

Quick Reference

Feature Code	Description	What to Do
*72	Call Forward Always Activation	Dial *72 + number you want to forward to, Press Send
*73	Call Forward Always Deactivation	Cancel Call Forwarding Prompted
271	Sample extension to go to a voice menu - main	Go to IVR/Menu - Main
272	Sample extension to go to a voice menu - night *	Go to IVR/Menu - Night
273	Sample extension to go to a voice menu - holiday *	Go to IVR/Menu - Holiday
	*Note: If you do not have a Holiday or Night menu, you will just get a busy signal	
xxx	Transfer caller to an Extension - xxx is extension number	Transfer + Dial Ext Number + Hang Up
7xxx	Transfer to Voicemail by Extension - xxx is extension number	Transfer + Dial 7 + Dial Ext Number + Hang Up
99xxx	Intercom directly to a phone spkr - two-way audio - xxx is ext #	Dial 99 + Dial Ext Number + Send
*35xxx	Pick up call on direct extension - xxx is extension number	Dial *35 + Dial Ext Number + Send
5001	Check Voice Mail	Dial 5001 Send (analog station dial 5001#)
5000	Check Voice Mail of another extension	Dial 5000 + Send. Dial Ext Number when prompted
*	Check Voice Mail While listening to extension greeting	During greeting dial *, prompt will ask for password
7xxx	Leave Voice Mail directly to mailbox - xxx is extension number	Dial 7 + Dial Ext Number - Leave message

To Access Your Voice Mail:

Use 5001 code above and you will be prompted to enter your password.

(Default password will be provided by installing technician, new users will be prompted to change password, record name and greetings.

Note: simple passwords are NOT allowed. 0000, 1234, 1111, etc.)

Or: Dial your own Ext number and system will prompt you to enter your password.

Or: Press the message button and system will prompt you to enter your password.

Or: Dial your 10 Digit telephone number and when you hear the greeting start

dial * and system will prompt you to enter your password.

Or: Dial your system's backdoor number ____-____-____, dial *, and system

will prompt you to enter your mailbox (extension number) and password.

Conference Call:

- Press the CONF softkey (or button) during an active call

- The first call is place on HOLD. You will hear dial tone. Dial the number to conference in, then press the SEND key.

- When the call is answered the CONF softkey will appear in the display, press the softkey and your conference call will begin.

- Hangup or press the CANCEL softkey to disconnect all parties.

- The SPLIT softkey will appear in the display during the conference. Pressing the SPLIT softkey will place both parties on hold. Quickly touching the appropriate line button twice will allow you to speak with just one of the parties.

(Note: On screen prompts & softkeys may vary slightly by phone model.)