



Residential Phone Features Quick Reference Book

M6 Communications Application Server Release 7.1

Supported Phones:

- Cisco 7910
- Cisco 7911
- Cisco 7914
- Cisco 7940 SCCP
- Cisco 7940 SIP
- Cisco 7941G & GE
- Cisco 7945 SCCP
- Cisco 7960 SCCP
- Cisco 7965 SIP
- Cisco 7960 SCCP
- Cisco 7961G & GE Generic SIP Phone
- Cisco 7975 SCCP
- Hitachi IP-5000
- Innomedia 3308
- Innomedia 5531
- Linksys/Sipura SPA-941
- Linksys/Sipura SPA-942
- Sanyo (Torisan IPP-1900)
- Sanyo (Torisan IPP-2000)
- Sanyo (Torisan IPP-2100)
- Sanyo (Torisan IPP-2400)
- Soundpoint IP 430 (Polycom)
- SoundStation IP 4000 (Polycom)
- Sipura SPA-841
- SwissVoice IP-10
- Thomson ST2030

Useful Telephone Numbers

- **Voicemail**
() _____-
- **Group Call**
() _____-
- **Customer Service / Technical Support**
() _____-

Useful Information

- **Web Portal**
http://____.____.____.____/webportal

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

Re-dial

- Dial ***07**

Call Return

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

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.

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

Speed Dial

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

NOTE: Even though you will be prompted to program speed dials 1-9, 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

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

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.

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

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***
- 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

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

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

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.

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 **

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.

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

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

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

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.

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.

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. Also, on Cisco 7941/7961 phones only, pressing DnD while the phone is ringing will have no effect.

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.

Priority Call

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

- Lift the handset and **press *61**
- Follow the voice prompts.

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

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
Anonymous Call Rejection	*77	*87
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
Do Not Disturb	*04	*04
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
Speed Dial	74* + menu	74* + menu
Voice Mail	*09	N/A

