


University of Louisiana at Lafayette  
Network Services  
8410D User Guide

This presentation addresses the basic features of your digital phone that are different from your analog phone. This basic conversion class does not provide a complete presentation of all possible features. It is an aid in adjusting from your analog to your digital phone.



## SURVIVAL DEFINITIONS

- **Soft Keys** - Located directly below the display, additional features appear in the display
- **Hard Keys** – Located below the Soft Keys, framing the faceplate card.
- **Message Waiting Lamp** – Indicates a new voice mail message waiting 
- **Multi-function Volume Control** – To set ring, handset and speaker volume
- **Mute** – Function key used to mute or to prevent the other party from hearing you
- **Smart Speakerphone** – Two-way speaker with automated functions. Speaker Function key is used to place/answer a call without lifting the handset, or to use speakerphone with any feature.
- **Transfer** – Function key used to send current call to another extension
- **Conference (Conf)** – Function key used to add parties to a call
- **Drop** – Function key used to drop a call and receive dial tone
- **Hold** – Function key used to put a call on hold (not normally required, see AutoHold)

## Digital 8410D Telephone

- To protect equipment, do not use this line to connect to modems or other equipment
- Only your digital phone should be connected to this line
- You can damage equipment by attaching anything except an 8410D.

### Adjusting the Terminal Desktop Stand

- To ensure better display visibility on the 8410D set, install the stand in a high position.
- If your preference is the lower angle of display, call TT#.

### Keypad

- Located at the lower right corner of your telephone instrument.
- The functions of the keypad remain the same as on your analog phone.
- If the keypad functions do not seem to work, press Exit.

### Message Waiting Lamp

- Located on the top right side of the keypad.
- Its red light is on when you have a message waiting in your campus voice mailbox.

### Multi-function Volume Control

- Located left of the message lamp.
- Set Ring volume by adjusting the volume ▲ up or down ▼ when the handset is on-hook.
- Adjusting the volume of the handset when it is off the hook.
- Adjusting the volume of the speaker when it is in use.

### Shift

- To reset Speakerphone, see Reset Speakerphone for directions.
- To select ring pattern, see Select Ring for directions.

### Test

To test the lights and general health of the display on your voice terminal

- Handset should remain on-hook. No other functions should be selected.
- Press Exit
- Press and hold down Test
- Green Test light goes on.
- Button lights go on in two separate groups, and all display segments light up.
- To end test, release Test.
- Green light next to Test goes off within 15 seconds.

### Mute

Allows you to mute your call.

- To prevent the other party from hearing you, Press and Release the Mute button.
- Your red light next to Mute is on.
- You can still hear the caller, but the caller does not hear you.
- To end Mute or resume talking to party, press and release Mute.
- Your red light next to Mute is off.
- Resume conversation

## Speaker

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

- Press Speaker
- Place or answer call, or access selected feature.
- Adjust speakerphone volume if necessary.

To change from speakerphone to handset

- Pick up handset and talk

To change from handset to speakerphone

- Press Speaker.
- Hang up handset.

To end a speakerphone call

- Press Speaker again to hang up.

## Reset Speakerphone

To adjust the speakerphone to the surrounding room acoustics

- While the handset is on-hook and room is quiet, press Shift, then press Speaker.
- You hear a series of tones that complete without further intervention.

## Select Ring

To select a personalized ring

- Press Shift
- Press Ring (Hold button). Your current selected ring pattern is heard.
- Cycle through all eight ring patterns by pressing Ring (Hold) button then releasing to hear each subsequent pattern. Repeat this pattern to hear each ring pattern.
- Or, on your display, you may choose an alternate ring selection method by pressing the Next ► key or the ◀ Prev key to cycle through the eight ringing patterns.
- When you hear the desired ringing pattern, stop pressing the Ring, Prev, or Next buttons. You will hear the selected ringing pattern two more times. Press the Shift button, the red light next to the button is no longer lit.
- You hear a tone and your ring selection is automatically saved.
- Adjust your ringer volume if necessary. Use the Multi-function Volume Control to adjust the volume ▲up or down ▼ when the handset is on the hook.

## Transfer

To send present call to another extension

- After answering a call, you can transfer it to another location (Off campus calls cannot be transferred to off campus locations.)
- Press Transfer.
- Dial extension where call is to be transferred.
- If busy or wrong party is reached, press Drop and redial, as necessary. Consult (optional)
- Once the desired party is reached, Press Transfer to complete. You **can not** just hang-up like on an analog phone.
- Hang up.

## Conf

Conference, add another party to a call (for a total of up to 6 parties)

- After answering a call, you can conference it with another location. At least one conferee must be on campus.

- Press Conf.
- Hear dial tone.
- Dial the number to be conferenced.
- If busy or wrong party is reached, press Drop and redial, as necessary.
- Consult,
- Press Conf
- Conference is established.
- Repeat to add additional parties, for a total up to 6 parties.
- To drop the last party added to a conference call, Press Drop.

**Drop For two-party call, pressing Drop disconnects the call you are on, then gives you dial tone to make another call.**

### **Hold**

- To put call on hold, Press Hold.
- Puts call on hold with music-on-hold.
- The fluttering green lamp indicates the call appearance is being held.
- To return to call, use speaker or handset, press the call appearance of held call.
- Put call 1 on hold, place second call. (Refer to AutoHold)
- Return to call by selecting the button next to the line associated with the call you wish to reach.

### **AutoHold**

- To activate a second call appearance, it is unnecessary to press Hold.
- Press the Hard Key next to the selected call appearance to initiate another call or respond to an incoming call.
- The first call will automatically be held, indicated by the fluttering green lamp.
- To select or return to the call being held, press the Hard Key for that call appearance.
- The fluttering green lamp becomes a solid green lamp, indicating it is now the active call.

## ***Hard Keys***

### **Face Plate**

- The Face Plate is a removable card placed behind a transparent protective cover on which the call appearances or feature assignments are typed. It has 10 labeled spaces. Each label is associated with a hard key, specifying an extension or feature assigned to each button. This is provided by Information Networks.



<b>1</b>	<b>Face Plate</b>	<b>6</b>
<b>2</b>		<b>7</b>
<b>3</b>		<b>8</b>
<b>4</b>		<b>9</b>
<b>5</b>		<b>10</b>

## Hard Key Assignment

The 10 call appearance / feature buttons are numerically assigned from upper left button to the bottom right button as illustrated above.

1. **Labeled with your extension. This call appearance can receive incoming calls.**
2. **Labeled with your extension. This call appearance can receive incoming calls.**
3. **Labeled with your extension. This call appearance cannot receive incoming calls. It is used for with Transfer and Conference features.**
4. **Call Display**
5. **Next**
6. **Hard Keys 6 thru 10 can be programmed from a list of available features to meet your needs. (Available from Information Networks, call TT#)**

## Call Appearance

The first three Hard Key appearances are provided for the telephone number or extension of your voice terminal.

Responding to an incoming call

- The red lamp is lit next to the first Hard Key call appearance, indicating your instrument is active and ready for use.
- An incoming call will cause the green lamp next to the Hard Key call appearance to flash.
- Depress the associated Hard key to answer the incoming call on speaker.
- Or, Pickup the handset to answer the call.
- Or, if you are currently on a call, Press the associated Hard Key to answer the incoming call and this will automatically put your active call on Hold.
- To return to a call on Hold, Press the associated Hard Key next to the call appearance being held. The fluttering green lamp indicates the call appearance is being held.
- A solid green lamp indicates an active call appearance.
- An active call appears in the Display indicating the caller's Directory listing and extension.

Initiating a call

- Lift handset, dial extension or phone number.
- Or, Depress Speaker, dial extension or phone number.
- The green lamp is lit next to the active call appearance Hard Key.

Handling multiple call appearances

- See instructions for Transfer, Conf, Drop, and Hold

## Call Display

Used in coordination with Dir soft key to call a directory appearance in the display.

- Reference Soft Key Directory instructions

## Next

Used in coordination with Dir soft key to scroll through the digital campus directory.

- Reference Soft Key Directory instructions

## Soft Keys

### Menu

Keypad will not work while menu function is in use.

- Soft keys of different functions scroll thru to see your options.

## Exit

- When you are ready to leave Display or Softkey Mode and return to normal (call-handling) Mode, Press Exit.
- Exit will end menu functions use and return keypad function.

## ◀Prev or Next▶

Allows you to scroll thru the 3 pages of menu.

## RngBk – Ring Back or Automatic Call Back

To automatically place another call to an extension that was busy or did not answer

- During call attempt, press softkey below RngBk. Active RngBk has a ▼ marker above RngBk.
- Hang-up
- You hear a 3-burst priority ring when both you and the called extension are idle.
- Pick up handset to be connected to call.
- To cancel Ring Back before you are called back, while on-hook, press softkey ▲ below RngBk again. The ▼ marker is removed.

## Calld – Called or Leave Word Calling

To leave a message requesting a return call after dialing an extension

- Press Softkey ▲ below Calld.

To leave a message without ringing an extension

- Press Softkey ▲ below Calld, then dial extension.

## Inspt – Shows call-related information for an active call

- Press Softkey ▲ below Inspt
- Press call appearance to inspect, press another call appearance to inspect
- Press Exit

## Directory

Digital campus directory that can be used with the call display button or the next button. To search directory for a name:

- Press the Menu softkey
- Press the arrow ▲ softkey below Dir, if shown on the display.
- Key in name with dial pad [last name, comma (use \*), first name or initial] Typically, attempt with the first few letters of the last name, adding more only as necessary.
- Press the Hard Key Next for the next directory name in the listing.
- Press the Hard Key Call Display to automatically call the directory name that appears on your display, or press Exit and then dial the number using the dial pad.
- To leave the Display or Softkey Mode and return to Normal (call-handling) Mode, press Exit.

## NoCall – No-Calls No Bother (Send All Calls)

To send all calls (except priority calls) immediately to cover path.

(Your cover path is changed with a Call Handling Request Form.)

- While on-hook, press softkey below NoCal. Active NoCal has a ▼ marker above NoCal.

To cancel NoCalls

- While on-hook, press softkey below NoCal. The ▼ marker is removed.

Blank - No assignment for this position at this time.

**Timer** – Measure elapsed time, such as time spent on a call.

- To start timer, press Menu and the softkey ▲ below Timer. An active Timer displays with a count beginning at zero.
- To stop timer, press Menu and the softkey ▲ below Timer

**TmDay – Time / Date (display feature)**

To see time and date

- Press softkey ▲ below TmDay on display

**Kwi09, Kwi10, Kwi11, Kwi12 - Kwick Dialing**

Allows you to store telephone numbers for quicker and easier dialing. Each number can be a complete or partial telephone number, or an extension number. Numbers on the list are programmable by you. Use this feature as a time saver for dialing frequently called, lengthy, or emergency numbers.

To program your personal list

- On your keypad, Press 01KW (dialtone) 1 (dialtone)
- Dial the desired list item number (1 to 5) (dialtone)
- Dial the extension number or the complete off-campus digit sequence you want to store (up to 24 digits)
- Press #, hear confirmation tone. (Record the personal list item for future reference.)
- Hang up to end programming

Using Kwi09, Kwi10, Kwi11, Kwi12 for Kwick Dialing

- Press the softkey ▲ below Kwi09 to automatically dial your programmed list item number 1
- Press the softkey ▲ below Kwi10 to automatically dial your programmed list item number 2
- Press the softkey ▲ below Kwi11 to automatically dial your programmed list item number 3
- Press the softkey ▲ below Kwi12 to automatically dial your programmed list item number 4

To place a call using Kwick Dialing (same as analog method)

- On your keypad Dial \*K (dialtone)
- Dial the desired list item number (1 to 5)
- The stored number is automatically dialed