

QUICK REFERENCE - BUSINESS PHONE

| CODE | DESCRIPTION |
|----------------------|--|
| * 9 7 + EXT | Access Voicemail of EXT (password required) |
| * 9 8 | Access Your Voicemail (password required) |
| * 6 7 | Set Anonymous All calls |
| * 6 8 | Set Visible All Calls |
| * 8 1 + TEL | Anonymous, one call |
| * 8 2 + TEL | Visible one call |
| * 7 2 1 + EXT OR TEL | Activate CF on All calls ^{1,2} |
| * 7 2 4 + EXT OR TEL | Activate CF on busy/no-answer ^{1,2} |
| * 7 2 0 | Deactivate CF ² |
| * 7 7 + EXT | Page the Extension or Group 'Ext' |
| * 7 7 + 000 | Page all users |
| * 8 + EXT | Pickup call ringing at EXT ^{1,3} |
| * 8 0 | Pickup latest ringing call ^{2,4} |
| XFR + 5 0 0 0 | Park call |
| 5 0 0 + S | Retrieve call parked in slot S (S can be 1 to 4) |
| 0 | Call the operator |
| 3 | Call the company directory |
| 6 + EXT | Leave direct message for extension |

¹Supported format is a 3 digit extension, or 11 digit telephone number only. Call forward to International destination must be defined from the online portal

²This feature can be set on the VoIP Portal

³ Requires special permission given by administrator. Note that you can only pick up a call for an extension that was called directly. I.E. if an extension is ringing as part of a Group that was called you can only pick up that call by specifying the extension number of the Group and not that of the ringing device.

⁴ Requires special permission given by administrator. Note that you can only pick up the latest incoming call if it has not already been answered. I.E. If the latest incoming call has been answered before you dial *80, you will not pick up the call that came before it even if it is still ringing.

revolution ip

QUICK REFERENCE – BUSINESS PHONE

| N11 SERVICES SUPPORTED VIA BUSINESS PHONE |
|---|
| 9 + DIAL + N11 |
| 9N11 + DIAL |
| 911 IS DIFFERENT |
| 9 1 1 + DIAL |
| 9 9 1 1 + DIAL |
| 9 + DIAL + 9 1 1 |
| CALL QUEUES |
| LOG IN QUEUES * 7 5 4 |
| LOG OFF QUEUES * 7 5 6 |
| PAUSE * 7 5 2 |
| UNPAUSE * 7 5 8 |
| CHECK QUEUES STATUS * 7 5 0 |
| CHECK AGENT STATUS * 7 5 5 |
| DIAL CODE INSTRUCTIONS * 7 5 6 |
| CALL SUPERVISION |
| START IN LISTEN MODE * 4 + EXT |
| ONCE IN LISTEN MODE: |
| 5 SWITCH TO WHISPER MODE |
| 6 SWITCH TO BARGE-IN MODE |
| 4 SWITCH BACK TO LISTEN MODE |