

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.

Redial

To redial the call you placed

- Lift the handset and dial *07.

Selective Call Rejection

Selective Call Rejection allows you program your phone to reject calls from a specified 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, add the last caller to the blocked list, or to add, delete, and list numbers to be blocked.

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 by #.
- Wait for the called party to answer.

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 you will hear a stutter dial tone when you lift the handset.

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
Anonymous Call Rejection	*77	*87
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Service	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 Calling)	FLASH + no.	N/A
Hold	FLASH	FLASH
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
Voice Mail	*09	N/A



VoIP Features

Dialing

To Dial

- A Local Call: Dial the Number.
- Long Distance: Dial 1 + the Number.
- International: Dial 011 + Country Code + City Code + the Number.

Abbreviated Dialing

Abbreviated Dialing allows you to 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.

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) allows you to 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 if your phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the Web Portal.

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 selected numbers to another number.

To configure the Selective Call List

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

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

Call Return

Dials the number of the last incoming call you received.

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: You will be unable to return restricted calls if your phone has toll restrictions.

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 a selected 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

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

To toggle between calls

- Flash the receiver button, or on IP phones press Line Appearance. You will be connected to the incoming call while placing the first call on hold. Repeat to toggle between calls.

To disconnect a call

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

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 hold, a new incoming call has priority over the call on hold and will ring through first. If you answer the phone, you will receive 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 specified phone call only.

To send your Caller ID for a specified phone call

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