



## Business Phone Features Quick Reference Book

M6 Communications Application Server Release 7.1

**Supported Phones:**

- Cisco 7902
- Cisco 7905
- Cisco 7906
- Cisco 7910
- Cisco 7911
- Cisco 7912
- Cisco 7914
- Cisco 7940 SCCP
- Cisco 7945 SCCP
- Cisco 7940 SIP
- Cisco 7941G & GE
- Cisco 7965 SCCP
- Cisco 7960 SIP
- Cisco 7961G & GE
- Cisco 7970G & GE
- Cisco 7971G
- Cisco 7975 SCCP
- Hitachi IP-5000
- Innomedia 3308
- Innomedia 5531
- Linksys/Sipura SPA-941
- Linksys/Sipura SPA-942
- Sipura SPA-841
- Soundpoint IP 430
- SoundStation IP 4000
- SwissVoice IP-10
- Thomson ST2030

## Useful Telephone Numbers

- **Voicemail**

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

- **Remote Call Forwarding**

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

- **Remote Phone**

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

- **Reservationless Conference**

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (Dial-in Number)

\_\_\_\_\_ (Moderator ID)

\_\_\_\_\_ (Guest ID)

- **Meet-Me Conferencing**

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (Join conference)

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (Schedule a conference)

- **Group Call**

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

- **Internal Service Extensions**

**522** Meet-Me Conference (Join)

**523** Meet-Me Conference (Schedule)

**544** Speed Dial Configuration

**555** Voicemail (Login)

**577** Voicemail (Make a Message)

**585** Phone Number Announcement

**586** IP Address Announcement

**588** Direct Extension Assignment

**589** Unassign Telephone

- **Customer Service / Technical Support**

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

### Web Portal

[http://\\_\\_\\_\\_.\\_\\_\\_\\_.\\_\\_\\_\\_.\\_\\_\\_\\_/webportal](http://____.____.____.____/webportal)

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## Dialing

### To Dial:

- An internal extension - Dial the 3, 4, 5 or 6-digit extension
- A local call - Dial the Outside Access Digit + the number
- Long distance - Dial the Outside Access Digit + 1 + the number
- International - Dial the Outside Access Digit + 011 + Country Code + City Code + Number

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## Re-dial

- Dial **\*07**

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## Transfer

- Tell the calling party you will transfer the call, then flash the hookswitch or press the Flash button (if available).

**NOTE:** On Innomedia 5531, press **Options** button, then **New Call** button, then dial **\*08** to transfer. Do not use the **Voice** button to transfer, as it will cause any VM to be left on the Innomedia phone, and not on the Transfer destination phone.

- Dial **\*08**.
- If the called party answers, do one of the following:
  - Hang up and let the call transfer.
  - Flash the hookswitch to cancel the transfer and return to the holding party.
- If the called party does not answer, do one of the following:
  - Flash the switchhook or press the **Flash** button (if available), or the **Options** button on the Innomedia 5531 to cancel the transfer or
- Hang up and let the call transfer to the called party's voice mail.

**NOTE:** When transferring, the Caller ID that will be listed in the receiver's phone's Received Calls list depends on the type of phone that the receiver is using.

- Cisco 7902, 7905, 7910, 7940, 7960 users - will see the Caller ID of the Console Assistant user (the person transferring the call).
- Cisco 7906, 7911, 7941, 7961, 7970, 7971 users - will see the Caller ID of the transferred caller.

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## Call Return

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

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## 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.

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## Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

### To program an Abbreviated Dial Code

- Dial **75\***
- Follow the voice prompts

### To modify an Abbreviated Dial Code

- Dial **75\***
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

### To use an Abbreviated Dial Code

- Dial **\*3**
- Enter the desired 2-digit speed dial code

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## Speed Dial

You can assign up to seven numbers to a 1-digit speed dial number.

**NOTE:** Even though you will be prompted that you can program speed dials 1 through 9, only 1-7 are allowed.

### Programming a Speed Dial Number

- Dial **74\***
- At the prompt, press **1** to program a Speed Dial digit
- Press the desired Speed Dial digit (i.e., 1-7)
- Enter the phone number you want to assign to this Speed Number and press **#**
- After the prompt, press **#** and hang up

### Dialing a Speed Dial Number

- Get dial tone.
- Press the Speed Dial digit (i.e., 1-7) followed by **#** (or **##** on a SIP phone).
- Wait for the called party to answer

### Verifying a Speed Dial Number

You can verify what phone number is assigned to a Speed Number at any time.

- Dial **74\***
- After the prompt, press **2** to verify a Speed Number
- Press the Speed Dial digit you wish to verify

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## Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

### To enable Anonymous Call Rejection

- Dial **\*77**
- Listen for the confirmation tone and hang up

### To disable Anonymous Call Rejection

- Dial **\*87**
  - Listen for the confirmation tone and hang up
- 

## Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.

### To make a call with an Authorization Code

- Lift the handset
  - Press **9** (or the appropriate access code if different)
  - Press the **#** sign or **##** for SIP phones
  - Enter your authorization code
  - When you enter the correct code, you will hear a dial tone.
  - Dial the phone number
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## 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.

### Logging into/out of ACD Queues

- Dial **\*10**
- Hang up

**NOTE:** ACD Queues are not supported on SIP phones. Analog phones are limited to a single queue.

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## Billing Codes

Billing Codes enable you to track calls by associating a billing code with each call.

### To enter a billing code for a call:

- During a call, press **\*02**
- Enter the billing code and the **#** sign

If you enter multiple billing codes during a call, only the last billing code will be recorded.

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## 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.

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## Call Block (Selective)

Selective Call Rejection lets you program your phone to reject calls from a list of telephone numbers.

### To configure your Call Block List

- Dial **\*60**
  - Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, and add, delete, or list numbers to be blocked.
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## Call Forward General Information

If you forward your phone using a local button on the phone instead of using an M6 Star Code, then the phone may ring another phone that has a line appearance of the phone before forwarding the call.

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## Call Forward (All Calls)

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

### To enable/modify Call Forwarding

- Dial **72\***
- Enter the phone number for the forwarding destination followed by **#**
- Press **#** to confirm followed by **2** to exit
- Hang up

### To disable Call Forwarding

- Dial **73\***
  - After hearing the verification, hang up
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## Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

### To enable/modify Call Forward (Busy)

- Dial **76\***
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- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

### To cancel Call Forward (Busy)

- Dial **77\***
- Hang up

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## Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

### To enable/modify Call Forward (No Answer)

- Dial **78\***
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

### To cancel Call Forward (No Answer)

- Dial **79\***
- Hang up

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## Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or by your service provider.

### To enable Call Forward (OOS)

- Dial **70\***
- Press # to confirm followed by 2 to exit
- Hang up

### To disable Call Forward (OOS)

- Dial **71\***
- Hang up

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## Call Forward (Remote Access)

- Dial the number for Remote Access to Call Forwarding given by your service provider.
- Enter the complete phone number of your IP phone, then #.
- EXAMPLE: **9723353421#** or **9723352100\*2001#** for Non-DID numbers.
- Enter the phone password, then #.
- If phone is forwarded already, your current forwarding number is announced.
- Enter new forwarding number, then #.

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## 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.

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## 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.

- 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 \*\*

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## Call Park

A call may be parked so it can be answered from any other extension. If you can park a call, your phone will have an MCPark button. All phones can pick up parked calls.

### To park a call

- While in the active call, press the **MCPark** button (if provisioned).

### To pickup a parked call

- Dial the system number assigned to the parked call

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## Call Trace

Traces an offending call immediately after it comes in.

### To trace a call

- Hang up from the offending call
- Dial **\*57**
- Wait for the announcement indicating that Call Trace was successful

**NOTE:** Tracing a call sends the call information to the service provider for follow-up.

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## Caller ID Block

Blocks display of your Caller ID for this call only.

### To prevent sending your Caller ID for a single call

- Dial **\*67**
- Dial the desired phone number

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## Caller ID Block Release

If your phone is configured to block sending Caller ID information, Caller ID Block Release sends your Caller ID information for a single phone call.

### To send your Caller ID for a call

- Dial **\*82**
- At the second dial tone, dial the extension or telephone number you wish to reach

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## Call Waiting

Lets you put one call on hold while you answer a second call. You may then alternate between the two calls.

### To toggle between calls

- Flash the receiver button. You will be connected to the incoming call and the first call is put on hold. Repeat to toggle between calls.

### To disconnect a call

- Hang up the phone while on that line. The phone will ring so you can answer the remaining call.

### To temporarily cancel call waiting:

- Dial **\*70**
- Dial the desired number

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## Call Waiting with ID Manager

Call Waiting with ID Manager allows you to handle call waiting calls (beeping in) without interrupting an existing call.

### When a call waiting call arrives, you can:

- Flash the receiver button to put the existing call on hold and answer the new call.
- Press **1** to send the new call waiting call to voicemail.
- Press **2** to send a "Please Hold. Your call will be answered shortly" announcement to the new caller.
- Press **3** to send a "Not Available. Please try your call again later" announcement to the new caller.

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## Conferencing

Conferencing enables you to talk to multiple parties simultaneously.

### To add a party to the current call

- Inform the current party that you'll be starting a conference
- Flash the receiver button
- The call is placed on hold and you will hear dial tone

- Dial the phone number of the party you wish to dial
- Inform them of the conference
- Flash the receiver button to bring in the 3rd party

You are now in conference with both parties. Repeat the process to add additional parties.

**NOTE:** SIP phones will only support 3 callers per conference.

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## Reservationless Conferencing

Reservationless Conference allows you to use the same Moderator ID and Guest conference IDs all the time. To set up a Reservationless Conference you must contact your service provider.

- Reservationless Conferences are listed first in Web Portal under the **Conferencing > Meet-Me** tab. These conferences will display an infinity symbol in the *Length* column.
- Email and iCalendar notifications of Reservationless Conferences are supported through the Web Portal.
- Meet-Me Floor Control application also allows a moderator to manage a reservationless conference.

### To use a Reservationless Conference

- Dial the Conference Bridge number.
- Enter your Moderator ID or Guest ID.

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## Directed Call Pickup

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

### To answer a phone in your pickup group

- Dial **\*12**
- At the dial tone, dial the extension you wish to answer.

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## Do Not Disturb

- Do Not Disturb prevents inbound calls except from callers on your Priority Call List.

### To enable or disable Do Not Disturb

- Dial **\*04**
- Hang up

**NOTE:** DnD is not supported on SIP phones.

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## Group Call

Group Call lets a VIP caller initiate a conference call with your Group Call members. Your service

provider will supply you with a Group Call phone number, if you subscribe to this service.

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## Group Pickup

Group Pickup lets you answer any ringing phone within your Call Pickup Group.

### To answer any phone within your pickup group

- Dial **\*06**
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## Hold

### To place the current call on hold

- Press the Flash button or flash the receiver button
- Hang up or place another call.

**NOTE:** For non-SIP phones, the phone will ring back after the call has been on hold for 1 minute.

### To retrieve a held call

- Lift the handset or flash the receiver button

**NOTE:** While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you get the new call first.

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## Phone Configurator

Phone Configurator lets you temporarily reassign a telephone with your own telephone number and profile. Phone Configurator requires that the temporary phone is the same model as your own.

**NOTE:** This feature is not available on SIP phones.

### To temporarily reassign a phone

- From the temporary phone, 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 temp 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
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## Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you.

- Get dial tone and press **\*61**
  - Follow the voice prompts
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## Privacy Guard

Privacy Guard screens inbound anonymous calls.

### To enable/disable Privacy Guard

- Dial **\*88**
- Press **1** to enable/disable Privacy Guard
- Hang up

### To change the Privacy Guard Access Code

- Dial **\*88**
- Press **2** to set or change the Access Code
- Enter the new access code followed by #
- Hang up

### To verify the Privacy Guard Access Code

- Dial **\*88**
  - Press **3** to verify the Access Code
  - After hearing the Access Code, hang up
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## Remote Phone

The Remote Phone feature lets you set up a remote phone to act as if it were your VoIP phone. Instead of placing and receiving calls from your VoIP phone, calls are made and answered from the Remote Phone (cell phone, hotel phone, etc). All calls coming into your VoIP phone would ring at your desk and on your remote phone simultaneously.

You have this feature if there is a Remote button on your VoIP. However, the VoIP phone does not have to be in service for the Remote Phone feature to be operational.

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**WARNING:** You cannot dial an emergency number (such as 911) from the Remote Phone. Hang up the phone and dial again.

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### To enable the Remote Phone feature

Do one of the following:

- dial the Remote Phone number given by your service provider, or
- log into Web Portal under **Options > Remote**, or
- press the **Remote** button on your IP phone.

### To set up Remote Phone from a remote telephone

- From the remote dial the Remote Phone access DID number (given by your service provider).
- Enter the phone number of your VoIP phone followed by the pound sign (#).
- EXAMPLE: **9723353421#** or **9723352100\*2001#** for Non-DID numbers.
- Enter the password for your VoIP phone followed by #.
- DO NOT hang up the destination phone. Leave it off-hook.

### To answer or hang up Remote Phone

- If a call comes in, press star (\*) to answer.
- Disconnect from a call by pressing “###”, which will leave the Remote Phone active (you will hear hold music playing).
- If you hang up the Remote Phone, you will disable the Remote Phone feature and you must dial back in to set it up again
- If Remote Phone was set up through Web Portal, you can hang up the remote phone and it will still be enabled. Go through Web Portal to disable Remote Phone, or press the **Remote** button on your IP phone.
- Use normal Star Codes to access system features through the Remote Phone.

### Voice Mail

If you have any voice mail messages, when you lift the handset you hear stutter dial tone. To access your voice mail:

- Dial **\*09**
- Follow the prompts to use the voice mail system

## Star Code Summary

<i>Feature</i>	<i>Set</i>	<i>Cancel</i>
Abbreviated Dial	75* + menu	75* + menu
ACD Queue	*10	*10
Anonymous Call Rejection	*77	*87
Billing Codes	*02 + code + #	N/A
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 Trace	*57	N/A
Call Waiting	FLASH	*70 + no.
Conferencing (3-way Call)	FLASH + no.	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Hold	FLASH	FLASH
Park a Call	FLASH + *05	N/A
Pick up a Parked Call	FLASH + *25	N/A
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Rejection	*60 + menu	*80 + menu
Speed Dial	74* + menu	74* + menu
Transfer	FLASH + *08	N/A
Voice Mail	*09	N/A