Verifying a Speed Dial Number

You can verify what phone number is assigned to a Speed Number at any time.

- Lift the handset and dial 74#
- After the prompt, press 2 to verify a Speed Number
- Press the Speed Dial digit you wish to verify

Voice Mail

If you have any voice mail messages, when you lift the handset you hear stutter dial tone.

To access your voice mail:

- Lift the handset and dial *09
- Follow the prompts to use the voice mail system

Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
ACD Queue	*10	*10
Anonymous Call Rejection	*77	*87
Billing Codes	*02 + code + #	N/A
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	FLASH	*70 + no.
Caller ID Block	*67	N/A
Conferencing (3-way Call)	FLASH + no.	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Hold	FLASH	FLASH
Park a Call	FLASH + *05	N/A
Pick up a Parked Call	FLASH + *25	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Rejection	*60 + menu	*80 + menu
Speed Dial	74* + menu	74* + menu
Transfer	FLASH + *08	N/A
Voice Mail	*09	N/A

Analog Phone Quick Reference Card

Release 5.6

Dialing

To Dial:

- An internal extension - Dial the extension
- A local call - Dial the Outside Access Digit + the number
- Long distance - Dial the Outside Access Digit + 1 + the number
- International - Dial the Outside Access Digit + 011 + Country Code + City Code + Number

Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

To program an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the voice prompts

To modify an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

To use an Abbreviated Dial Code

- Lift the handset and dial *3
- Enter the desired 2-digit speed dial code

Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

To enable Anonymous Call Rejection

- Lift the handset and dial *77
- Listen for the confirmation tone and hang up

To disable Anonymous Call Rejection

- Lift the handset and dial *87
- Listen for the confirmation tone and hang up

Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.

To make a call with an Authorization Code

- Lift the handset
- Press 9 (or the appropriate access code if different)
- Press the # sign
- Enter your authorization code
- When you enter the correct code, you will hear a dial tone.
- Dial the phone number

Automatic Call Distribution Queues

The service can distribute incoming calls arriving at a designated number to a defined group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in. Analog phones are limited to a single queue.

Logging into/out of ACD Queues

- Lift the handset and dial *10
- Hang up

Billing Codes

Billing Codes enable you to track calls by associating a billing code with each call.

To enter a billing code for a call:

- During a call, press *02
- Enter the billing code and the # sign

If you enter multiple billing codes during a call, only the last billing code will be recorded.

Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

To enable/modify Call Forwarding

- Lift the handset and dial 72*
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

To disable Call Forwarding

- Lift the handset and dial 73*
- After hearing the verification, hang up

Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

To enable/modify Call Forward (Busy)

- Lift the handset and dial 76*
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

To cancel Call Forward (Busy)

- Lift the handset and dial 77*
- Hang up

Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

To enable/modify Call Forward (No Answer)

- Lift the handset and dial 78*
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

To cancel Call Forward (No Answer)

- Lift the handset and dial 79*
- Hang up

Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or by your service provider.

To enable Call Forward (Out of Service)

- Lift the handset and dial 70*
- Press # to confirm followed by 2 to exit
- Hang up

To disable Call Forward (Out of Service)

- Lift the handset and dial 71*
- Hang up

Call Forward (Selective)

Call Forward (Selective) forwards calls from certain numbers to another number.

To configure the Selective Call List

- Lift the handset and dial *63
- Follow the voice prompts to enable or disable the feature, or add, delete, or list numbers to be forwarded.

Note: Disabling Call Forward (Selective) will not delete the Selective Call List.

Call Park (Multi-Call)

A call may be parked so it can be answered from any other extension. Analog phones can pick up calls parked by other extensions but can not park calls.

To pickup a call parked with multi-call park

- Lift the handset and dial the system number assigned to the parked call

Call Return

Dials the number of the last incoming call received at your phone.

To return a call

- Lift the handset and dial *69
- Verify the number and press 1 to return the call
- Wait for the called party to answer

Note: If your phone has Toll Restrictions, you will not be able to return restricted calls.

Call Trace

Traces an offending call immediately after it comes in.

To trace a call

- Hang up from the offending call
- Lift the handset and dial *57
- Wait for the announcement indicating that Call Trace was successful

Note: Tracing a call sends the call information to the service provider for follow-up.

Caller ID Block

Blocks display of your Caller ID for this call only.

To prevent sending your Caller ID for a single call

- Lift the handset and dial *67
- Dial the desired phone number

Call Waiting

Lets you put one call on hold while you answer a second call. You may then alternate between the two calls.

To toggle between calls

- Flash the receiver button. You will be connected to the incoming call and the first call is put on hold. Repeat to toggle between calls.

To disconnect a call

- Hang up the phone while on that line. The phone will ring so you can answer the remaining call.

Cancel Call Waiting

Cancel Call Waiting disables Call Waiting for a single call.

To temporarily cancel call waiting:

- Lift the handset and dial *70
- Dial the desired number

Conferencing

Conferencing enables you to talk to multiple parties simultaneously.

To add a party to the current call

- Inform the current party that you'll be starting a conference
- Flash the receiver button
- The call is placed on hold and you will hear dial tone
- Dial the phone number of the party you wish to dial
- Inform them of the conference
- Flash the receiver button to bring in the 3rd party

You are now in conference with both parties. Repeat the process to add additional parties.

Directed Call Pickup

Directed Call Pickup lets you answer a specific ringing phone within your Directed Call Pickup Group.

To answer a phone within your pickup group

- Lift the handset and dial *12
- At the dial tone, dial the extension you wish to answer.

Do Not Disturb

Do Not Disturb prevents inbound calls except from callers on your Priority Call List.

To enable or disable Do Not Disturb

- Lift the handset and dial *04
- Hang up

Group Pickup

Group Call Pickup lets you answer any ringing phone within your Call Pickup Group.

To answer any phone within your pickup group

- Lift the handset and dial *06

Hold

To place the current call on hold

- Press the Flash button or flash the receiver button
- Hang up or place another call.

To retrieve a held call

- Lift the handset or flash the receiver button

Note: While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you get the new call first.

Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.

To send your Caller ID for a call

- Lift the handset and dial *82
- At the second dial tone, dial the extension or telephone number you wish to reach

Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you.

- Lift the handset and press *61
- Follow the voice prompts

Privacy Guard

Privacy Guard screens inbound anonymous calls.

To enable/disable Privacy Guard

- Lift the handset and dial *88
- Press 1 to enable/disable Privacy Guard
- Hang up

To change the Privacy Guard Access Code

- Lift the handset and dial *88
- Press 2 to set or change the Access Code
- Enter the new access code followed by #
- Hang up

To verify the Privacy Guard Access Code

- Lift the handset and dial *88
- Press 3 to verify the Access Code
- After hearing the Access Code, hang up

Re-dial

To re-dial the call you placed:

- Lift the handset and dial *07

Selective Call Rejection

Selective Call Rejection lets you program your phone to reject calls from a list of telephone numbers.

To configure your Call Block List

- Lift the handset and dial *60
- Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, and add, delete, or list numbers to be blocked.

Transfer

To transfer the current call to another extension

- Announce the transfer
- Flash the receiver button and dial *08
- Dial the extension to which to transfer the call
- Announce the transfer, if desired, and hang up

Speed Dial

You can assign up to seven numbers to a 1-digit speed dial number.

Programming a Speed Dial Number

- Lift the handset and dial 74*
- At the prompt, press 1 to program a Speed Dial digit
- Press the desired Speed Dial digit (i.e., 1-7)
- Enter the phone number you want to assign to this Speed Number and press #
- After the prompt, press # and hang up

Dialing a Speed Dial Number

- Lift the handset or flash the receiver button
- Press the Speed Dial digit (i.e., 1-7) followed #
- Wait for the called party to answer