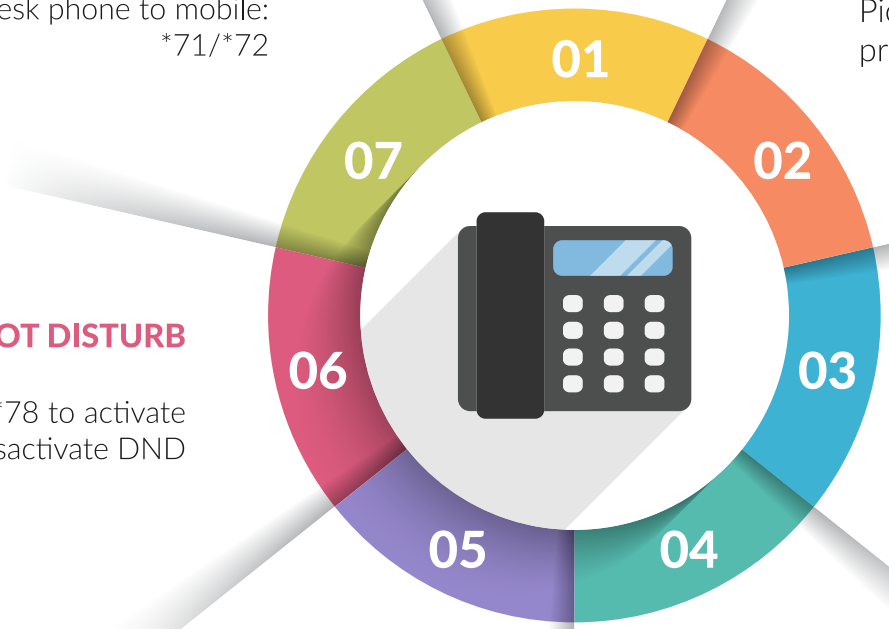
KNOW YOUR DESK PHONE



01 DIAL OUT

Pick up the handset and dial or press the Speaker button and dial

02 ANSWER CALLS

Pick up the handset or press the speaker button

03 VOICEMAIL SET UP

Dial *123.
Login and then press 0 to customize your voicemail

04 TRANSFER A CALL

Dial *2 to transfer an ongoing call.
Press # for direct transfer after dialing extension

05 HOLD A CALL

Press the HOLD button in your phone

06 DO NOT DISTURB

Access code *78 to activate and *79 to disactivate DND

07 CALL FORWARDING

From desk phone to mobile: *71/*72

LIST OF ALL **ACCESS CODES**

Voicemail
*123 Voicemail
*124 General Voicemail
*125 Voicemail Transfer

Agents
*204 Agent Pause
*205 Agent Not Ready
*212 Agent Project Dial

Enhanced Services
*149 Last Caller
*199 Monitoring

Speakerphone Paging
*399 Speakerphone Page
*400 Single Speakerphone Page
*600 Groups Speakerphone Page

Features
*130 Speed Dial
*188 Other Networks
*170 Listen to CDR Recordings

Call Forwarding
*71 Enable Call Forwarding
*72 Disable Call Forwarding

Group Hunt
*78 Enable Do Not Disturb
*79 Disable Do Not Disturb
*510 Enable Group Hunt
*511 Disable Group Hunt

CallerID
*67 Block CallerID
*81 Block CallerID once
*68 Unblock CallerID
*65 Call with CallerID list number

Call Parking
#700 Call Park
701 Call Park Start
720 Call Park End
45 Call Park Timeout (sec)
#800 Enhanced Call Park
*88 Call Pickup
Parked Calls Transfer (disabled)
Parked Calls Recording (disabled)

Greetings
*301 Record Greeting
*302 Agent Greeting
*303 Change Greeting
*304 Overwrite Greeting

System Tests
*388 Music On Hold
*398 Echo Audio Read

Operation Times
*401 Open Operation Times
*402 Close Operation Times
*403 Reset Operation Times
Midnight Reset (enabled)

Operation Times BLFs
*404 Open/Close
*405 Close/Reset

Follow Me
*520 Enable Follow Me
*521 Disable Follow Me

Wake-Up Call
*411 Wake-Up Call
*412 Operator Wake-Up Call