

# Advantage Voice\* Calling Features Quick Reference Guide

## Calling Feature Access

### Call Transfer

While engaged in call to be transferred:

1. Press Transfer button on phone. The initial call is held.
2. Enter the complete phone number or extension of party to receive call. You can press # to signal the end of the phone number or extension.
3. All parties are connected.
4. Hang up handset to drop out of the call and connect the other two parties.

### Three-Way Calling

The Three-Way calling service must be assigned. While engaged in one call:

1. Press Conference button on phone. The initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press Conference button again. All parties are connected in a three-way call.

NOTE: If either of the two other parties hangs up, your call with the remaining party is intact. If you started a conference call with three or more other parties, the other parties are disconnected when you hang up.

### N-Way Calling (Up to 6 participants)

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

1. Press Conference button on phone. The initial calls are held.
2. Enter the complete phone number or extension of a fourth party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press Conference button again. All parties are connected in an N-way call.
4. To add additional callers, repeat this procedure.

NOTE: If either of the other parties hangs up, your call with the remaining

parties is connected. If you hang up, the other parties remain connected.

### Call Transfer with Consultation

The Call Transfer service must be assigned. While engaged in one call:

1. Press Transfer button on phone. Initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. Consult with connected party.
4. Press Transfer button again to return to initial call.

NOTE: This service does not work if Three-Way Calling is also assigned.

### Call Hold

While engaged in one call:

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

## Calling Feature with Access Codes

NOTE: Feature access codes provided in this guide are examples.

### Anonymous Call Rejection Activation

1. Lift telephone handset. Press the assigned code \*77
2. Replace telephone handset. The service is on.

### Anonymous Call Rejection Deactivation

1. Lift telephone handset. Press the assigned code \*87
2. Replace telephone handset. The service is off.

### Anonymous Call Rejection Interrogation

1. Lift telephone handset. Press the assigned code \*77\*
2. When activated, the announcement plays, "The Anonymous Call Rejection service is currently activated". When deactivated, the announcement plays, "The

Anonymous Call Rejection service is currently deactivated".

3. Replace telephone handset

### Automatic Callback Activation

1. When you receive a busy tone you will be prompted to press 1
2. Press 1 if you want to be notified when the line becomes available.

### Automatic Callback Deactivation

1. Lift telephone handset. Press the assigned code \*86
2. Replace telephone handset. All pending ACB requests are cancelled.

### Automatic Callback Menu Access

1. Lift telephone handset. Press the assigned code \*66
2. Press \* to cancel all outstanding ACB requests or select an individual Automatic Callback (ACB) request by pressing its associated key.
3. Replace telephone handset. Individual ACB requests or all ACB requests are cancelled or verified.

### Call Forwarding Always Activation

1. Lift telephone handset. Press the assigned code \*72
2. Enter phone number to which calls are forwarded.
3. Replace telephone handset. The service is on.

### Call Forwarding Always Deactivation

1. Lift telephone handset. Press the assigned code \*73
2. Replace telephone handset. The service is off.

### Call Forwarding Always Interrogation

1. Lift telephone handset. Press the assigned code \*72\* When activated, the announcement plays, "The Call Forwarding Always service is currently activated. The current forwarding destination is <User B ext>".
2. Replace telephone handset.

### Call Forwarding Always To Voice Mail Activation

1. Lift telephone handset. Press the assigned code \*21
2. Replace telephone handset. The service is on.

### Call Forwarding Always To Voice Mail Deactivation

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

### Call Forwarding Busy Activation

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

### Call Forwarding Busy Deactivation

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is off.

### Call Forwarding Busy Interrogation

1. Lift telephone handset. Press the assigned code \*90\* When activated, the announcement plays, "The Call Forwarding Busy service is currently activated. The current forwarding destination is <User B ext>".
2. Replace telephone handset.

### Call Forwarding Busy To Voice Mail Activation

1. Lift telephone handset. Press the assigned code \*40
2. Replace telephone handset. The service is on.

### Call Forwarding Busy To Voice Mail Deactivation

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

### Call Forwarding No Answer Activation

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

### Call Forwarding No Answer Deactivation

1. Lift telephone handset. Press the assigned code \*93
2. Replace telephone handset. The service is off.

### Call Forwarding No Answer Interrogation

1. Lift telephone handset. Press the assigned code \*92\*
2. When activated, the announcement plays, "The Call Forwarding No Answer service is currently activated. The current forwarding destination is <User B ext>".
3. Replace telephone handset. Call Forwarding No Answer to Voice

### Mail Activation

1. Lift telephone handset. Press the assigned code \*41
2. Replace telephone handset. The service is on.

### Call Forwarding No Answer to Voice Mail Deactivation

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

### Call Forwarding Not Reachable Activation

1. Lift telephone handset. Press the assigned code \*94
2. Enter phone number to forward calls when you are not reachable.
3. Replace telephone handset. The service is on.

### Call Forwarding Not Reachable Deactivation

1. Lift telephone handset. Press the assigned code \*95
2. Replace telephone handset. The service is off.

### Call Forwarding Not Reachable Interrogation

1. Lift telephone handset. Press the assigned code \*94\*
2. When activated, the announcement plays, "The Call Forwarding Not Reachable service is currently activated. The current forwarding destination is <User B ext>".
3. Replace the telephone handset.

### Call Forwarding Always Deactivation

1. Lift telephone handset. Press the assigned code \*73
2. Replace telephone handset. The service is off.

### Call Forwarding Always Interrogation

1. Lift telephone handset. Press the assigned code \*72\* When activated, the announcement plays, "The Call Forwarding Always service is currently activated. The current forwarding destination is <User B ext>".
2. Replace telephone handset.

### Call Forwarding Always To Voice Mail Activation

1. Lift telephone handset. Press the assigned code \*21
2. Replace telephone handset. The service is on.

### Call Forwarding Always To Voice Mail Deactivation

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

### Call Forwarding Busy Activation

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

### Call Forwarding Busy Deactivation

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is off.

### Call Forwarding Busy Interrogation

1. Lift telephone handset. Press the assigned code \*90\* When activated, the announcement plays, "The Call Forwarding Busy service is currently activated. The current forwarding destination is <User B ext>".
2. Replace telephone handset.

### Call Forwarding Busy To Voice Mail Activation

1. Lift telephone handset. Press the assigned code \*40
2. Replace telephone handset. The service is on.

### Call Forwarding Busy To Voice Mail Deactivation

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

### Call Forwarding No Answer Activation

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

### Call Forwarding No Answer Deactivation

1. Lift telephone handset. Press the assigned code \*93
2. Replace telephone handset. The service is off.

### Call Forwarding No Answer Interrogation

1. Lift telephone handset. Press the assigned code \*92\*
2. When activated, the announcement plays, "The Call Forwarding No Answer service is currently activated. The current forwarding destination is <User B ext>".
3. Replace telephone handset.

### Call Forwarding No Answer to Voice Mail Activation

1. Lift telephone handset. Press the assigned code \*41
2. Replace telephone handset. The service is on.

### Call Forwarding No Answer to Voice Mail Deactivation

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

### Call Forwarding Not Reachable Activation

1. Lift telephone handset. Press the assigned code \*94
2. Enter phone number to forward calls when you are not reachable.
3. Replace telephone handset. The service is on.

### Call Forwarding Not Reachable Deactivation

1. Lift telephone handset. Press the assigned code \*95
2. Replace telephone handset. The service is off.

### Call Forwarding Not Reachable Interrogation

1. Lift telephone handset. Press the assigned code \*94\*
2. When activated, the announcement plays, "The Call Forwarding Not Reachable service is currently activated. The current forwarding destination is <User B ext>".
3. Replace the telephone handset.

### Directed Call Pickup

1. Lift telephone handset. Press the assigned code \*55
2. 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 telephone handset. Press the assigned code \*33
2. Enter the extension where the call is either ringing or ongoing. You answer or join the call of the specified extension.

### Diversion Inhibitor

1. Lift telephone handset. Press the assigned code \*51\*
2. This service is on for this call, which cannot be redirected.

### Do Not Disturb Activation

1. Lift telephone handset. Press the assigned code \*52
2. Replace telephone handset. The service is on. Your phone does not ring while this service is on for all calls.

### Do Not Disturb Deactivation

1. Lift telephone handset. Press the assigned code \*53
2. Replace telephone handset. The service is off for all calls.

### Hunt Group Busy Activation

1. Lift telephone handset. Press the assigned code #51
2. Replace telephone handset. The Hunt Group Busy policy for when the hunt group is enabled. When the policy is enabled, calls to the hunt group receive busy treatment.

### Hunt Group Busy Deactivation

1. Lift telephone handset. Press the assigned code #52
2. Replace telephone handset. The Hunt Group Busy policy for your hunt group is disabled.

### Hunt Group Busy Interrogation

1. Lift telephone handset. Press the assigned code #53
2. When activated, the announcement plays, "The Hunt Group Busy policy is currently activated". When deactivated, the Announcement plays, The Hunt Group Busy policy is currently Deactivated.
3. Replace the telephone handset.

### Last Number Redial

1. Lift telephone handset. Press the assigned code # #
2. The last outgoing phone number is redialed.

### Music on Hold Per-Call Deactivation

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

### Push to Talk

1. Lift telephone handset. Press the assigned code \*50

2. The service is on for this call. You can now be instantly connected to selected users, depending on how you have configured your Push to talk service.

### **Selective Call Restriction Interrogation**

1. Lift telephone handset. Press the assigned code \*60
2. When activated, the announcement plays, "The Selective Call Rejection service is currently activated". When deactivated, the announcement plays, "The Selective Call Rejection service is currently deactivated".
3. Replace telephone handset.

### **Speed Dial 100**

To program:

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

To use:

5. Lift telephone handset.
6. At the dial tone, enter the prefix set for the Speed Dial 100 service (ex. the # key), followed by the two-digit code representing the number you want to dial. The speed number is dialed.

### **Speed Dial 8**

To program:

1. Lift telephone handset. Press the assigned code \*74
2. At the dial tone, enter the one-digit code that represents the number you want to program, followed by the complete number.
3. Press the # key. The speed number is programmed.
4. To use: Lift telephone handset.
5. At the dial tone, enter the one-digit code representing the number you want to dial. The speed number is dialed.

### **Voice Mail Retrieval**

1. Lift telephone handset. Press the assigned code \*98
2. You are connected to your voice mail retrieval menu.