



SmartVoice Business Lines



Quick
Reference
Feature
Guide

FEATURE

INSTRUCTIONS

FLASH CALLS

Note: Flash calls are available on devices with flash functionality.

Call Transfer

While engaged in call to be transferred:

- ▶ Press flash-hook on phone. The initial call is held.
 - ▶ 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.
 - ▶ All parties are connected.
 - ▶ Hang up handset to drop out of the call and connect the other two parties.
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Three-Way Call

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

- ▶ Press flash-hook on phone. The initial call is held.
- ▶ Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
- ▶ When the call is connected, press flash-hook again. All parties are connected in a three-way call.
- ▶ To drop the add-on party, press the flash-hook again.

Note: If either of the two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

Flash-Hook

While engaged in one call:

- ▶ Press flash-hook on phone.
- ▶ You can make a second call and toggle between calls by pressing the flash-hook.

FEATURE ACCESS CODE CALLS

Call Forwarding Variable (Always) Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *72).
- ▶ Enter phone number to which calls will be forwarded.
- ▶ Replace telephone handset. The service is on.

Call Forwarding Always Deactivation

- ▶ Lift telephone handset. Press the assigned code (e.g. *73).
 - ▶ Replace telephone handset. The service is off.
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Call Forwarding Busy Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *76).
- ▶ Enter phone number to forward calls when you're on the phone.
- ▶ Replace telephone handset. The service is on.

Call Forwarding Busy Deactivation

- ▶ Lift telephone handset. Press the assigned code (e.g. *77).
 - ▶ Replace telephone handset. The service is off.
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Call Forwarding No Answer Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *78).
- ▶ Enter phone number to forward calls when you do not answer the phone.
- ▶ Replace telephone handset. The service is on.

Call Forwarding No Answer Deactivation

- ▶ Lift telephone handset. Press the assigned code (e.g. *79).
 - ▶ Replace telephone handset. The service is off.
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Calling Line ID Delivery Blocking Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *89).
- ▶ Replace telephone handset. The service is on for all calls.

Calling Line ID Delivery Blocking Deactivation

- ▶ Lift telephone handset. Press the assigned code (e.g. *88).
- ▶ Replace telephone handset. The service is off for all calls.

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FEATURE ACCESS CODE CALLS (cont.)

Calling Line ID Delivery Blocking Per Call

- ▶ Lift telephone handset. Press the assigned code (e.g. *67).
 - ▶ Dial the phone number.
 - ▶ The call is placed, and your calling line ID is not displayed.
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Calling Line ID Delivery Per Call

- ▶ Lift telephone handset. Press the assigned code (e.g. *82).
 - ▶ Dial the phone number.
 - ▶ The call is placed, and your calling line ID is displayed for this call.
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Call Park

- ▶ Call is established
 - ▶ Flash for dial tone. Press the assigned code (e.g. *31).
 - ▶ Enter extension of phone on which call is to be parked. (Must be a valid extension)
 - ▶ Replace telephone handset. The call is parked at the indicated extension.
 - ▶ If call is not retrieved it will ring back after 45 seconds.
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Call Park Retrieve

- ▶ Lift telephone handset. Press the assigned code (e.g. *34).
 - ▶ Enter extension of phone on which call was parked.
 - ▶ User is connected to call parked on that extension.
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Call Pickup

- ▶ Lift telephone handset. Press the assigned code (e.g. *41).
 - ▶ The longest-ringing phone in your call pick-up group is connected.
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Call Return

- ▶ Lift telephone handset. Press the assigned code (ex. *69).
- ▶ The last incoming phone number is redialed.

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FEATURE ACCESS CODE CALLS (cont.)

- Cancel Call Waiting**
- ▶ Lift telephone handset. Press the assigned code (e.g. *70).
 - ▶ The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on after the next outgoing phone call.
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- Directed Call Pickup**
- ▶ Lift telephone handset. Press the assigned code (e.g. *45).
 - ▶ Enter the extension where the call is ringing. You answer the ringing call at the specified extension.
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- Flash Call Hold**
- ▶ Call is established
 - ▶ Flash hook for dial tone. Press the assigned code (e.g. *54). Dial the number for the second call.
 - ▶ Hang up when second call is over and first call will ring back. (This service stops call transfer.)
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- Last Number Redial**
- ▶ Lift telephone handset. Press the assigned code (e.g. *66).
 - ▶ The last outgoing phone number is redialed
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- Speed Dial 100**
- To program:**
- ▶ Lift telephone handset. Press the assigned feature code (e.g. *75), followed by the two-digit code that will represent the number you want to program, followed by the complete number. (There is no prompt for numbers)
 - ▶ Press the # key. An announcement will verify the speed number programming succeeded.
- To use:**
- ▶ Lift telephone handset.
 - ▶ At the dial tone, enter the prefix set for the Speed Dial 100 service (e.g. the # key), followed by the two-digit code representing the number you want to dial. The speed number is dialed.

FEATURE ACCESS
CODE CALLS (cont.)

Speed Dial 8

To program:

- ▶ Lift telephone handset. Press the assigned code (e.g. *74), followed by the one-digit code (2 thru 9) that will represent the number you want to program, followed by the complete number. (There is no prompt for numbers)
- 2. Press the # key. An announcement will verify the speed number programming succeeded.

To use:

- ▶ Lift telephone handset.
- ▶ At the dial tone, enter the one-digit code representing the number you want to dial. The speed number is dialed.

Call Waiting
Persistent
Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *43).
- ▶ An announcement will verify call waiting is enabled.
- ▶ Replace telephone handset. The service is on.

Call Waiting Persistent Deactivation

- ▶ Lift telephone handset. Press the assigned code (e.g. *42).
- ▶ An announcement will verify call waiting is disabled.
- ▶ Replace telephone handset. The service is off.

Do Not Disturb
Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *03).
- ▶ An announcement will verify Do Not Disturb is active.
- ▶ Incoming calls will receive a busy signal.

Do Not Disturb Deactivation

- ▶ Lift telephone handset. Press the assigned code (e.g. *04).
- ▶ An announcement will verify Do Not Disturb is deactivated.
- ▶ Incoming calls will ring in normally.

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FEATURE ACCESS CODE CALLS (cont.)

- Music on Hold
Per Call
Deactivation
(When service is on)
- ▶ Lift telephone handset. Press the assigned code (e.g. *30).
 - ▶ At the new dial tone dial the outgoing number.
 - ▶ Flash hook to second dial tone and the held call will not receive music on hold.
 - ▶ Call is in progress.
 - ▶ Flash hook for new dial tone and enter assigned code (e.g. *30) and hang up.
 - ▶ Caller rings back.
 - ▶ Answer phone with caller 1.
 - ▶ Flash hook again for second dial tone and dial caller 2. Caller 1 will not receive music on hold.

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VOICEMAIL FEATURES

Note: User must have an active Voice Mail account to use the following features.

Call Forwarding Always to Voice Mail Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *21).
- ▶ An announcement will verify calls will go directly to VM.
- ▶ Replace telephone handset. The service is on.

Call Forwarding Always to Voice Mail Deactivation:

- ▶ Lift telephone handset. Press the assigned code (e.g. *23).
 - ▶ An announcement will verify calls will not go directly to VM.
 - ▶ Replace telephone handset. The service is off.
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Call Forwarding Busy to Voice Mail Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *40).
- ▶ An announcement will verify calls will go to VM.
- ▶ Replace telephone handset. The service is on.

Call Forwarding Busy to Voice Mail Deactivation

- ▶ Lift telephone handset. Press the assigned code (e.g. *39).
 - ▶ An announcement will verify calls will not go to VM.
 - ▶ Replace telephone handset. The service is off.
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Call Forwarding No Answer to Voice Mail Activation

- ▶ Lift telephone handset. Press the assigned code (e.g. *98).
- ▶ An announcement will verify calls will go to VM when you do not answer.
- ▶ Replace telephone handset. The service is on.

Call Forwarding No Answer to Voice Mail Deactivation:

- ▶ Lift telephone handset. Press the assigned code (e.g. *97).
- ▶ An announcement will verify calls will not go to VM when you do not answer.
- ▶ Replace telephone handset. The service is off.

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INSTRUCTIONS

VOICEMAIL FEATURES (cont.)

No Answer Timer

- ▶ Lift telephone handset. Press the assigned code (e.g. *22).
 - ▶ An announcement will ask you to enter the number of rings before the system applies no answer handling to your incoming calls. (Valid choices are 0, 2, 3, 4, 5 and 6).
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Direct Voice Mail Transfer

- ▶ Call is established
 - ▶ Flash hook for dial tone.
 - ▶ Press the assigned code (e.g. *55). You will hear an announcement to press pound or hang up to transfer the call to your voicemail box.
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Voice Portal Access

- ▶ Lift telephone handset. Press the assigned code (e.g. *62).
- ▶ You are connected to the Voice Mail menu system.