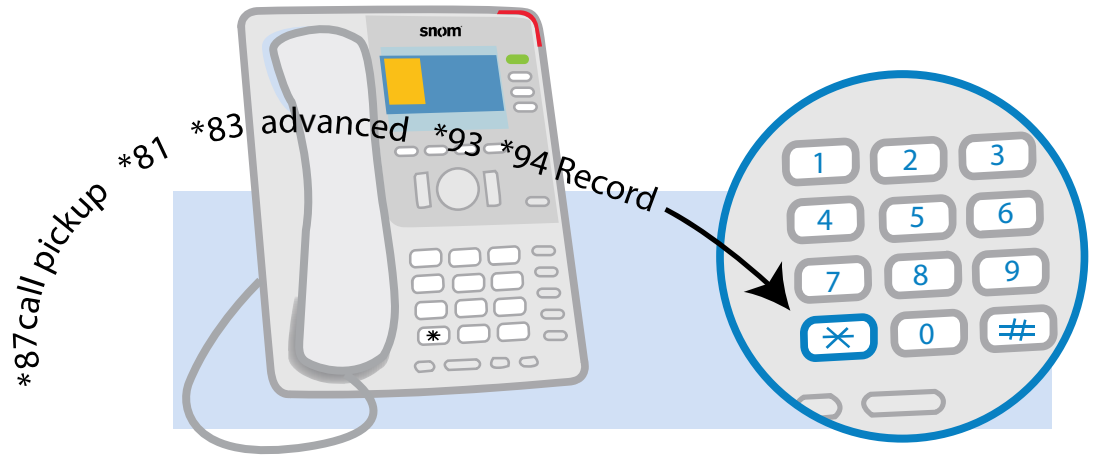




Chapter 2



Using the PBX from the Phone

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Overview

This chapter provides specific instructions for using bpsna's star codes, which can be used from many VoIP phone models. The keys on these phones can be different from manufacturer to manufacturer. For example, the "start" button varies between phone types. On the snom phone, the Confirm button is the checkmark button. On the Polycom phone, the Confirm button is the Dial button. If you have trouble locating any of the keys that are mentioned in this chapter, refer to the user guide that came with your phone.

Note: Before you can begin using star codes, you must register your phone. If you have not yet registered your phone, see the introduction of this guide for more details.

What are Star Codes?

Star codes are two-digit numbers prefixed with a star (*) and are used to tell the system what to do. Each star code maps directly to an action of the system, allowing you to access PBX features more easily. By using star codes, you can activate a wide range of PBX functionality, such as activate and deactivate Do Not Disturb (DND), forward calls to your cell phone, and use Teach Mode to help a new employee make his first sale. Figure 2-1 lists the full set of features codes.

Note: The star codes in this chapter are bpsna's Release 4.0 default codes. If your system administrator has assigned different codes for any of the available features, you will need to request a modified list.

<p>Making Calls</p> <p>Redial *66</p> <p>Call Return *69</p> <p>Intercom¹ *90</p>	<p>Call Forwarding</p> <p>Hot Deskling *70</p> <p>Call Forward All (Activate)² *71</p> <p>Call Forward All (Deactivate) *72</p> <p>Call Forward Busy (Activate)² *73</p> <p>Call Forward Busy (Deactivate) *74</p> <p>Call Forward No Answer (Activate)² *75</p> <p>Call Forward No Answer (Deactivate) *76</p> <p>DND (Activate) *78</p> <p>DND (Deactivate) *79</p> <p>Forward Calls to Domain Accounts *80</p>	<p>Call Center</p> <p>Agent Log In³ *64</p> <p>Agent Log Out³ *65</p> <p>Call Barge In¹ *81</p> <p>Teach Mode¹ *82</p> <p>Listen In¹ *83</p>
<p>Transferring Calls</p> <p>Transfer² *77</p> <p>Call Park³ *85</p> <p>Call Park Retrieve³ *86</p> <p>Call Pickup³ *87</p>	<p>Voicemail</p> <p>Send Voicemails as Emails (Activate) *95</p> <p>Send Voicemails (Deactivate) *96</p> <p>Go to Voice Mail *97</p> <p>Record New Greetings *98</p> <p>Clear the Message Indicator *99</p>	<p>Cell Phones</p> <p>Retrieve Call from Cell Phone *51</p> <p>Send Call to Cell Phone *52</p> <p>Call Cell Phone from Extension¹ *00</p> <p>Conference *53</p>
<p>Anonymous Calls</p> <p>Block CID (Activate) *67</p> <p>Block CID (Deactivate) *68</p> <p>Block Anonymous Calls (Activate) *88</p> <p>Block Anonymous Calls (Deactivate) *89</p>	<p>Miscellaneous</p> <p>Show Account Balance *61</p> <p>Wakeup Call *62</p> <p>Request Call Details *63</p> <p>Clean up an Extension *84</p> <p>Add to White List *91</p> <p>Add to Black List *92</p> <p>Record ON Key⁴ *93</p> <p>Record OFF Key⁴ *94</p>	

1. An extension number is required after these feature codes.
2. A destination number (e.g., an external number) is required after these codes.
3. The argument is optional for these feature codes.
4. These codes are used during a conversation; the tones are audible and can be heard by your connected party.

Figure 2-1. Complete Set of bpsna Star Codes

Note: The list of [star codes](#) is also available from the BAC.


Making Calls

Make Calls

Making phone calls with an IP-PBX is similar to making calls on a traditional telephone system. However, IP phones are intelligent devices and need know when you are finished dialing. Therefore, it will be necessary to press the [Confirm button](#), often denoted by a checkmark, to instruct the phone to begin dialing.

To make calls:

1. Dial the number. (For an internal call, dial the extension.)
2. Press the [Confirm button](#) on the telephone keypad.

Example: 

You can also place calls using your [personal address book](#) or your [domain address book](#). See Chapter 3, "Using the Web Interface" (Viewing Important Lists > Address Book or Domain Addresses) for more information.

Note: Your phone system may require a prefix before dialing (for example, "9"). If you cannot dial out, see your administrator.

Note: Depending on your company's policy, you may be restricted from placing calls to certain numbers (e.g., international or 900 numbers).

Receive Calls

To answer a call when the phone is ringing, pick up the handset or press the **Speaker** button on your phone. Incoming calls can be distinguished from inside calls by the different ring tone.

If the caller is in your personal address book or is part of the domain's address book, you will see the caller's name on the caller-ID. To [create a caller-ID for a contact](#), see Chapter 3, "Using the Web Interface" (Viewing Important Lists > Address Book).

Hold a Call

To hold a call, press the **Hold** button on your phone (no star code is available for holding a call). If you do not have a **Hold** button but you have a snom phone, you can configure one of the buttons on the telephone keypad as a **Hold** button.

Hold can be used for transferring a call, picking up another incoming call, or for providing privacy when a mute button is not available. Hold is also useful for initiating star codes from an IP phone (e.g., to park a call, the call must be placed on hold before activating *85).

Redial a Number (*66)

To redial the last number that was called from your phone, dial *66 and press the Confirm button on the telephone keypad. You can also call the last number that was dialed from your

phone by using the Call Log from the web interface (see Chapter 3, "Using the Web Interface," Viewing Important Lists > Call Log).

Example: 

Call Return (*69)

To dial the number of the last call, dial *69 and press the Confirm button on the telephone keypad. The number will be available until you establish a call to that number (not necessarily connect, however). This can help prevent you from calling back the same person twice. (However, if you use *69 and discontinue the call during its ring state, *69 will not be able to access that number again, unless the caller calls again.)

Example: 

Notes:

If you reach an external mailbox, the system will handle your Call Return as if the call had been successfully established and will clear the number. If you reach a mailbox of another extension on the system, the Call Return number will not be cleared and you will be able to make successive attempts to reach that extension by dialing the Call Return code. The system will store a Call Return number only for calls that contain a valid caller-ID.

Telephones that share the same extension number will share the same redial and Call Return number.

You can also call the last number that was dialed from your phone by using the [Call Log](#) in the web interface (see Chapter 3, "Using the Web Interface," then go to Viewing Important Lists > Call Log).


Intercom (*90)

The Intercom feature mimics the old secretary-boss intercom systems. Intercom can be thought of as a one-part page with a two-way audio. This feature is used for communicating with one other person. The other party must have a separate extension number, as the Intercom feature will not work between two phones that are registered to the same extension. Also, the Intercom feature will not work when multiple registrations are involved with the receiving extension.

Note: Permission is needed to use the Intercom feature. If you are unable to activate this feature, see your administrator. Not all vendors support the Intercom feature. Check the user guide that came with your phone for more information.

To activate:

1. Dial *90 and the extension you would like to intercom.
2. Press the Confirm button on the telephone keypad.

Example: 

You can now begin conversing with the other party.

Paging (one-way, one-to-many communication) is another feature that can be used to contact someone. See your administrator to have this set up.

Transferring Calls

Transfer Calls

Calls can be transferred using either the **Transfer** button on your phone or star codes. The system supports two types of call transfers: blind transfer and attended transfer.

Blind Transfer

When you activate a blind transfer, the call is transferred with no knowledge as to whether the receiving party will be available to receive the call. A blind transfer can be used for transferring calls to your voicemail or your cell phone.

1. Press the **Transfer** button on your phone, or press **Hold** and dial *77.
2. Enter the extension number (or phone number) of the recipient.

A blind transfer offers no confirmation of call connectivity. If the number is busy or does not exist or no one picks up, you will not be notified.

Attended Transfer

When using attended transfer, you must speak with the party who is receiving the call to ensure that the call is wanted.

1. Put the caller on hold (using the phone's **Hold** button). The LCD will display the call that is on hold.
2. Enter the destination number.
3. Once the party on the receiving end is prepared to take the call, press the **Transfer** button *twice* (the first Transfer connects the call; the second Transfer clears the music so that the parties can speak. (If your phone does not have a **Transfer** button, dial *77 to transfer the call.)

You do not need to press the **Hold** button to free the call. If the person is not available to take the call, you can press the **Hold** button to reclaim the call and discuss the available options with the caller.

Example:       

Transfer a Call Directly to Someone's Voicemail

If your systems administrator has enabled a direct dial number, which allows you to call your voice mailbox directly, you can "blindly" transfer a call to someone else's voice mail. The default for direct dial is "8." If you are unable to use this default, see your administrator.

1. Put the call on hold using the **Hold** button on your telephone keypad.
2. Press the **Transfer** key. (If your phone does not have a **Transfer** button, dial *77 to transfer the call.)
3. Enter the mailbox prefix key.
4. Enter the extension number.

Example:        

The caller will be transferred to the extension's voicemail. Because the caller will bypass the voicemail timeout, the caller will not hear any ringing.

This method does not need to involve an outside caller. To call a person's mailbox directly, dial 8123.

Example:      

Call Park (*85) and Call Park Retrieve (*86)

Call Park allows you to send a caller to someone whose whereabouts (within paging proximity) are not known. The receiving party uses Call Park Retrieve (*86) to retrieve the call.









Scenario: A call comes in for Diane, but you do not know where she is, so you put the customer on hold, dial *85, and press the checkmark button. You then page Diane, “Diane, you have a call on extension 509” (509 is the extension on which the call was received). Diane executes the Call Park Retrieve (*86) feature, dials 509, and retrieves the call. Park orbits can also be used for parking calls (rather than using your extension). When using a park orbit, enter the extension number of the park orbit after *85.

Park a call on your own extension

1. Put the call on hold (music plays in the background). If your phone does not have a **Hold** button, refer to the user guide that came with your phone.
2. Press *85 to park the call, then press the Confirm button on your telephone keypad.

Example:      

An announcement will indicate that the call has been parked. At this point, the call can be retrieved by any extension by dialing *86 and your extension number.

Example:        

If the call is not picked up within a specified time (default is 1 minute), you will receive a call from the system reminding you that a call is waiting.

Park a call on a specific extension:

See your system administrator to determine which extensions are available for parking calls. The system administrator may configure specific park orbits (e.g., 800, 801, 802, and 803) on the system so that all users can park calls to the same place. This is useful for monitoring parked calls and buttons, as well as for applications that need to park calls. Park orbits also ensure that voicemail does not pick up.

1. Put the call on hold (music will play in the background).
2. Press *85 to park the call.
3. Enter the extension number.

Example: 

An announcement will indicate that the call has been parked. At this point, the call may be retrieved by any extension (which has permission) by dialing *86 and the extension number on which the call has been parked.

Example: 

Call Pickup (*87)

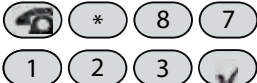
Call Pickup allows you to pick up a phone that is ringing. It can be used to pick up calls ringing into a specific extension or for ringing calls in general, including calls ringing into a hunt group or agent group.

Note: When compared to Call Park Retrieve, Call Pickup has a sense of urgency associated with it. (You must pick up the ringing phone before the call goes to voicemail.) Call Park Retrieve allows you to take your time, as the caller is already in the system.

Before you can use Call Pickup, you must first put your last call on hold so that the system does not interpret and execute the star key during calls made to external systems that also use star keys.

Directed Pickup





1. Dial *87.
2. Dial the extension on which the call is ringing.
3. Press the Confirm button on the telephone keypad

Example: 

Note: The Sipura devices from Linksys by default are not able to support star codes with more than two digits.

General Pickup

Call Pickup can also be used without specifying an extension. To activate, dial *87 and press the Confirm button on the telephone keypad.

Example:  *   

The system searches for calls to pick up in the following order:

- **Hunt groups:** For a call that is headed for a specified hunt group, the system will stop the hunt group and send the call to the extension that dials the pickup code. If several calls ring the hunt group, then the system will pick up only the first call that went to that hunt group.
- **Extensions:** When the account number is an extension, the system searches for calls that go directly to the specified extension. These calls can come from an auto attendant or through direct extension dialing. Calls that ring the extension because it is part of a hunt group or an agent group will not be considered by Call Pickup.
- **Agent groups:** As with the hunt group, the system picks up a call from the specified agent group. For calls in the ringing state, the system picks the first call that is in that state. Otherwise, the system picks the call that entered the queue first.

Conferencing

Numerous conferencing methods are available when using a VoIP system. You can hold conferences at a moment's notice or plan for them well in advance of the actual conference. To add a third party to a call that is already in process, simply use the **Hold** and **Conference** buttons on your phone. If you need to include more than three people at a moment's notice, you can hold an ad hoc conference. Participants joining an ad hoc conference will call into an extension that has been designated to conferencing. If you need to plan a conference and notify the participants in advance, you can hold a scheduled conference. Email notices will automatically be sent to the participants, providing them with conference details, including an access code. The system may have several simultaneous conferences spread across different domains or conference room accounts.

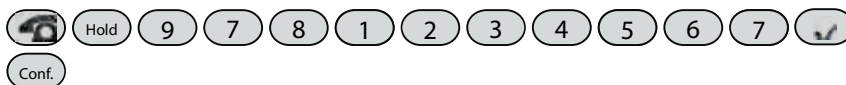
Three-Way Conferences

If your phone has **Hold** and **Conference** buttons, you can do a three-way conference using your phone:

1. Put the initial party on hold by pressing the **Hold** button on your phone.

2. Dial the extension or external number of the new party, and press the Confirm button on your telephone keypad.
3. When the new party picks up, press the **Conference** button to merge the calls.

Example:



Note: When you use the phone buttons to create a three-way conference, the network usage and quality of the call may be affected since you are processing numerous calls and merging them together.

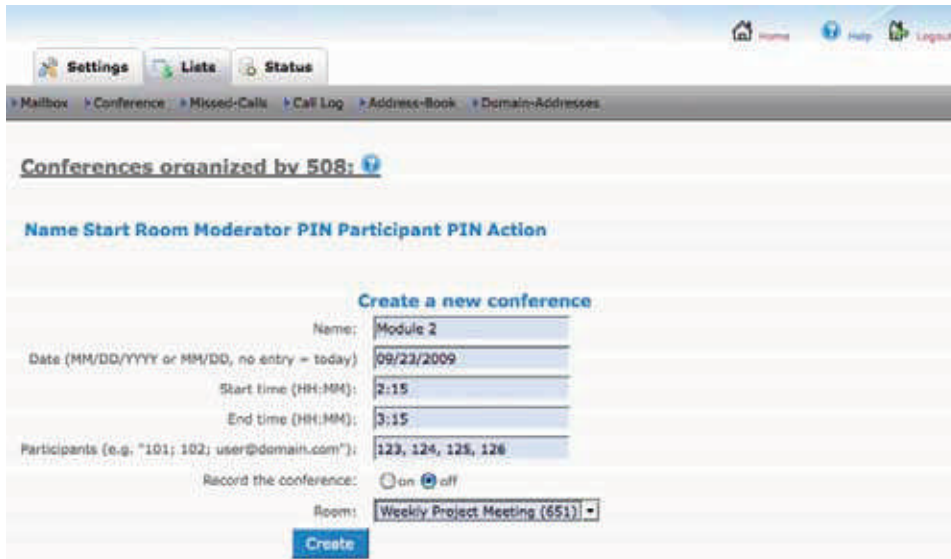
Ad Hoc Conferences

The ad hoc conference makes it possible to hold conferences at a moment's notice. This method of conferencing is handled through the system and produces a high-quality three-way conference. Although this method offers an especially simple way to hold a conference, unauthorized users are not prevented from joining the conference (unless the account requires a PIN); however, for small offices, this is a simple solution.

To hold an ad hoc conference, you need to know the extension number that has been reserved for ad hoc conferencing (see your administrator if you do not know the extension). If the designated extension is 665, then all parties who enter 665 from their extensions will be joined to the same call. Participants are not required to enter an access code unless the account has been set up with a PIN requirement. Any number of participants can join the call. (You can also call the participants and then blind-transfer them into the conference.)

Scheduled Conferences

The scheduled conference allows you to plan for your conference and notify those who will be invited to the conference. This method of conferencing requires an access code, preventing unauthorized users from joining the conference. To [create a conference](#), click **Conference** from the **Lists** tab. For instructions on populating the fields shown below, see [Chapter 3](#), "Using the Web Interface" (see Viewing Important Lists > Conferences).



Settings Lists Status

Mailbox Conference Missed-Calls Call Log Address-Book Domain-Addresses

Conferences organized by 508:

Name Start Room Moderator PIN Participant PIN Action

Create a new conference

Name: Module 2

Date (MM/DD/YYYY or MM/DD, no entry = today): 09/23/2009

Start time (HH:MM): 2:15

End time (HH:MM): 3:15

Participants (e.g. "101; 102; user@domain.com"): 123, 124, 125, 126

Record the conference: on off

Room: Weekly Project Meeting (651)

Create

Once a conference has been created, the system will generate an access code (as shown below). The person who creates the conference (i.e., the moderator) has a different access code than the participants.



Settings Lists Status

Mailbox Conference Missed-Calls Call Log Address-Book Domain-Addresses

Conferences organized by 508:

Name	Start	Room	Moderator PIN	Participant PIN	Action
Module 2	09/23/2009 02:15:00	651	9887	4536	X

All participants will be notified of conference date, time, and access code.

SUMMARY:Module 2 (telephone conference)
 DESCRIPTION:The access code is 7030. The conference room name is "Weekly Project Meeting".
 LOCATION:Conference Server 651

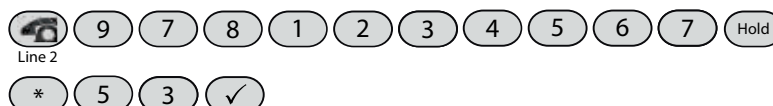
Bring an Unscheduled Party into a Scheduled Conference (*53)

The Conference (*53) feature allows you to quickly bring someone into an in-session conference, even though the individual is not part of the participant list. The new party can be on a cell phone or regular phone. The benefit of this feature is that the new party is required to do nothing but answer the phone (conference number and access code are not needed). The party in charge of the conference simply needs to call the new party (from a line that is separate from the conference) and use *53 to join the party to the conference.

Scenario: You're in the middle of a conference call and you realize you need the input of someone who is not present in the conference. The individual happens to be traveling to a meeting, so you call the person on his cell phone and then connect him to the conference using the Conference feature.

To bring the party into the conference:

1. Call the party from a different phone line.
(Use the [*00](#) feature if you need to access the individual's cell phone but do not know what that number is. See Chapter 5, "Cell Phones," for more information on this feature.)
2. Place the call on hold.
3. Enter *53, then press the Confirm button on the telephone keypad.



Anonymous Calls

Block Your Caller-ID (*67)

Blocking your caller-ID keeps your phone number and name hidden from the party you dial. A blocked caller-ID also prevents the called party from looking you up in an address book and initiating a callback. Calls from one extension to another extension will always reflect the caller-ID.

1. Dial *67 and press the Confirm button on the telephone keypad.

Example: 

You will hear an announcement indicating that the caller-ID will be blocked for all future calls.

Note: Caller-ID is always presented for internal calls.

2. Dial *68 to re-enable your caller-ID.

Example: 

Reject Anonymous Calls (*88)

To reject anonymous calls, dial *88 and press the Confirm button on the telephone keypad.

Example: 

To allow anonymous calls again, dial *89 and press the Confirm button on the telephone keypad.

Note: If you have set your Call Forward to busy condition, the system will forward anonymous calls to the designated destination (for example, your assistant). This will ensure that your anonymous calls get screened before you take the call. If you have not set the Call

Forward to busy, the system will announce to the caller that the call cannot be taken because of the blocked caller-ID.

Other options are available for handling [anonymous calls](#), such as screening the calls yourself or using the [Ask for name](#) setting, which requires that callers announce their name. These options are detailed in Chapter 3, "Using the Web Interface."

Forwarding Calls

Call forwarding allows you to forward your calls to another number. Multiple methods are available for doing this.

Hot Desking (*70)

Hot desking can minimize the need for office space and is often used as a cost reduction method. It allows users to use the same desk and phone, although at different times. Hot desking can be used on a temporary or permanent basis. In either case, all calls made to your extension (or as part of a hunt group or agent group) will get routed to the new extension or destination.

When Hot Desking, the person takes ownership on the phone, which means that outbound calls from the phone will reflect that person's caller-ID. It is not expected that other significant inbound traffic goes to the originally registered extension. This fact suggests that offices use "virtual" and "real" extension numbers:

- "Real" extension numbers are used for employees with a fixed location (e.g., switch board, management)
- "Virtual" extensions are not registered. They are used simply for routing calls to a specific user.

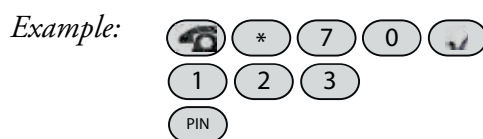
Note: If you would like to route your calls to a colleague who is covering your calls for the day, use either the Redirection star code (*71) or the web interface (**Settings > Redirection**).

The hot desking feature can also be used in a Find-Me/Follow-Me manner. When visiting a co-worker's office, you can activate the feature to make sure that your calls follow you.

To log into a hot desk:

Note: You must set your voicemail [PIN](#) before you can use the Hot Desking feature.

1. Dial *70 and press the Confirm button on the telephone keypad.
2. Enter your extension number when prompted.
3. Enter your voicemail PIN code for the extension number when prompted.



The system will acknowledge that the Hot Desking feature is in service.

Note: The system will automatically log you out of a hot desk each night. Also, after activating the hot desk feature, you will receive an email notifying you that a status change has been initiated on your extension.

To log out of a hot desk:

Dial *70 and your extension number from the location that is currently registered as a hot desk or from a phone that has been configured to the extension in question. The system will acknowledge that the Hot Desking feature is no longer in service.

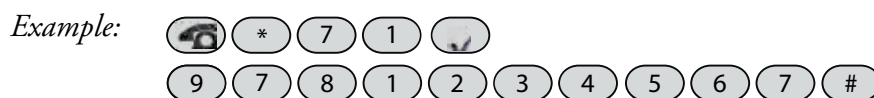


Note: Hot Desking has limitations. You will not be able to move telephone preferences, such as ring tones, address book programming, etc., to another desk.

Call Forward All Calls (*71/*72)

Use the Call Forward All (*71) feature when want to redirect all calls to another number (e.g., when you are away and a colleague is answering your phone). To activate:

1. Dial *71 and press the Confirm button on the telephone keypad.
2. Enter the call forwarding number once the announcement is complete.
3. Press the # key.



The system will repeat the number and then hang up. If you want to change the forwarding number, just call *71 again.

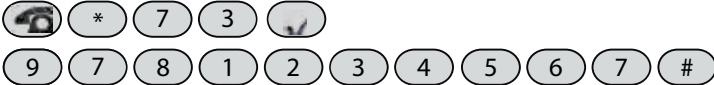
4. To deactivate Call Forward All, press *72, then press the * key when prompted. The announcement will indicate that call forwarding has been turned off.

Physical access to your phone is not required for modifying this setting. You can activate the [Call forward all calls](#) feature through the web interface (see [Chapter 3](#), "Using the Web Interface," then go to Redirection Settings).

Call Forward on Busy (*73/*74)

Use the Call Forward on Busy (*73) feature when you want to forward calls to another number if your extension is busy. This feature is typically used for redirecting calls to a team member or colleague to ensure that all incoming calls are answered. To activate:

1. Dial *73 and press the Confirm button on the telephone keypad.
2. Enter the call forwarding number once the announcement is complete.
3. Press the pound key (#).

Example: 

The system will repeat the number and then hang up. If you want to change the forwarding number, just call *73 again.

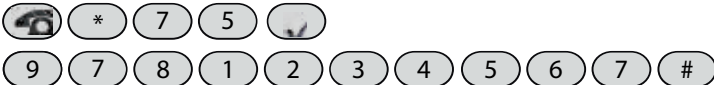
To deactivate, dial *74. The announcement will indicate that call forwarding has been disabled.

Note: Physical access to your phone is not required for modifying this setting. You can activate the [Call forward calls when busy](#) feature through the web interface (see Chapter 3, "Using the Web Interface, then go to Redirection Settings).

Call Forward on No Answer (*75/*76)

The Call Forward on No Answer feature redirects calls after a certain time when the extension does not pick up. This feature is typically used to redirect your incoming calls to an assistant or to your secondary phone in case you are not sitting by your phone. To activate:

1. Dial *75 and press the Confirm button on the telephone keypad.
2. Enter the call forwarding number once the announcement is complete.
3. Press the pound key (#).

Example: 

The system will repeat the number and hang up. If you want to change the forwarding number, dial *75 again.

To disable this feature, dial *76. The announcement will indicate that call forwarding has been disabled.

The settings made by your system administrator determine the length of time that passes before unanswered calls are forwarded. To change this value, use the [Call forward no answer timeout](#) setting (see Chapter 3, "Using the Web Interface," then go to Redirection Settings).

Physical access to your phone is not required for modifying this setting. You can activate the [Call forward on no answer](#) feature through the web interface (see [Chapter 3](#), "Using the Web Interface," then go to Redirection Settings).

Set "Do Not Disturb" (*78)

Do Not Disturb or DND functionality gives you the ability to silence your phone for all incoming calls, even calls made to a hunt group or agent group. When DND is activated, calls will not be sent to your cell phone even if your call forwarding setting is linked to your cell phone. The system will, however, call your cell phone to notify you of any messages that are received while DND is activated.

- To activate DND, dial *78 and press the Confirm button on the telephone keypad.

Example: 

- Dial *79 to deactivate.

Notes:

Although it is okay to use the DND button that is available on the IP phone itself, you will still need to activate the *78 star code so that the system will know to put your extension and any additional phone number that has been configured through it into DND.

DND can be overridden by someone who has DND override permission. Typically, this is a secretary who needs access to the boss, even if he or she is on DND.

DND takes precedence over Call Forwarding, as the latter cannot prevent hunt group calls from reaching your extension.



Forward Calls to Domain Account (*80)

This feature allows you to forward domain accounts (e.g., auto attendant, hunt group, etc.) to your own extension. Before this feature can be used, permission for each account must be activated by the administrator.

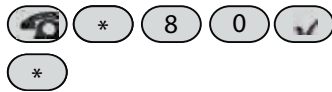
To forward all auto attendants, hunt groups, and agent groups of the domain:




To forward only a specific account, the account must be specified after the star code:

To disable this feature, enter a star in place of the call forward number:



Call Center Features









The system's interrupt and call monitoring features must be used with caution. Please consult corporate and government regulations to determine whether these features are allowed in your environment. Illegal listening to phone calls is a severe crime, and system administrators must be aware of this.

Your system must be licensed to use the Call Center star codes, as all modes of call monitoring, especially the listen-in mode, severely affect the privacy of calls on the system. Therefore, these modes are available only to extensions that are specifically allowed to use these features (see your administrator regarding your licensing agreement).

Agent Log in/Log out (*64/*65)

Note: An extension must be configured as part of an agent group before this feature can be used. See your administrator for more details.

The Agent Log In/Log Out star codes allow agents to log in and out of agent groups. Agents can use these codes to log themselves in at the beginning of a shift and then log back out when finished. Before agents can activate the log in/log out (*64/*65) features, agents must be given permission by the administrator.

Example:  *    Log in
 *    Log out

Agents who are members of numerous agent groups must specify which agent group they would like to log in or out of. Otherwise, *64/*65 by themselves will log the agent into or out of all agent groups. Using the sample shown below, the agent will be logged out of agent group 666 and will retain logged-in status for all other agent groups.

Example:  *       Log out of 666

(If the codes for Agent Log In and Log Out are identical, the system will toggle between the two states, which is useful if a user has programmed a speed dial button for Log In/Log Out.)


Call Barge-In (*81)

Note: You need permission before you can use this feature. See your system administrator for more information if you are unable to activate it.

In Call Barge-In, two callers speaking to each other are put into a conference with a third person. Typically, this third person is either a secretary reminding the boss about another appointment or possibly a co-worker in the next cube who needs help on a call. Both parties can hear the third person come into the call and can hear what the third person has to say.

To activate Call Barge-In:

1. Dial *81 then enter the extension that you would like to interrupt (e.g., *81508, where 508 is the extension).
2. Press start on the telephone keypad.

Example: 

Call Teach Mode (*82)

Note: You need permission to be able to use this feature. See your system administrator for more information if you are unable to activate it.

In Call Teach mode, only one party can hear the third party. This is typically useful in a call center when a trainer wants to offer tips to a new agent without the customer knowing. This mode is sometimes referred to as "whisper mode," because the agent's phone must have an especially good echo cancellation so that the customer does not hear any background echo.

To activate Call Teach mode:

1. Dial *82, then enter the extension number that should hear your voice.
2. Press the start key from the telephone keypad.

Example: 


Call Listen-In (*83)

Note: You need permission to be able to use this feature. See your system administrator for more information if you are unable to activate it.

The Call Listen-In mode enables a third party to listen in without being detected. The two parties speaking to each other are not notified about the listen-in and have no idea that a third party is on the phone.

To activate Call Listen-In:

1. Dial *83, then enter the extension number that you would like to monitor.
2. Press the start key from the telephone keypad.

Example: 

Miscellaneous

Show Account Balance (*61)

This feature shows you the remaining balance of a prepaid calling card account.

Wakeup Call (*62)

The Wakeup Call (*62) feature allows you to receive automatic wakeup calls from the system. Though this feature is used primarily in hospitality environments, it can also be used on an individual basis.

1. Dial *62.
2. Press the checkmark.
3. Enter the wakeup time in 24-hour format (HHMM); for example, 0715 (for 7:15 a.m.) and 1915 (for 7:15 p.m.)

Example: 

The system will confirm the wakeup call. To cancel a wakeup call after it has already been confirmed, press the star (*) key.

Note: Wakeup calls cannot be transferred to other registered devices.

Request Call Details (*63)

The Request Call Details (*63) feature allows you to request that the details of a call (caller-ID, call duration, and time of call) be sent to your email address. This feature is handy and prevents you from needing to ask the caller for contact information.

To activate the Request Call Details feature:

1. Dial *63 and press the Confirm button on the telephone keypad.

Example: 

The system will send you an email with the caller-ID, the duration of the call, and the time of the call.

2. Retrieve the message in your email.

Clean up an Extension (*84)

This feature allows you to quickly clean up an extension and is ideal in hospitality environments. It can be used to clear extensions of messages after guests have checked out and before new ones arrive. It can also be used to clean up extensions of employees who have left the company. This feature has no default star code associated with it (see your administrator for the code). This feature requires administrator permission.

Add Contact to White List (*91)

This feature allows you to add a contact to the white list of your personal address book. White list contacts receive preferred treatment: They are not required to say their name

before speaking with you, and they can receive a callback when your extension becomes available. To add a contact to the white list, dial *91 and press the start key on the telephone keypad. If the number does not already exist in your address book, the system will automatically create an entry for this number.

Example: 

To edit the address book entry, go to [Chapter 3](#), "Using the Web Interface" (see Address Book).

Add Contact to Black List (*92)



This feature lets you avoid unwanted contacts (e.g., an overtly aggressive sales person, fax spammers, etc.). If a caller is on the black list, your [Incoming anonymous call](#) settings will determine how that call is treated (see section on Redirection). If the caller should be blocked, then the system will block that call. Otherwise, the system will ask the caller to leave his name before calling your extension. Fax spammers will be unable to get through once they are on the black list. Black list contacts are not allowed to camp on an extension. To add a contact to the black list, dial *92 and press the start key on the telephone keypad. If the number does not already exist in your address book, the system will automatically create an entry for this number.

Example: 

To edit the address book entry and remove from the black list, go to [Chapter 3](#), "Using the Web Interface" (see Address Book).

Record Phone Calls (*93/*94)

Use the Call Record feature to record a conversation between you and another party (for example, a call between you and your lawyer or any other call when remembering the contents of the call is critical). Your system must be configured for call recording. Check state and federal laws before recording calls. To activate the record feature, dial *93 on the telephone keypad. To deactivate, dial *94.

Example:  Record ON
 Record OFF

To retrieve the recording, go to your [mailbox](#) from the web interface (Chapter 3, "Using the Web Interface," then go to Viewing Important Lists > Mailbox).



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Settings | Lists | Status

Mailbox | Conference | Missed-Calls | Call Log | Address-Book | Domain-Addresses

Mailbox of 508: 

Time	Number	Duration	Flags
2009/10/17 10:36:01	(241)381-6371	03:00	  
2009/10/17 10:36:17	(973)375-2524	03:02	  
2009/10/17 10:36:12	(973)375-2524	02:11	  