

# Feature Codes

## **Automatic Callback**

The Automatic Callback feature sends you a priority ring indicating that a previously busy or unanswered extension you dialed is now available.

## **Call Forwarding All Calls**

The Call Forwarding feature temporarily forwards all your calls to another extension.

## **Call Park**

Puts a call on hold at your telephone, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to complete a call from a different location. Also, if the call received is for someone else, use it to hold the call until the called party can answer it from the nearest available telephone.

## **Call Pickup**

Lets you answer a call at your telephone for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer.

**Note:** You can use this feature only if you and the called party have been assigned to the same pickup group by your system manager.

## **Directed Call Pickup**

If you can use the Directed Call Pickup feature, you can pick up a call ringing at a specific extension without the person's being a member of your pickup group.

## **Redial**

The Redial (or Last Number Dialed) feature automatically redials the last extension or outside number you dialed.

## **Send All Calls**

Temporarily sends all your calls to the extension of a person designated by your system manager to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by telephone calls.

## Access Codes

<b>Feature</b>	<b>Code</b>
Answer Back (Retrieve Call Park)	#66
Auto Callback Activation	*07
Auto Callback Deactivation	#07
Call Forwarding Activation	*22
Call Forwarding Deactivation	#22
Call Park	*66
Call Pickup	#77
Directed Call Pickup	#99
Redial	*14
Send All Calls Activation	*33
Send All Calls Deactivation	#33

## Automatic Callback

### To automatically place another call to a busy or unanswered extension:

1. Press the **Menu** button and then the softkey below **Auto Callback** (if available on your display) during the call attempt,

Or, Press **Auto Callback** (if administered) during the call attempt,

Or, dial the Auto Callback code **\*07**.

**Note:** If you send your calls to coverage after activating Automatic Callback, your callback calls will still ring at your extension and will not be redirected to coverage.

2. Hang up.
  - You hear a priority ring when both you and the called extension are idle. When you answer, regular ringing is sent to the called party.
3. Lift the handset when you hear a priority ring.

**Note:** Automatic Callback is automatically canceled after 30 minutes.

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### To cancel Automatic Callback:

1. Press the **Menu** button and then the softkey below Auto Callback again (if available on your display) while on-hook

or, Press **Auto Callback** again while on-hook,

or, dial the Auto Callback Deactivation code **#07**.

## Call Forwarding All Calls

### To temporarily redirect all calls:

1. Press the **Menu** button and then the softkey below **Call Fwd** (if available on your display) while on-hook or off-hook.

or, Press **Call Fwd** (if administered) while on-hook or off-hook.

or, Dial the Call Forward code **\*22** while off-hook.

{ dial tone }

2. Dial the extension or phone number where calls are to be sent.

**Note:** Some telephones have restrictions on where calls can be forwarded (see your system manager).

3. Hang up.
  - You may hear a ring-ping tone from your telephone as each call is forwarded.

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### To cancel Call Forwarding:

1. Press the **Menu** button and then the softkey below **Call Fwd** (if available on your display) while on-hook.

or, Press **Call Fwd** while on-hook.

or, Dial the Call Forward Cancel code **#22** while off-hook.

{ confirmation tone }

- Your calls will now ring at your own telephone.

## Call Park

### To park a call for retrieval from any extension:

1. Press **Transfer**.{dial tone}
  2. Dial the Call Park code **\*66**.{confirmation tone}
  3. Press **Transfer** again.
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### To retrieve a call parked at any extension:

1. Dial the Answer Back code **#66**.{dial tone}
  2. Dial the extension number where the call is parked.{confirmation tone}
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### To return to a call parked at your extension:

1. Press **Call Park** or, Dial the Answer Back code **#66** and then your extension number.

## Call Pickup

### To answer a call placed to your pickup group when your phone is idle:

1. Dial the Call Pickup code **#77**
  - You are connected to a ringing call.

## Directed Call Pickup

### To pick up a call directly for someone in your office:

**Note:** Again, the Directed Call Pickup feature is designed for covering calls for someone while they are away from their desk. In this case, you do not have to be a member of the same pickup group.

1. Dial the Directed Call Pickup code **#99**.
2. Dial the extension of the ringing telephone.
  - The called telephone stops ringing.
  - You are connected to the ringing call.

## **Last Number Dialed (Redial)**

**To automatically redial the last number dialed:**

1. Dial the Last Number Dialed code **\*14**.
  - o The number is automatically redialed (up to 24 digits).

## **Send All Calls (Do Not Disturb)**

**To send all calls (except priority calls) to coverage:**

1. Press **Send All Calls** or **Send Calls** while on-hook or, Dial the Send All Calls code **\*33**.{confirmation tone}
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**To cancel Send All Calls:**

1. Press **Send All Calls** or **Send Calls** again while on-hook or, Dial the Send All Calls Cancel code **#33**.{confirmation tone}

# Tones and Their Meanings

**Ring tones** are produced by an incoming call. **Handset tones** are those which you hear through the handset.

## Ring tones

- **1 ring** - A call from another extension.
- **2 rings** - A call from outside or from the attendant.
- **3 rings** - A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

## Handset Tones

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting tone** - One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: one for an internal call, two for an outside or attendant call, and three for a priority call.
- **call waiting ringback tone** - A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
- **confirmation tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** - A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the telephone dialed is being rung.

The tables below describe the defaults for each ringing and feedback tone. Check with your system manager to verify if the descriptions in the Meaning column are accurate for your system.

Ringing Tones are produced by an incoming call.

<b>Ringing Tones</b>	
<b>Rings</b>	<b>Meaning</b>
1 ring	A call from another extension.
2 rings	A call from outside or from the attendant.
3 rings	A priority call from another extension or from an Automatic Callback call you placed.
ring-ping (half-ring)	A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback tones are those which you hear through the handset, headset, or the speaker.

<b>Feedback Tones</b>	
<b>Tones</b>	<b>Meaning</b>
busy	A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
call waiting ringback	A ringback tone with lower-pitched signal at the end; indicates the extension call is busy, and the called party has been given a call waiting tone. If you hear this tone, you may wish to activate Automatic Callback.
confirmation	Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
coverage	One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
dial	A continuous tone; indicates dialing can begin.
intercept/ time-out	An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
recall dial	Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
reorder	A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
ringback	A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.