Features Access Codes Calls Quick Guide:
BizPhone

Select one of the links below to jump to section:

Anonymous Call Rejection Activation
1. Lift telephone handset. Press the assigned code (ex. *77).
2. Replace telephone handset. The service is on.

Anonymous Call Rejection Deactivation
1. Lift telephone handset. Press the assigned code (ex. *87).
2. Replace telephone handset. The service is off.

Automatic Callback Deactivation
1. Lift telephone handset. Press the assigned code (ex. #8).
2. Replace telephone handset. All pending ACB requests are cancelled.

Automatic Call Back Menu Access
1. Lift telephone handset. Press the assigned code (ex. #9).
2. Press * to cancel all outstanding ACB requests or select an individual Automatic Call Back (ACB) requests 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 (ex. *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 (ex. *73).
2. Replace telephone handset. The service is off.

Call Forwarding Always To Voice Mail Activation (see Note 1)
1. Lift telephone handset. Press the assigned code (ex. *21).
2. Replace telephone handset. The service is on.

Call Forwarding Always To Voice Mail Deactivation
1. Lift telephone handset. Press the assigned code (ex. #21).
2. Replace telephone handset. The service is off.

Call Forwarding Busy Activation
1. Lift telephone handset. Press the assigned code (ex. *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 (ex. *91).
2. Replace telephone handset. The service is off.

Call Forwarding Busy To Voice Mail Activation (see Note 1)
1. Lift telephone handset. Press the assigned code (ex. *40).
2. Replace telephone handset. The service is on.

Call Forwarding Busy To Voice Mail Deactivation
1. Lift telephone handset. Press the assigned code (ex. #40).
2. Replace telephone handset. The service is off.

Call Forwarding No Answer Activation
1. Lift telephone handset. Press the assigned code (ex. *92).
2. Enter phone number to forward calls when you do not answer the phone.
3. Replace telephone handset. The service is on.

NOTE 1: The system default number of rings before a call is forward to voicemail is 3 rings (18-20 seconds)

Call Forwarding No Answer Deactivation
1. Lift telephone handset. Press the assigned code (ex. *93).
2. Replace telephone handset. The service is off.

Call Forwarding No Answer To Voice Mail Activation (see Note 1)
1. Lift telephone handset. Press the assigned code (ex. *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 (ex. #41).
2. Replace telephone handset. The service is off.

Call Forwarding Not Reachable Activation
1. Lift telephone handset. Press the assigned code (ex. *94).
2. Replace telephone handset. The service is on.

Call Forwarding Not Reachable Deactivation
1. Lift telephone handset. Press the assigned code (ex. *95).
2. Replace telephone handset. The service is off.

Call Forwarding Selective Activation
1. Lift telephone handset. Press the assigned code (ex. #76).
2. Replace telephone handset. The service is on.

Call Forwarding Selective Deactivation
1. Lift telephone handset. Press the assigned code (ex. #77).
2. Replace telephone handset. The service is off.

Calling Line ID Delivery Blocking per Call
1. Lift telephone handset. Press the assigned code (ex. *67).
2. Dial the phone number.
3. The call is placed, and your calling line ID is not displayed.

Calling Line ID Delivery Blocking Persistent Activation
1. Lift telephone handset. Press the assigned code (ex. *31).
2. Replace telephone handset. The service is on for all calls.

Calling Line ID Delivery Blocking Persistent Deactivation
1. Lift telephone handset. Press the assigned code (ex. #31).
2. Replace telephone handset. The service is off for all calls.

Calling Line ID Delivery per Call
1. Lift telephone handset. Press the assigned code (ex. *65).
2. Dial the phone number.
3. The call is placed, and your calling line ID is displayed for this call.

Call Park
1. Lift telephone handset. Press the assigned code (ex. *68).
2. Enter extension of phone on which call is to be parked.
3. Replace telephone handset. The call is parked at the indicated extension.

Call Park Retrieve
1. Lift telephone handset. Press the assigned code (ex. *88).
2. You are connected with the call you parked.

NOTE 1: The system default number of rings before a call is forward to voicemail is 3 rings (18-20 seconds)

Call Retrieve
1. Lift telephone handset. Press the assigned code (ex. *11).
2. The ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows you to answer the phone that has been ringing the longest.

Call Return
1. Lift telephone handset. Press the assigned code (ex. *69). The announcement plays, "The last incoming number was <User B's ext>. To activate Call Return, dial "1"; otherwise, hang up."
2. Press "1". The last incoming phone number is redialed.

Call Waiting Persistent Activation
1. Lift telephone handset. Press the assigned code (ex. *43).
2. The Call Waiting service is turned on for all calls.

Call Waiting Persistent Deactivation
1. Lift telephone handset. Press the assigned code (ex. #43).
2. The Call Waiting service is turned off for all calls.

Cancel Call Waiting
1. Lift telephone handset. Press the assigned code (ex. *70).
2. The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service is back on after the next outgoing phone call.

Directed Call Pickup
1. Lift telephone handset. Press the assigned code (ex. *97).
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 (ex. *33).
2. Enter the extension where the call is either ringing or ongoing. You answer or join the call of the specified extension.

Direct Voice Mail Transfer
1. Place your active call on hold.
2. Press the assigned code (ex. *55). The caller is directed to your voice mail.

Do Not Disturb Activation
1. Lift telephone handset. Press the assigned code (ex. *78).
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 (ex. *79).
2. Replace telephone handset. The service is off for all calls.

No Answer Timer
1. Lift telephone handset. Press the assigned code (ex. *610).
2. Press the keys to identify the number of rings before
   No-Answer handling is applied to a service.
   Note: The system only accepts "-" and "1-20:, e.g. *61020# → this will set up 20 rings.
3. Replace telephone handset. The service is turned on.

Speed Dial 8
To program:
1. Lift telephone handset. Press the assigned code (ex. *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.
To use:
1. Lift telephone handset.
2. 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 (ex. *86).
2. You are connected to your voice mail retrieval menu.

Voice Portal Access
1. Lift telephone handset. Press the assigned code (ex. *62).
2. Replace telephone handset. You can now access the group Voice Portal.