:** With the Group Listen feature, you can turn on the speaker while the handset is off-hook, and both the handset and speakerphone are active at the same time. However, again, you must talk through the handset for the other person on the call to hear you.

---

#### **To end a call when only the speaker is active:**

1. With the handset on-hook, press <Speaker>.
  - The red light next to <Speaker> goes off.

# Tones and Their Meanings

**Ringing tones** are produced by an incoming call. **Feedback tones** are those which you hear through the handset or the speaker.

## Ringing Tones

- **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

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** - 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 tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** - 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 tone** - 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 lifting the handset or dialing the previous digit.
- **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** - 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 telephone dialed is being rung.

# Glossary

## **activate**

To begin or turn on the operation of a feature.

## **attendant**

The person who handles incoming and outgoing calls at the main console.

## **AUDIX**

Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

## **coverage**

Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, coworker, AUDIX, or message center. A person who provides coverage is a covering user.

## **DEFINITY Communications System Generic 1 and Generic 3**

DEFINITY Communications System Generic 1 and Generic 3 and System 75 are communications systems which transmit and receive voice and data signals for all communications equipment in a network.

## **dial pad**

The 12 pushbuttons that you use to dial a number and access features.

## **enhanced list**

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 3-digit list item.

## **extension**

A dialing number of 1 to 5 digits assigned to each telephone connected to your System 75.

## **feature**

A special telephone function or service, such as Conference, Hold, Send All Calls, etc. A fixed feature already appears on your telephone and can be used immediately. A switch feature can be used only if the telephone is connected to a DEFINITY Communications System Generic 1, Generic 3, or System 75 and if the feature has been assigned to your telephone by your system manager.

## **feature code**

A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

## **group list**

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

**handset**

The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

**party**

A person who places or receives a call.

**personal list**

One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

**personal list item**

One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

**phone features**

Those telephone features that you can use immediately regardless of the communications system to which your telephone is connected.

**pickup group**

A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

**priority call**

An important or urgent call that sends a special 3-burst ring.

**program/reprogram**

To use your dial pad to assign a phone number to a personal list item for Abbreviated Dialing.

**retrieve**

To collect telephone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

**ringer**

The device that produces the electronic ringing sound in your telephone.

**stored number**

A phone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored.

**switch**

The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or ECS (Enterprise Communications Server). (Your switch is a Lucent Technologies System 75.)

**switch features**

Those features that you can use only if your telephone is connected to a System 75, DEFINITY Communications System Generic 1 or Generic 3 switching system.

**system list**

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

**system manager**

The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

**System 75**

System 75, DEFINITY Communications System Generic 1, and Generic 3 are communications systems which transmit and receive voice and data signals for all communications equipment in a network.

**trunk**

A telecommunications channel between your System 75 and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

**trunk code**

A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

## Access Codes

Feature	Code
Answer Back	#6
Call Forward	*2
Call Forward Cancel	#2
Call Park	*6
Call Pickup	*7
Priority Calling	*1
Send All Calls	*3
Send All Calls Cancel	#3