Business Line Feature Guide

TPX

Quick Reference

Contents

All features are purchased at the time of your service order. To add a feature, please contact the Customer Care Center.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Account Codes	Tracks and sorts usage by code, restricts unauthorized calling, and allows you to easily identify long distance call detail on your bill.		■ Obtain dial tone ■ Dial telephone number ■ After hearing two beeps, enter the account code

Call Forward

Busy	Forwards all calls when a caller gets a busy signal.		The "forward to" number is specified at the time the service order is placed. It can be changed later by calling Customer Care.
Don't Answer	Forwards all calls if the call is not answered in a pre-designated number of rings.		The "forward to" number is specified at the time the service order is placed. It can be changed later by calling Customer Care.
Don't Answer	Allows you to change the number of seconds a phone rings before it forwards to a designated number or voice mailbox.	✱22	To change time period before forwarding: ■ Obtain dial tone ■ Enter ✱22 ■ Wait for dial tone ■ Enter the number of seconds of desired delay from 04 seconds to 60 seconds ■ Wait for dial tone and hang up Note: Call Forward Don't Answer is required.

Call Forward (cont.)

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Variable	Call Forward Variable sends calls where you like, inside or outside your company. Just program your telephone with the forwarding number. It's automatic from there. Calls are forwarded regardless of the idle or busy status of the activating station. This feature takes precedence over Call Forward Busy and Call Forward Don't Answer.	*72 *73	To activate: ■ Obtain dial tone ■ Enter *72 ■ Wait for dial tone ■ Enter the number where calls will be forwarded (as if you were calling the number directly) ■ Wait for dial tone and hang up To deactivate: ■ Obtain dial tone ■ Enter *73 ■ Wait for dial tone and hang up
Time of Day Feature	Allows a user the ability to specify the activation/deactivation settings of the call Forward Variable feature by time of day and day of week.		The schedule is submitted when the feature is added. To make subsequent changes to the schedule, contact Customer Care.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Call Hold	Call Hold lets you put a caller on hold for an unlimited period of time. It is especially useful on phones without the hold button. This feature provides access to dial tone while the call is being held.	*56	**To put a call on hold:** ■ Press the feature or switch-hook button ■ Wait for dial tone ■ Enter *56 ■ At dial tone, the call is on hold **To make another call:** ■ Enter the new number Note: To alternate between calls, press feature or the switch-hook button, wait for the dial tone, and enter *56 **To return to call on hold:** ■ Hang up and the phone set will ring with the first call on the station
Call Park	Call Park lets you hold a call on one station and pick up the call at another station to avoid running from desk to desk.	*31 Direct Park	**To activate:** ■ Press the feature or switch-hook button ■ Wait for dial tone ■ Enter *31 for **Direct Park** or press the Direct Park button on your telephone set ■ Dial the station number where you wish to park the call
		*32 Basic Park	■ Enter *32 for **Basic Park** which will park the call on the station you are using ■ Wait for dial tone and hang up Note: A number may not have simultaneous calls "parked" against it
		*33 Answer Back	**To pick up the "parked" call from any line:** ■ Obtain dial tone ■ Enter *33 for **Answer Back** ■ Wait for dial tone ■ Enter the station number where the call is "parked" You are connected to the call

5

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Call Park (cont.)		*34 Retrieve Park	To pick up the "parked" call from the station you are using: ■ Obtain dial tone ■ Enter *34 for **Retrieve Park** ■ You are connected to the call Note: If you don't pick up a "parked" call within a specified period of time, it rings back on the original set
Call Pickup	Call Pickup uses your telephone to answer any ringing phone in your designated group. No more running from desk to desk or room to room.	*41 activate *41 through *44 (Up to 4 groups)	To answer a ringing line in your Call Pickup Group from an idle line: ■ Obtain dial tone ■ Enter * and the 2-digit access code for Call Pickup The call will then transfer to your line To answer a ringing line while on a call: ■ Press the feature or switch-hook button ■ Wait for dial tone ■ Enter *56 (Call Hold) ■ Wait for dial tone ■ Enter * and the 2 digit access code for Call Pickup The call will then transfer to your line Note: To return to original call, hang up, set rings with first call on the line

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Directed Call Pickup	Directed Call Pickup lets you answer a fellow employee's line within the call pickup group without moving from your desk.	*45	**To answer a ringing line in your Directed Call Pickup Group from an idle line:** ■ Obtain dial tone ■ Enter *45 and the extension of the phone where the incoming call is ringing ■ The call will transfer to your line **To answer a ringing line while on a call:** ■ Press the feature or switch-hook button ■ Wait for dial tone ■ Enter *56 (Call Hold) ■ Wait for dial tone ■ Enter *45 and the extension of the phone n where the incoming call is ringing ■ The call will transfer to your line ■ Note: To return to original call, hang up, set rings with first call on the line
Call Transfer	Allows you to transfer a call to another line. Usage charges may apply.	Feature button on phone	**To transfer a call:** ■ While on the call, press the feature button on the phone ■ Wait for dial tone ■ Enter the 7 or 10-digit transfer number ■ Press the feature button again to transfer

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Call Waiting	Call Waiting allows you to take a second call even if you are already on the line. You will hear a beep tone when a second call arrives. On important calls, you can temporarily cancel the Call Waiting feature before making the calls (see Cancel Call Waiting).	Switch-hook	Upon hearing the beep tone: ■ Press the feature or switch-hook button ■ The new call will be on your line To end the second call and return to the first call: ■ Hang up ■ Your set will ring with the first call on the line Note: To alternate between calls, press feature or switch-hook button
Caller ID		Feature on phone instrument or display	Set up your Caller ID display equipment according to the manufacturer's instructions provided with the unit. When you receive a call, the caller's name and number will be displayed on the screen after the first ring, unless the caller has chosen to block it. The time and date of the call will also be displayed. Note: Caller ID may not be available in some areas or on some calls. Caller ID may not be available on international calls. Some calls may be blocked or otherwise unavailable. Display equipment required.
Caller ID on Call Waiting		Feature on phone instrument or display	Works in conjunction with Caller ID and Call Waiting. The feature will let you see the name and number of the incoming party while you're on another call so you can decide if you want to answer the second call. Note: Caller ID display equipment must be able to display Caller ID on Call Waiting.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Cancel Call Waiting	Cancels call waiting for the outbound call.	*70	**To temporarily cancel Call Waiting:** - Press and release the switch-hook - Wait for dial tone - Enter *70 - Wait for dial tone - Dial the outbound number

Conference Calling

		CODE	INSTRUCTIONS
6-Way	This feature allows you to sequentially call up to five other parties to make a 6-way call.	*56 Add a caller	**To add a caller to the conference:** - Press and release the switch-hook to get a second dial tone - Enter *56 (Call Hold) - Dial the number of the person you would like to add to the existing call - When they answer, press and release the switch-hook to connect the calls - Repeat this process to add up to five callers Note: If you are already on a 3-way call, you cannot switch to a 6-way call.
		*57 Drop last call added	**To drop a caller from the conference:** - Press and release the switch-hook to get a second dial tone - Enter *57 to drop the last member of the 6-way call **To add incoming callers to the conference:** - Press and release the switch-hook to get a second dial tone - Enter *56 - Press and release the switch-hook to bridge all parties Note: Call Transfer is required to add incoming callers.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS

Conference Calling (cont.)

3-Way | This feature allows you to sequentially call up to two other parties to make a 3-way call. | Switch-hook | **To add a third person to an existing call:**
- Press and release the switch-hook to get a second dial tone
- Dial the number of the person you would like to add to the existing call
- When they answer, press and release the switch-hook to connect the calls at once

Note: Usage charges may apply

Voice Mail

Message Retrieval from Your Desk | When accompanied with voice mail, the message-waiting indicator provides a stutter dial tone or visual flashing lamp to notify you of new voice mail messages. | | **To retrieve messages:**
- Obtain dial tone
- Dial *99
- Enter your password

Please refer to TPx's Message Central User Guide for detailed voice mail instructions.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS

Message Retrieval from a Remote Location

Voice mail may be accessed via the following numbers:

Note: You can change the 4-digit ID code by calling Customer Care.

Note: Call the access number that has the same area code as your desk station.

To retrieve messages:

- Obtain dial tone
- Enter the 7 or 10 digit voice mail access number to connect to the voice message system (numbers located below)
- You will be prompted to enter your personal assistant number (this is the 10 digit mailbox number)
- Enter your password

Bakersfield:	(661) 431-1937	
Chico:	(530) 781-1937	
Fresno:	(559) 577-1937	
Irvine:	(657) 464-2937	(714) 678-9137
	(909) 230-9137	(949) 428-9137
	(951) 300-9137	
Las Vegas:	(702) 851-9137	
Los Angeles:	(213) 213-9137	(310) 566-9137
	(323) 454-9137	(562) 676-9137
	(626) 775-9137	(805) 413-9137
	(818) 444-9137	
Palm Desert:	(760) 404-1937	
Sacramento:	(916) 273-1937	
San Diego:	(619) 398-9137	(858) 200-9137
	(760) 448-9137	
San Jose:	(408) 240-9137	(415) 992-9137
	(510) 809-9137	(650) 516-9137
	(831) 222-9137	(925) 474-9137
San Luis Obispo:	(805) 903-1937	
San Rafael:	(415) 526-9137	(707) 603-9137
	(925) 771-9137	
Santa Barbara:	(805) 722-1937	
Stockton:	(209) 373-1937	

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS

Message Retrieval from Business Line Custom

Business Line Custom "point to" numbers for voice mail access:

Bakersfield:	(661) 431-1199	(661) 705-9199
Chico:	(530) 781-1199	
Fresno:	(559) 557-1199	
Irvine:	(714) 678-9199	(909) 230-9199
	(949) 999-9199	(951) 300-9199
Los Angeles:	(213) 213-9137	(310) 43209199
	(562) 444-1999	(626) 246-9199
Palm Desert:	(760) 404-1199	
Sacramento:	(916) 273-1199	
San Diego:	(619) 398-9199	(858) 200-9199
San Jose:	(408) 200-9199	(415) 321-9199
	(510) 456-9199	(510) 809-9199
	(650) 517-9199	
San Rafael:	(415) 526-9199	(925) 574-9199
	(925) 771-9199	
Stockton:	(209) 373-1199	

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Remote Access to Call Forwarding (RACF)	Remote Access to Call Forwarding allows you to control the designation of your forwarded calls from outside the office.	Pin # required Default = last 4 digits of phone number	**From a remote location:** ■ Obtain dial tone ■ Enter the 7 or 10 digit remote access directory number to connect to the voice prompt system (see numbers next page) ■ Enter the 10-digit number you wish to change ■ Enter your 4-digit personal ID code (default is the last 4 digits of your phone number)
		＊72	**To activate Call Forwarding:** ■ Enter ＊72 ■ Enter the telephone number where calls will be forwarded ■ Wait for confirmation tone and hang up Note: Enter number exactly as if you were calling the number from your line.
		＊73	**To cancel Call Forwarding:** ■ Enter ＊73 to deactivate Call Forwarding

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS

Remote Access
to Call Forwarding
(RACF)

Access numbers
depend on your
Area Code:

Bakersfield:	(661) 431-1999	
Chico:	(530) 781-1999	
Fresno:	(559) 577-1999	
Irvine:	(562) 236-9999	(626) 214-9999
	(657) 464-2999	(714) 888-9999
	(760) 404-1999	(760) 981-1999
	(949) 777-9999	(951) 727-9999
Las Vegas:	(702) 851-9999	
Los Angeles:	(213) 213-9999	(310) 566-9999
	(323) 454-9999	(424) 244-2999
	(626) 921-9999	(626) 775-9999
	(661) 705-9999	(805) 232-9999
	(818) 444-9999	(909) 525-9999
	(909) 230-9999	(949) 428-9999
Palm Desert:	(760) 404-1999	(760) 969-1999
Sacramento:	(916) 273-1999	
San Diego:	(619) 398-9999	(858) 200-9999
	(760) 547-9999	
San Jose:	(408) 240-9999	(415) 992-4999
	(510) 809-9999	(650) 516-9999
	(805) 903-1999	(831) 222-9999
	(925) 474-9999	
San Rafael:	(415) 526-9999	(707) 603-9999
	(925) 667-9999	(925) 771-9999
	(650) 746-3999	(510) 809-1999
Stockton:	(209) 373-1999	

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Speed Call	Speed Calling lets you connect with your most frequently called number by pressing just a few digits.		To program Speed Call: ■ Obtain dial tone
Speed Call 8	You may program up to 8 numbers.	*74	■ Enter *74 ■ Enter the one digit code from 2–9 you want to program
Speed Call 30	You may program up to 30 numbers.	*75	■ Enter *75 ■ Enter the two digit code from 20–49 you want to program
			■ Enter the telephone number for that code and press # ■ Wait for beep and hang up Note: Enter the number exactly as if you were calling the number from your station. To use Speed Call: ■ Obtain dial tone ■ Enter * and the one or two digit code followed by # ■ Your call will be connected instantly
Station-to-Station Dialing	Allows you to call between stations by using abbreviated dialing. Intercom calls between stations don't incur usage, even if the other station is in another location. The number of abbreviated digits can range from two to six digits.		■ Obtain dial tone ■ Enter the two to six digit code ■ Your call will be connected to the calling party Note: If the called party is at another location, both locations must subscribe to station-to-station dialing.