

Special Calling Features

Call Transfer

While engaged in a call to be transferred:

1. Press the Transfer softkey on the phone. The initial call is held.
2. Enter the phone number or extension of the party that will receive the call. Press # when you have entered the phone number or extension.
3. While the line is ringing, press the Transfer softkey again to connect the other two parties.

Call Transfer with Consultation

While engaged in one call:

1. Press the Transfer softkey on the phone. The initial call is held.
2. Enter the phone number or extension of the party that will receive the call. Press # when you have entered the phone number or extension.
3. Consult with connected party once they answer.
4. Press the Transfer softkey again to transfer the call.

Three-Way Call

While engaged in one call:

1. Press the Conference softkey on the phone. The initial call is held.
2. Enter the complete phone number or extension of the person you wish to conference. Press # when you have entered the phone number or extension.
3. When the call is connected, press the Conference softkey again. All parties are connected in a three-way call.

NOTE: If either of the other parties hangs up, the call will remain connected. If you hang up, the other parties are disconnected.

Conference Call 15 (N-Way Call)

While engaged in a three-way call with two other users:

1. Press the Conference softkey on the phone. The initial calls are held.
2. Enter the phone number or extension of a fourth party. Press # when you have entered the phone number or extension.
3. When the call is connected, press the Conference softkey again. All parties are connected in a Conference call.
4. To add additional callers, repeat this procedure.

NOTE: If either of the other parties hangs up, the call will remain connected. If you hang up, the other parties are disconnected.

Call Hold

While engaged in one call:

1. Press the Hold button on the phone.
2. You can make a second call and toggle between calls.

Instant Group Call

1. Dial the extension of the group you would like to call.
2. A conference call is created between all parties that answer.

Feature Access Code Calls

Automatic Callback Deactivation

1. Lift the telephone handset.
2. Press #8.
3. Replace telephone handset. The service is off.

Call Forwarding Always Activation

1. Lift the telephone handset.
2. Press *72.
3. Enter the phone number to which calls will be forwarded.
4. Replace telephone handset. The service is on.

Call Forwarding Always Deactivation

1. Lift the telephone handset.
2. Press *73.
3. Replace telephone handset. The service is off.

Call Forwarding Always to Voice Mail Activation

1. Lift the telephone handset.
2. Press *21.
3. Replace telephone handset. The service is on.

Call Forwarding Always to Voice Mail Deactivation

1. Lift the telephone handset.
2. Press #21.
3. Replace telephone handset. The service is off.

Call Forwarding Busy Activation

1. Lift the telephone handset.
2. Press *90.
3. Enter the phone number to which to forward calls when you are on the phone.
4. Replace telephone handset. The service is on.

Call Forwarding Busy Deactivation

1. Lift the telephone handset.
2. Press *91.
3. Replace telephone handset. The service is off.

Call Forwarding Busy to Voice Mail Activation

1. Lift the telephone handset.
2. Press *40.
3. Replace telephone handset. The service is on.

Call Forwarding Busy to Voice Mail Deactivation

1. Lift the telephone handset.
2. Press #40.
3. Replace telephone handset. The service is off.

Call Forwarding No Answer Activation

1. Lift the telephone handset.
2. Press *92.
3. Enter the phone number to which to forward calls when you do not answer the phone.
4. Replace telephone handset. The service is on.

Call Forwarding No Answer Deactivation

1. Lift the telephone handset.
2. Press *93.
3. Replace telephone handset. The service is off.

Call Forwarding No Answer to Voice Mail Activation

1. Lift the telephone handset.
2. Press *41.
3. Replace telephone handset. The service is on.

Call Forwarding No Answer to Voice Mail Deactivation

1. Lift the telephone handset.
2. Press #41.
3. Replace telephone handset. The service is off.

Calling Line ID Delivery Blocking Activation

1. Lift the telephone handset.
2. Press *31.
3. Replace telephone handset. The service is on for all calls.

Calling Line ID Delivery Blocking Deactivation

1. Lift the telephone handset.
2. Press #31.
3. Replace telephone handset. The service is off for all calls.

Calling Line ID Delivery Blocking per Call

1. Lift the telephone handset.
2. Press *67.
3. Dial the phone number. The call is placed, and your calling line ID is not displayed.

Calling Line ID Delivery per Call

1. Lift the telephone handset.
2. Press *65.
3. Dial the phone number. The call is placed, and your calling line ID is displayed.

Call Park

1. Lift the telephone handset.
2. Press *68.
3. Enter phone extension where you would like to park the call.
4. Replace telephone handset. The call is parked at the indicated extension.

Call Park Retrieve

1. Lift the telephone handset.
2. Press *88. You are connected with the call you parked.

Call Pickup

1. Lift the telephone handset.
2. Press *98. The longest-ringing phone in your call pickup group is connected.

Call Retrieve

1. Lift the telephone handset.
2. Press *11. The active call on an SCA line is taken over and retrieved on your phone.

NOTE: Feature only allowed on a Shared Call Appearance line.

Call Return

1. Lift the telephone handset.
2. Press *69. The last incoming phone number is re-dialled.

Call Waiting Persistent Activation

1. Lift the telephone handset.
2. Press *43. The Call Waiting service is turned on for all calls.

Call Waiting Persistent Deactivation

1. Lift the telephone handset.
2. Press #43. The Call Waiting service is now off for all calls.

Cancel Call Waiting

1. Lift the telephone handset.
2. Press *70.
3. The Call Waiting service is turned off, and you can make an uninterrupted call. The Call Waiting service will be turned back on after the next outgoing phone call.

Clear Voice Message Waiting Indicator

1. Lift the telephone handset.
2. Press *99. The audible or visual (on some devices) message waiting indicator on your phone has been cleared.

Customer Originated Trace

1. Lift the telephone handset.
2. Press *57. You have initiated a trace to identify the last call.

Directed Call Pickup

1. Lift the telephone handset.
2. Press *97.
3. Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

Directed Call Pickup with Barge-in

1. Lift the telephone handset.
2. Press *33.
3. Enter the extension where the call is ringing or ongoing. You answer or join the call of the specified extension.

Direct Voice Mail Transfer

1. Place your active call on hold.
2. Press *55. The caller is directed to your voice mail.

Diversion Inhibitor

1. Lift the telephone handset.
2. Press *80. This service is on for this call, which cannot be redirected by the terminating side.

Do Not Disturb Activation

1. Lift the telephone handset.
2. Press *78.
3. Replace telephone handset. The service is on. Your phone will not ring while this service is on for all calls.

Do Not Disturb Deactivation

1. Lift the telephone handset.
2. Press *79.
3. Replace telephone handset. The service is off for all calls.

Flash Call Hold

1. Lift the telephone handset.
2. Press *22. This service is on for this call.
3. To hold the call, press the Flash button or press and release the hang-up button on the phone cradle.

Last Number Redial

1. Lift the telephone handset.
2. Press *66. The last outgoing phone number is re-dialed.

Music On Hold per-Call Deactivation

1. Lift the telephone handset.
2. Press *60.
3. The service is turned off for this call.

No Answer Timer

1. Lift the telephone handset.
2. Press *610.
3. Press the keys to identify the number of rings before No-Answer handling is applied to a service.
4. Replace telephone handset. The service is turned on.

Per Call Account Code

1. Lift the telephone handset.
2. Press *71.
3. Dial the account code.
4. Dial the phone number. The call is placed using the specified account code.

Intercom (Push to Talk)

1. Lift the telephone handset.
2. Press *50.
3. Dial the extension of the party you want to intercom. You are now instantly connected to selected user.

Group Intercom (Push to Talk)

1. Lift the telephone handset.
2. Press *50.
3. Dial the extension of the group that you are wanting to intercom (Instant Group Call).
4. You are now instantly connected to selected users.

Speed Dial 100

To program:

1. Lift the telephone handset.
2. Press *75.
3. At the dial tone, enter the two-digit code that will represent the number you want to program, followed by the complete number.
4. Press the # key. The speed number is programmed.

To use:

1. Lift the telephone handset.
2. At the dial tone, enter the prefix set for the Speed Dial 100 service (eg. the # key), followed by the two-digit code representing the number you want to dial. The number is dialled.

Speed Dial 8

To program:

1. Lift the telephone handset.
2. Press *74.
3. At the dial tone, enter the one-digit code that will represent the phone number, followed by the complete number.
4. Press the # key. The speed number is programmed.

To use:

1. Lift the telephone handset.
2. At the dial tone, enter the one-digit code representing the number you want to dial. The speed number is dialled.

Sustained Authorization Code Activation

(calls unlocking)

1. Lift the telephone handset.
2. Press *47.
3. Enter your authorization code followed by the pound key. Your calls are unlocked.

Sustained Authorization Code Deactivation

(calls locking)

1. Lift the telephone handset.
2. Press *37.
3. Enter your authorization code followed by the pound key. Your calls are locked.