

Telephone operation

Temporary tone dialing

If you have pulse (rotary) service only, you can switch from pulse to touch-tone dialing temporarily during a call. This is useful if you need to send touch-tone signals to access your telephone banking or long distance services.

During a call:

1. Press ***tone**.
2. Use the dialing keys to enter the relevant number. The telephone sends touch-tone signals.
3. The telephone automatically returns to pulse dialing mode after you end the call.

Hold

You can place a home or cell call on hold. You will hear an alert tone if you have not taken the call off of hold after 14 minutes. You will hear another alert tone 30 seconds later. At 15 minutes on hold, the call on hold automatically disconnects.

To place a home call on hold:

- Press **HOLD**. **Home call on hold** appears and **🏠/HOME/FLASH** flashes.

To resume a home call on hold:

- Press **🏠/HOME/FLASH**.

To place a cell call on hold:

- Press **HOLD**. **Cell call on hold** appears and **📶/CELL** flashes.

To resume a cell call on hold:

- Press **📶/CELL**.



Handset locator

This feature helps you find a misplaced handset.

To start paging:

- Press **📶/FIND HANDSET** on the telephone base when it is not in use. All idle handsets ring and display **** Paging ****.

To end paging:

- Press **📶/FIND HANDSET** on the telephone base.

- OR -

- Press **🏠/HOME/FLASH**, **📶** or any dialing keys (**0-9**, **#**, ***tone**) on the handset.

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Equalizer

The equalizer feature on the handset enables you to change the quality of the handset audio to best suit your hearing. While on a call, an intercom, a PTT session, or listening to a message or announcement, press **↑↓EQ** to select the equalizer setting **Treble 1**, **Treble 2**, **Bass** or **Natural** (the default setting) for the handset. You hear an in-ear beep while adjusting. If you turn off the key tone, the in-ear beep will not be heard.

The current setting is shown on the handset for two seconds.

note

- The equalizer feature does not apply to the speakerphone on the telephone base or the connected Bluetooth headset.
- If you switch the call between the handset and speakerphone by pressing **☎**, the audio setting remains unchanged.
- The current equalizer setting remains unchanged until a new setting is selected.

Transfer an incoming call

While on a incoming call, you can transfer an outside call from one handset to another handset.

1. Press **OPTION**, then press **SELECT** to highlight **Transfer**.
 - If you have a two-handset system, your handset displays **Transferring call to Handset X**. The destination handset rings and displays **Transferring from other handset**.
 - If you have more than two handsets, your handset displays **TRANSFER TO:** and a list of registered handsets. Press **^** or **v** to highlight destination handset and then press **SELECT**. Your handset displays **Transferring call to Handset X**, or **Transferring call to all devices** when you choose **Ring all**. The destination rings and displays **Transferring from Handset X**.
2. The screen displays **Call transferred** when the other handset picks up the call.

Share an outside call

Another handset can join you on an outside call. That call continues until all people hang up. You can share an outside call with up to four system handsets.

- Press **☎/HOME/FLASH** or **☎** on another handset to join the call.

- OR -

- Press **OPTION** during an intercom, then press **^** or **v** to highlight **Share call**. Press **SELECT**.

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Chain dialing

Use this feature to initiate a dialing sequence from numbers stored in the directory, caller ID log or redial while you are on a call.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, caller ID log or redial list.

To access a number in the directory while on a call:

1. Press **OPTION**.
2. Press \wedge or \vee to highlight **Directory**, then press **SELECT**.
3. Press \wedge or \vee to highlight **Home** directory, then press **REVIEW**.
4. Press \wedge or \vee to scroll to the desired entry or perform an alphabetical search (page 61).
5. Press **DIAL** to dial the displayed number.

To access a number in the caller ID log while on a call:

1. Press **OPTION**.
2. Press \wedge or \vee to highlight **Caller ID log**, then press **SELECT**.
3. Press \wedge or \vee to highlight **Home** directory, then press **REVIEW**.
4. Press \wedge or \vee to scroll to the desired entry or perform an alphabetical search (page 61).
5. Press **DIAL** to dial the displayed number.

To access the redial list while on a call:

1. Press **REDIAL/PAUSE**.
2. Press \wedge , \vee or **REDIAL/PAUSE** until the desired number displays, then press **DIAL** to dial the displayed number.

note

- You cannot edit a directory entry while on a call. For more details about the directory, see page 58.
- You cannot copy a caller ID log entry into the directory while on a call. For more details about caller ID log, see page 66.
- You can only view the numbers in the directory, caller ID log or redial while on a call and cannot erase any entries.
- Press **OFF/CANCEL** to exit redial, directory or caller ID log while on a call.

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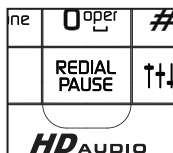
Redial list

The redial list stores up to 10 of the most recently dialed numbers.

When there are already 10 entries, the oldest entry is deleted to make room for the new entry. Entries are shown in reverse chronological order.

Review the redial list

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **^**, **v** or **REDIAL/PAUSE** to browse. You hear a double beep when you reach the beginning or end of the redial list.



Dial a redial entry

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **^**, **v** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **⬆**/**HOME/FLASH** or **⬇** to use the home line.

- OR -

Press **Ⓜ**/**CELL** to use the cell line.

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Save a redial entry to the directory

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **^**, **∨** or **REDIAL/PAUSE** to highlight the desired number.
3. Press **SAVE**.
4. The handset displays **EDIT NUMBER**. Use the dialing keys to edit the number, if necessary.
 - Press **MUTE/DELETE** to erase a digit.
 - Press and hold **MUTE/DELETE** to erase all digits.
 - Press **∨** to move the cursor to the right or **^** to the left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **NEXT**.
6. Press **^** or **∨** to select one of the following types:
 - Home
 - Cell
 - Work
 - Other
7. Press **NEXT**. The handset displays **ENTER NAME**. Use the dialing keys (page 60) to enter a name.
 - Press **MUTE/DELETE** to erase a character.
 - Press and hold **MUTE/DELETE** to erase all characters.
 - Press **∨** to move the cursor to the right or **^** to the left.
8. Press **SAVE** and **Saved** displays. You hear a confirmation tone.

Delete a redial entry

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **^**, **∨** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **DELETE** to delete the displayed number. You hear a confirmation tone.

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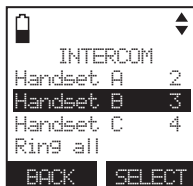
Intercom

Use the intercom feature for conversations between two system handsets.

You can buy additional expansion handsets (**DS6401**) for this telephone system. You can register up to 12 handsets to the telephone base.

To initiate an intercom call:

1. Press **MENU** on the handset when it is not in use.
 2. Press **^** or **v** to highlight **Intercom**, then press **SELECT**.
 - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Other handset is calling**.
 - If you have more than two handsets, your handset displays **INTERCOM** and a list of registered handsets. Press **^** or **v** to highlight a destination handset and then press **SELECT**. Your handset displays **Calling Handset X**, or **Calling all handsets** when you choose **Ring all**. The destination rings and displays **Handset X is calling**, or **Handset X is calling all** when **All handsets** is chosen.
- OR -
- Press **#** and then the number of destination handset.



To answer an intercom at the destination handset:

- Press **^/HOME/FLASH** or **■**. Both screens show **Intercom**.

To silence an intercom call:

- Press **OFF/CANCEL** or **MUTE/DELETE** on the destination handset. Its screen displays **Ringer muted** for a few seconds.

To end an intercom call:

- Press **OFF/CANCEL** or place either handset back in the telephone base or charger. Both handsets display **Intercom ended**.

note


- You can cancel the intercom call before it is answered by pressing **OFF/CANCEL** on your originating handset.
- If the calling handset rings all devices, only the quickest device answering the call can get connected.
- If the destination handset does not answer the intercom call within 100 seconds, is in the directory or caller ID log, or is out of range, the originating handset displays **No answer. Try again.** and returns to idle mode.

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Intercom (continued)

Answer an incoming call during an intercom call

When you receive an incoming home call during an intercom call, there is an alert tone and **Incoming call** appears on screens. The telephone base and all other handsets ring.

- Press /**HOME/FLASH** to answer the home call and the intercom call ends automatically.
- Press **OFF/CANCEL** to end the intercom call without answering the incoming call. The telephone continues to ring.

When you receive an incoming cell call during an intercom call, there is an alert tone and **Incoming call** appears on screens. The telephone base and all other handsets ring.

- Press /**CELL** to answer the cell call and the intercom call ends automatically.
- Press **OFF/CANCEL** to end the intercom call without answering the incoming call. The telephone continues to ring.

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Hold a call and intercom

You can use intercom to put an outside call on hold and intercom another handset.

1. When on an outside call, press **OPTION**. You can then transfer the call to the other handset.
2. Press **^** or **v** to highlight **Intercom**, then press **SELECT**. The call is automatically put on hold.
 - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Other handset is calling**.
 - If you have more than two handsets, your handset displays **INTERCOM** and a list of registered handsets. Press **^** or **v** to highlight destination handset and then press **SELECT**. Your handset displays **Calling Handset X**, or **Calling all devices** when you choose **Ring all**. The destination rings and displays **Handset X is calling**, or **Handset X is calling all** when **All handsets** is chosen.



3. When the destination handset answers the intercom call, both screens show **Intercom**.

From this intercom call, you have the following options:

- You can transfer the call. Press **OPTION** and press **SELECT** to choose **Transfer** on the calling handset. Your screen shows **Call transferred**. The other handset automatically connects to the outside call.
- You can let the other handset join you on the outside call in a three-way conversation. Press **OPTION**. Press **^** or **v** to highlight **Share call** on the calling handset, then press **SELECT**.
- Either person can press the appropriate line key (**HOME** or **CELL**) on their handset to take the outside call of hold or press **OFF** to end the intercom (the outside call will automatically go off hold on the handset that did not hang up).

note

- If you want to cancel an intercom call and reconnect to the outside call before the destination handset answers, press **⬆/HOME/FLASH** on the originating handset.
- If the destination handset does not answer the intercom call within 100 seconds, is in the directory or caller ID log, or is out of range, the originating handset displays **Unable to call try again**. Press **⬆/HOME/FLASH** on the originating handset to reconnect to the outside call.

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Push-to-talk (PTT)

You can directly broadcast messages from one handset to the speakerphone of one or all other handsets. Any handset called can respond by pressing **Push-to-talk** to begin a two-way communication.

- Only one handset can talk at a time. To do so, press and hold the Push-to-talk button.
- You must release **Push-to-talk**, so the other person can respond.
- Only one PTT can be active at a time.
- While PTT is in use between handsets, other handsets cannot use the intercom feature but can access the answering system.
- When you attempt to place a PTT call to another handset which is accessing the answering system, your handset displays **Not available at this time**.

PTT On/Off

You can turn PTT on or off on each handset.

- When on, the handset can begin and receive PTT calls.
- When off, the handset can begin PTT calls but will not receive PTT calls from other handset(s). The idle screen displays **No Incoming PTT**.
- When you attempt to place a PTT call to another handset that has the PTT feature turned off, your handset displays **Not available at this time**.

To turn PTT on or off:

1. Press **Push-to-talk** when the handset is not in use. The **PUSH-TO-TALK** menu displays.
2. Press \wedge or \vee to highlight **PTT on/off**, then press **SELECT**.
3. Press \wedge or \vee to choose **On** or **Off**, then press **SELECT** to confirm. You hear a confirmation tone.



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PTT to a single handset

You can begin a PTT call by:

1. Press **Push-to-talk** when the handset is not in use.
2. Press \wedge or \vee to highlight the destination handset number, then press **SELECT** or **Push-to-talk**.

- OR -

Use the dialing keys to enter the destination handset number.

If you have two handsets, press and hold **Push-to-talk** when handset is not in use to call the other handset.

3. Your handset displays **Connecting to Handset X...** for a few seconds. When the connection is made, both your and the destination handsets display **Press and hold [PTT] to talk** and beep once.
4. Press and hold **Push-to-talk** on your handset. A chirp indicates your microphone is on. Speak towards the handset. Your voice is broadcast to the destination handset. While you are speaking, the screen displays **PTT To Handset X** (X represents the destination handset number).
5. Release **Push-to-talk** after speaking. All handsets beep once again. After the handsets beep, you can press and hold **Push-to-talk** to continue speaking or the destination handsets can respond (see **Answering PTT** on page 57)
6. To end the PTT call, press **OFF/CANCEL** or **END** to. The handset displays **Push-to-talk Ended** for a few seconds.

note

After **Push-to-talk** is released, the PTT call remains open for a short time. Of no one presses **Push-to-talk** within 10 seconds, the PTT call ends automatically.

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PTT to all handsets

You can connect a PTT call from a single handset to all available system handsets. This options appears when you have more than two handsets. To call all handsets:

1. Press **Push-to-talk** when the handset is not in use.
2. Press \wedge or \vee to highlight **All handset**, then press **SELECT** or **Push-to-talk**.

- OR -

- Press **Push-to-talk** when handset is not in use. Then press \star tone.

- OR -

- Press and hold **Push-to-talk** when handset is not in use.
3. Your handset displays **Connecting to Handset X...** for a few seconds. When the connection is made, both your and the destination handsets display **Press and hold [PTT]** to talk and beep once.
 4. Press and hold **Push-to-talk** on your handset. A chirp indicates your microphone is on. Speak towards the handset. Your voice is broadcast to the destination handset. While you are speaking, the screen displays **PTT To Handset X** (X represents the destination handset number).
 5. Release **Push-to-talk** after speaking. All handsets beep once again. After the handsets beep, you can press and hold **Push-to-talk** to continue speaking or the destination handsets can respond (see **Answering a PTT** on page 57)
 6. To end the PTT call, press **OFF/CANCEL** or **END** to. The handset displays **Push-to-talk Ended** for a few seconds.
 - If you are talking to number of recipients, when you quit from the PTT, your handset will be taken off from the recipient list on the other handsets. The remaining users see the updated list of participants.

note

- After **Push-to-talk** is released, the PTT call remains open for a short time. Of no one presses **Push-to-talk** within 10 seconds, the PTT call ends automatically.
- One-to-all PTT supports up to the forth registered handset.

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Answering a PTT

You can respond to a PTT call whenever the speakerphone light is off, as described below.

1. When your handset receives a PTT call, the handset beeps and displays **Press and hold [PTT] to talk**.
2. When someone else is speaking, your speakerphone light is on, and your handset displays **PTT From Handset X To Handset X** (the first X represents the initiating handset number, the second X represents your handset number; a maximum of four handset numbers appear).
3. When your speakerphone light is off (the handset displays **Press and hold [PTT] to talk**), you hear a beep. Press and hold Push-to-talk on your handset. When you hear a chirp, speak towards the handset.
 - While you are speaking, your handset displays **PTT To HANDSET X** (X represents the handset numbers of one or more destination handsets; a maximum of four handset numbers appear).
 - Your voice is broadcast to all destination handsets.
4. Release **Push-to-talk** when you finish your speaking. Your handset will beep. After the beep, if your speakerphone light is off, you can press and hold Push-to-talk to continue speaking or the destination handset can respond.

Switch a one-to-one PTT to intercom

You can convert a one-to-one PTT conversation to an intercom call.

1. When your handset displays **Press and hold [PTT] to talk**, press **INTCOM**. Your handset displays **Switch to Intercom?** Press **SELECT** to confirm.
2. Your handset displays **Calling Handset X**. The destination handset briefly displays **Handset X is calling** and the destination handset rings.
3. On the destination handset, press **🏠/HOME/FLASH** to answer the intercom call. Both handsets now display **Intercom**.
4. To end an intercom call, press **OFF/CANCEL** or place the handset in the telephone base or charger. Both handsets display **Intercom ended**.

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End a PTT

For one-to-one PTT, both initiating and destination handsets can end PTT.

For one-to-all PTT, the initiating handset can end the PTT call for all handsets on the PTT call. If any one of the destination handsets leaves the PTT call, the call continues until all participants or the initiator hangs up.

To end or leave PTT:

Press **OFF/CANCEL** or place the handset in the telephone base or charger. The handset displays **Push-to-talk Ended**.

note

After **Push-to-talk** is released, the PTT call remains open for a short time. If no one presses **Push-to-talk** within 10 seconds, the PTT call ends automatically.

Answer an incoming call during PTT

When you receive an incoming outside call during PTT, there is an call waiting tone. The caller ID is displayed with PTT screen alternatively.

- During a one-to-one PTT, press **⬆/HOME/FLASH** on the initiating or destination handset. The PTT call ends automatically and the outside call is answered.
- During a one-to-all PTT, press **⬆/HOME/FLASH** on the initiating handset. The PTT call ends automatically and the outside call is answered.
- During a one-to-all PTT, press **⬆/HOME/FLASH** on any one of the destination handsets and that handset answers the outside call. The PTT call continues for the rest of the PTT participants.
- To leave the PTT call without answering the incoming call, press **OFF/CANCEL**. The telephone continues to ring.

Make an outgoing call during PTT

- On the initiator handset, press **OFF/CANCEL** during PTT, then dial in the idle screen.
- On the recipient handset, release **Push-to-talk** while speaking, press **OFF/CANCEL** and dial in the idle screen.

Directory

Your phone directory consists of a home directory and up to four downloaded directories. The home directory stores up to 200 entries with up to 30 digits for each phone number and 15 characters for each name. Each of the downloaded directory stores up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

- Directory entries are stored at the telephone base and shared by all system handsets. Any changes made on one handset apply to all.
- Only one handset can review the directory at a time. If another handset tries to enter the directory, its screen shows **Not available at this time.**
- When there are no records in the directory, the screen shows **Directory empty.**
- When the directory is full and you try to save an entry, the screen shows **List full.**
- When you try to save a number already stored in the directory, the screen shows **Already saved.**

All of the instructions on pages 53-56 for the directories apply to the home directory and all downloaded directories. Creating a new entry on page 60 only applies to the home directory.

You cannot create new entries in your downloaded directories from the **DS6421/6401** handset. Entries must be downloaded from your cell phone (see **Download directory** on page 25).

Directory

Create a new entry in the home directory

1. Press **MENU** on the handset when it is not in use.
2. Press \wedge or \vee to highlight **Directory**, then press **SELECT**.
3. Press **REVIEW** to select **Home**.
4. Press \wedge or \vee to highlight **Add contact**, then press **SELECT**. The screen displays **ENTER NUMBER**.
5. Use the dialing keys to enter a telephone number.
 - Press **MUTE/DELETE** to erase a digit.
 - Press and hold **MUTE/DELETE** to erase all digits.
 - Press \vee to move the cursor to the right or \wedge to the left.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).

- OR -

Copy a number from the redial list.

1. Press **REDIAL/PAUSE** and then \vee , \wedge or **REDIAL/PAUSE** to browse to highlight a number.
 2. Press **INSERT** to copy the displayed number.
6. Press **NEXT**.
 7. Press \wedge or \vee to highlight one of the following types:
 - Home
 - Cell
 - Work
 - Other
 8. Press **NEXT**. The screen displays **ENTER NAME**.
 9. Use the dialing keys to enter the name (up to 15 characters). Additional key presses show other characters of that particular key. Press the key repeatedly until the desired character appears. The first character and the character after a space are automatically capitalized.
 - Press **MUTE/DELETE** to erase a character.
 - Press and hold **MUTE/DELETE** to erase all characters.
 - Press \wedge to move the cursor to the left or \vee to the right.
 10. Press **SAVE** to confirm and the screen shows **Saved**. You hear a confirmation tone.

note

You cannot create new entries in your downloaded directories from your **DS6421/6401** handsets. Entries must be downloaded from your cell phone (see **Download directory** on page 24).

Directory

Review the directory

Entries are sorted alphabetically.

To review the directory:

1. Press /☒ when the handset is not in use.
2. Press or to choose a directory, then press **REVIEW**. (If you only have one directory with entries, this step is not necessary.)
3. Press or to browse.

- OR -

1. Press **MENU** on the handset when it is not in use.
2. Press or to highlight **Directory**, then press **SELECT**.
3. Press or to choose a directory, then press **REVIEW**.
4. Press or to browse.

- OR -

1. Press **OPTION** while on a call.
2. Press or to highlight **Directory**, then press **SELECT**.
3. Press or to choose a directory, then press **REVIEW**.
4. Press or to browse.

note

When the desired entry displays, press # (pound key) repeatedly to show different dialing options.

3-character alphabetical search

You can use the enhanced 3-character search to find your contacts quickly and efficiently.

To start the search:

1. Follow the steps in **Review the directory** above to enter the directory.
2. When an entry appears, use the dialing keys to enter the letters associated with the name. You can enter up to three letters for the search. If there is no name matching the letter(s) entered, the next closest match in alphabetical order appears. If necessary, use or to browse.

note

The cursor automatically moves to the next position in two seconds after you enter a letter. If you do not enter another letter in the coming two seconds, the handset starts searching in the directory.