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## 6424D+ Digital Phone User's Guide

Michael Wagner - 2025-05-07 - [Comments \(0\)](#) - [Telephone](#)



## Features

### Transferring a call

- To transfer a call to another extension or number.
  1. During the call press **TRNSFR**.
  2. Dial the extension where the call is to be transferred **OR** press the pre-programmed button where the call is to be transferred.
    - You may privately talk to the person to whom the call is to be transferred.
  3. Press **TRNSFR** to complete the transfer.
  4. Hang up

Standard

## Conference calling

The 6424D+ digital telephone only supports conference calls of **up to 6 parties** (You and 5 others). If you need a larger conference call, you can order a [MeetMe conference here](#).

- To add another party to a call.
  1. Press **CONF**
  2. Dial the number of the new party and wait for an answer.
  3. Press **CONF** again.
  4. Repeat steps 1 through 3 for additional conference connections.

## Mute

Press the **MUTE** button to turn off the microphone. When the button is depressed, the other person on the call cannot hear your conversation. The light above the button will turn on.

## Speakerphone

- To place/answer a call using the speakerphone.
  1. Press **SPKR**.

2. Place or answer the call.
3. Adjust speakerphone volume if necessary.
  - For raising or lowering the volume of the speakerphone. Press the **up arrow** to raise the volume. Press the **down arrow** to lower the volume.
    - This will only increase the volume of the speaker on the local phone, it will not affect the other party's volume.

## Hold

- To put a call on hold
  1. Press **HOLD**.
- To answer a new call while active on another
  1. Press **HOLD**.
  2. Press the call appearance button of the incoming call (the green light will be **flashing slowly**).
- To return to a held call
  1. Press the call appearance button of the held call (green light next to the button will be **flashing rapidly**).

## Call Coverage

- To send all incoming calls straight to voicemail
  1. Pick up the handset or press the **SPKR** button.
  2. Dial **\*8**.
  3. Hang up.
- To Take a phone off of call coverage and return the phone to normal operations
  1. Pick up the handset or press the **SPKR** button.
  2. Dial **#88**, you will hear a succession of beeps.
  3. Hang up.

## Call Forwarding

- To forward all incoming calls to another extension
  1. Pick up the handset or press the **SPKR** button.
  2. Dial **\*2** followed by the **extension** to which you'd like to forward your phone.
  3. Hang up.
- To turn off call forwarding
  1. Pick up the handset or press the **SPKR** button.
  2. Dial **#22**, you will hear a succession of beeps.
  3. Hang up.

## Call Pickup

- To answer a phone in you pick-up group (if configured by I.T.)
  1. Pickup the handset or press the **SPKR** button.
  2. Dial **\*7** or press the **Call Pickup** speed dial button (if configured by I.T.).
  3. Begin talking immediately.

## Programming Speed Dial buttons

Speed dial buttons must be programmed by I.T. Contact your [Computing Coordinator](#) or send an e-mail to [network@sou.edu](mailto:network@sou.edu).

## Changing the ringtone

To change the ringtone on your telephone leave the telephone **on hook** and press the **CONF** button. This will play the next ringtone, there are 8 ringtones available, once you find a ringtone that you like, press the **SPKR** button or lift and replace the handset to select it.

## Using the Softkeys

You can display any of the softkey features by pressing the **MENU** button and then the softkey below the feature abbreviation. If the feature you want is not on the bottom line of the screen, press **NEXT>** or **<PREV** until you see the feature you wish to access. When the feature is **active**, and arrow appears above the feature. (However, if the feature requires you to dial a telephone number or extension, such as Call Forwarding, you will temporarily see the digits you are dialing rather than the arrow, above the feature name.)

## Answering a Bridged Call

- To Answer a **bridged call**.
  - Press the button of the bridged extension and lift the handset or press **SPKR** (the green light will be **flashing slowly**).

## Advanced Features

### Abbreviated Dialing (AD) List

An Abbreviated Dialing list is a virtual list that is stored on the telephone switch. As this list is virtual, there is no way from the phone to view the list so it becomes important to write down the information or contact I.T.

- To program/reprogram an outside number or extension into a personal **Abbreviated Dial list**
  1. Pick up the handset or press the **SPKR** button
  2. Press softkey below **Prog** (if shown on the display, otherwise press **NEXT>** or **<PREV** until it appears).
    - If **Prog** doesn't appear on the menu, you may also hit **#80**.
  3. Dial Personal List number (**1, 2, or 3**).
    - If after you press the list number you get a waive-off tone, please contact the [helpdesk](#) at 2-6900.
  4. Dial list item (**1-99**).
  5. Dial number you want to store (up to 24 digits). (You may be able to use the softkeys to add special features such as **Pause**, **Mark**, **Wait**, or **Suppress** into the telephone numbers programmed on the button).
  6. Press **#**.
    - For example, to program the helpdesk, press (**Prog + 1 + 1 + 26900 + #**)
  7. Repeat steps 4 through 6 to program additional items on the same list.
  8. Hang up.
- To **use** an Abbreviated Dial list
  1. Listen for dial tone.
  2. Dial \* followed by the **List Number** (0-2), followed by the **Abbreviated Dial Code Number** (1-99)
- - **NOTE:** An interesting feature of creating lists, is your first list translates to **list 0** in the system. Your second list is numbered **list 1** in the system. Keep this in mind when you access and use your lists.
- - For instance to dial the helpdesk from the example above dial (**\*0 + 1**)

### Automatic Callback

- To Automatically place another call to an extension that was busy or did not answer
  1. During the call attempt, press the softkey below **AutoCB** (if shown on the display, otherwise press **NEXT>** or **<PREV** until it appears).
  2. Hang up. You will hear a 3-burst priority ring when both you and the called extension are idle.
  3. Pick up handset to be connected to the call.
- To cancel **Automatic Callback**
  1. While on-hook, press the softkey below **AutCB** again.

### The on-phone Directory (if available)

The Avaya 6424D+ digital phone has the option to have an on-phone telephone directory for on-campus extensions. This feature must be enabled by I.T. The on-phone directory information is based on Caller-ID information, so some people may not appear in the on-phone directory.

#### Using the on-phone directory

- Press the Menu button
- Press the button below **Dir**.
- Begin typing in the person's name (last name first) using the numeric keypad.
  - When typing the name, you only need to press the key **once for each letter** of the person's

- name.
  - The name will appear on the top line of the phone screen with the **name** and **extension**.
    - If there are no matches, the screen will indicate "NO MATCHES"
- If there are multiple names that match (e.g. "Smith"), it may become necessary to press the **Next** button to scroll through all of the matching names.

#### **Making a call from the on-phone directory**

- Once you have found the person in the directory to whom you'd like to place a call, press the **Make Call** button (if available), or press **Exit** and dial the number manually.

## **Comments (0)**