

Abbreviated Dialing

Abbreviated Dialing lets you 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.
- When entering an external number, include the Outside Dial Digit.

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.

Call Block (Selective Call Rejection)

With Call Block you can program your phone to decline calls from certain people. The Call Block Menu provides step-by-step instructions on enabling/disabling the feature and managing the Call Block List.

To Access the Call Block Menu

- Lift the handset, dial *60 and follow the voice prompts.

Note: When entering an external telephone number to the Call Block List, enter the 10-digit number. Do not include the Outside Access Digit.

Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

To enable/modify Call Forwarding using the menu:

- Press the button for the line to forward.
- Press the Forward softkey.
- Enter the telephone number for the forwarding destination. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
- Press the Forward softkey. The forwarded number will be displayed on the LCD.

To disable Call Forwarding using the menu:

- With the phone on-hook, press the Forward softkey.
- Press the forward softkey again.

Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call. Call forward busy has already been setup on your phone.

To enable/modify Call Forward (Busy)

- Lift the handset and dial 76*
- Enter the extension or phone number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- 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) lets you forward calls to another number when you don't answer. Call forward no answer has already been setup on your phone.

To enable/modify Call Forward (No Answer)

- Lift the handset and dial 78*
- Enter the extension or number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- 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 when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or phone. When entering an external forwarding number, include the Outside Access Digit.

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 certain numbers to another number.

To configure the Selective Call List

- Dial *63.
- Follow the voice prompts to enable or disable the feature, or add, delete, or list numbers to be forwarded.

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

Call Jump

Call Jump forwards a call already in progress to another number. Note that you cannot jump to or from an emergency services number. Refer to Web Portal for additional configuration.

- Dial **#+phone number+# to send the call to that phone number.
- Dial **8 (**V) to send the call to voice mail.
- Dial **0 to cancel an initial * or **

Direct Extension Assignment

Direct Extension Assignment lets you temporarily reassign a telephone with your own telephone number and profile.

To temporarily assign your number and profile to a phone:

- From the temporary phone, lift the handset and dial 588.
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
- Enter your phone password followed by the # key.

To reassign the original telephone number to the guest phone:

- Follow the steps above using the original telephone number and password that were assigned to the phone.

To reassign your own number and profile back to your own phone:

- Pick up the handset of your phone.
- After the voice prompt, enter your complete telephone number followed by the # key.
- After the voice prompt, enter your phone password followed by the # key.
- Hang up.

Direct Extension Assignment requires that the temporary phone is the same model as your own (e.g., assign from Cisco 7940 A to Cisco 7940 B).

Directed Call Pickup

Directed Call Pickup lets you answer a specific phone within your Directed Call Pickup Group.

To pickup a call using the menus

- Press the More softkey.
- Press the DC Pickup softkey.
- Enter the extension you wish to answer. The extension must be in one of your Directed Call Pickup Groups.

To pickup a call using Star Codes

- Lift the handset and dial *12
- At the dial tone, dial the extension you want to answer. The extension must be within one of your Directed Call Pickup Groups.

Do Not Disturb

Do Not Disturb makes your phone unavailable for incoming calls. Incoming calls will be routed to your voicemail or another extension, depending on your configuration.

To enable Do Not Disturb:

- Press the DND softkey or lift the handset, dial *04 and hang up.
- The display will show "Do not disturb is active".

To disable Do Not Disturb:

- Press the DND softkey or lift the handset, dial *04 and hang up. The "Do not disturb is active" message will disappear.

You can record a special voicemail greeting that callers will hear when you have DND active and they are routed to voicemail.

Hold

Hold lets you place a call on hold for rapid retrieval from the same phone.

To place the current call on hold:

- Press the Hold softkey.

To retrieve the held call:

- Press the Resume softkey.

When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.

Intercom

Intercom lets you make an announcement through another person's phone, allowing them to respond instantly in hands-free mode using their speakerphone.

To initiate an Intercom call:

- Press the More softkey.
- Press the Intcom softkey.
- Dial the extension of the other party.

If your phone is off hook, you can press the Intcom softkey directly. If the other party had Do Not Disturb enabled or they are on the phone, you will get a busy signal when you try to Intercom.

Receiving an Intercom call:

- When someone initiates an Intercom call to your phone and your phone is idle, your phone will beep and your speakerphone will be enabled.

Mute

Mute disables the microphone of the handset, speakerphone or headset so you can have a private conversation.

To enable Mute:

- Press the Mute button (near bottom right corner of phone). The Mute button will glow red and the display will briefly note "Microphone Mute On" to show that Mute is active.

To disable Mute:

- Press the Mute button again. The Mute button will go dark and the display will briefly indicate "Microphone Mute Off" to indicate that Mute is cancelled.

Night

Companies often have different call treatments for daytime versus after-hours callers. The Night capability can be assigned to a user's phone to override the standard day-of-week/time-of-day logic.

The Night feature has three modes:

- Normal - Calls will be handled using the standard day-of-week/time-of-day logic. No action is required by the user when operating in Normal mode.
- Temporary Night Mode temporarily overrides the normal day-of-week/time-of-day logic. It toggles between day-mode and night-mode. At the change in the day-of-week/time-of-day schedule, the system will revert back to Normal operation.
 - To enable Temporary Mode, press the Night softkey once.
- Permanent Night Mode overrides the normal day-of-week/time-of-day logic until the user manually changes the state back to Normal.
 - To enable Permanent Mode, press the Night softkey twice.
 - To disable Permanent Mode, press the Night softkey twice again.

Contact your service provider to have the Night softkey added to the appropriate phones.

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 single phone call.

To send your Caller ID for a call

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

Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you. The Priority Call Menu provides step-by-step instructions on enabling/disabling the feature and managing the Priority List.

To access the Priority Call Menu

- Lift the handset and press *61
- Follow the voice prompts.

Note: When entering an external telephone number to the Priority List, enter the 10-digit number. Do not include the Outside Access Digit.

Automatic Call Distribution Queues

The service can distribute incoming calls arriving at a designated number to a defined group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in.

To Log Into a Queue

- Press the line button associated with the desired queue. If you do not have a line button for the desired queue, your Service Provider can assign you to the queue.
- When logged into a queue, the Queue Name will disappear from the status line.
- If enabled, the Display Queue Status feature will indicate the number of calls waiting in queue on your phone display (i.e., "Sales:3" indicates that 3 calls are waiting in the Sales queue). The system routes information about the queue that most recently routed a call to you.

To Answer a Queue Call

- When a Queue Call is routed to your phone, the phone will ring and the display will indicate an incoming call on the line appearance associated with the queue.
- Press the line button associated with the desired queue call. If you simply lift the handset, you will activate your primary line appearance, not the Queue line.
- When finished talking to the caller, simply hang up and wait for the next call.

To Log Out of a Queue

- Press the line button associated with the desired queue while there is no call present on the line.

Re-dial

To re-dial the call you placed:

- Press the Redial softkey.

Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

To transfer an active call:

- Press the More softkey.
- Press the Transfer softkey.
- Dial the extension or telephone number to which you want to transfer the call.
- If the called party answers, you may talk privately with them. To finish the transfer, hang up -or- press the EndCall softkey then the Resume softkey to cancel the transfer and return to the holding party.

- If the called party doesn't answer, hang up to transfer the call to that party's voice mailbox or press the Resume softkey to cancel the transfer and return to the holding party.

Note: Press the EndCall softkey to disconnect both the calling party and called party.

Virtual Ring

Virtual Ring is an incoming call treatment that plays continuous ring tone for certain callers. Callers configured for Virtual Ring never ring your phone or reach your voicemail.

Virtual Ring treatment is assigned using the Web Portal. For more information, see the Web Portal online help.

Voice Mail

If you have any voice mail messages, your voice mail message waiting lamp indicator will glow red and your primary line appearance will indicate a flashing envelope icon.

To access your voice mail:

- Lift the handset and press the Messages button.
- Follow the prompts to use the voice mail system.
- Refer to the voice mail user guide for more information.

Call Return

Dials the number of the last incoming call received at your phone.

To return a call

- Dial *69
- Verify the number and press 1 to return the call.
- Wait for the called party to answer.

NOTE: If your phone has Toll Restrictions, you will not be able to return restricted calls.

Broadcast Paging

Broadcast Paging broadcasts an announcement to all members of your paging group.

To make a Broadcast Page:

- Dial the broadcast paging number.
- After the tone, make your announcement.
- Hang up.

To receive a Broadcast Page:

- Your phone will ring with a priority ring tone.
- Lift the handset or activate the speakerphone.

NOTE: Your phone must be idle to receive a Broadcast Page. Contact your service provider to setup broadcast paging group(s).

Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
Call Block	*60 + menu	*80 + menu
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Caller ID Block	*67	N/A
Caller ID Block Release	N/A	*82 + no.
Call Jump	**#<num># **8 to VM	**0
Call Return	*69	N/A
Call Waiting		*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Redial	*07	N/A
Selective Call Block	*60 + menu	*60 + menu
Voice Mail	*09	N/A

Telephone Numbers

- Outside Access Digit**
8
- Internal Service Extensions**
522 Meet-Me Conference (Join)
555 Voicemail (Login)
577 Voicemail (Make a Message)
585 Phone Number Announcement
586 IP Address Announcement
588 Direct Extension Assignment
589 Unassign Telephone

Web Portal

- <https://voip.telnetww.com>
- Login with 10 digit phone number and preassigned password.

Cisco IP Phone



- Handset
- Message Waiting Light
- Speaker
- Display
- Line/Feature Buttons
- Foot Stand Angle Adjustment
- Soft Keys
- Messages Button
- Directories Button
- Info Button
- Settings Button
- Services Button
- Volume Up/Down Buttons
- Speaker Button
- Mute Button
- Headset Button
- Scroll Up/Down Buttons
- Dial Pad
- Speed Dial/Queue Buttons