Business
Lines
Guide

SmartVoice

TPX

03/26/2017

Quick Reference

CODE FUNCTION

| Activate	**Feature Access Code Calls**	Deactivate
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All features are purchased at the time of your service order. To add a feature, contact Customer Care.

Contents

PG FEATURE

FEATURE INSTRUCTIONS

Call Forwarding (Always)

Activation

▶ Lift handset. Press the assigned code `*` `7 PQRS` `2 ABC`

▶ Enter phone number to which calls will be forwarded.

▶ Replace handset. The service is on.

Deactivation

▶ Lift handset. Press the assigned code `*` `7 PQRS` `3 DEF`

▶ Replace handset. The service is off.

Call Forwarding Busy

Activation

▶ Lift handset. Press the assigned code `*` `7 PQRS` `6 MNO`

▶ Enter phone number to forward calls when you're on the phone.

▶ Replace handset. The service is on.

Deactivation

▶ Lift handset. Press the assigned code `*` `7 PQRS` `7 PQRS`

▶ Replace handset. The service is off.

Call Forwarding No Answer

Activation

▶ Lift handset. Press the assigned code `*` `7 PQRS` `8 TUV`

▶ Enter phone number to forward calls when you do not answer.

▶ Replace handset. The service is on.

Deactivation

▶ Lift handset. Press the assigned code `*` `7 PQRS` `9 WXYZ`

▶ Replace handset. The service is off.

FEATURE INSTRUCTIONS

Calling Line ID Delivery Blocking

Activation
► Lift handset. Press the assigned code   *****   **8 TUV**   **9 WXYZ**

► Replace handset. The service is on for all calls.

Deactivation
► Lift handset. Press the assigned code   *****   **8 TUV**   **8 TUV**

► Replace handset. The service is off for all calls.

Call Forwarding Not Reachable

Activation
► Lift handset. Press the assigned code   *****   **9 WXYZ**   **4 GHI**

► Replace handset. The service is on for all calls.

Deactivation
► Lift handset. Press the assigned code   *****   **9 WXYZ**   **5 JKL**

► Replace handset. The service is off for all calls.

Calling Line ID Delivery Blocking Per Call

► Lift handset. Press the assigned code   *****   **6 MNO**   **7 PQRS**

► Dial the phone number.

► The call is placed, and your calling line ID is not displayed.

Calling Line ID Delivery Per Call

► Lift handset. Press the assigned code   *****   **8 TUV**   **2 ABC**

► Dial the phone number.

► The call is placed, and your calling line ID is displayed for this call.

Call Park

► Call is established

► Flash for dial tone. Press the assigned code   *****   **3 DEF**   **1**

► Enter extension of phone on which call is to be parked. (Must be a valid extension)

► Replace handset. The call is parked at the indicated extension.

► If call is not retrieved it will ring back after 45 seconds.

FEATURE   INSTRUCTIONS

Call Park Retrieve

► Lift handset. Press the assigned code `*` `3 DEF` `4 GHI`

► Enter extension of phone on which call was parked.

► User is connected to call parked on that extension.

Call Pickup

► Lift handset. Press the assigned code `*` `4 GHI` `1`

► The longest-ringing phone in your call pick-up group is connected.

Call Return

► Lift handset. Press the assigned code `*` `6 MNO` `9 WXYZ`

► The last incoming phone number is redialed.

Cancel Call Waiting

► Lift handset. Press the assigned code `*` `7 PQRS` `0 Oper`

► The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on after the next outgoing phone call.

Directed Call Pickup

► Lift handset. Press the assigned code `*` `4 GHI` `5 JKL`

► Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

Flash Call Hold

► Call is established.

► Flash hook for dial tone. Press assigned code `*` `5 JKL` `4 GHI`
Dial the number for the second call.

► Hang up when second call is over and first call will ring back. (This service stops call transfer.)

FEATURE   INSTRUCTIONS

Last Number
Redial

► Lift handset. Press the assigned code [*] [6 MNO] [6 MNO]

► The last outgoing phone number is redialed.

Speed Dial 100

To program:

► Lift handset. Press the assigned feature code [*] [7 PQRS] [5 JKL] , followed by the two-digit code that will represent the number you want to program, followed by the complete number. (There is no prompt for numbers)

► Press [#] . An announcement will verify the speed number programming succeeded.

To use:

► Lift handset.

► Enter the prefix set for the Speed Dial 100 service ([#]) followed by the two-digit code representing the number you want to dial. The speed number is dialed.

Speed Dial 8

To program:

► Lift handset. Press the assigned code [*] [7 PQRS] [4 GHI] , followed by the one-digit code (2 thru 9) that will represent the number you want to program, followed by the complete number. (There is no prompt for numbers)

2. Press the [#] key. An announcement will verify the speed number programming succeeded.

To use:

► Lift handset.

► At the dial tone, enter the one-digit code representing the number you want to dial. The speed number is dialed.

# FEATURE   INSTRUCTIONS

Call Waiting
Persistent

Activation

► Lift handset. Press the assigned code `*` `4 GHI` `3 DEF` .

► An announcement will verify call waiting is enabled.

► Replace handset. The service is on.

Deactivation

► Lift handset. Press the assigned code `*` `4 GHI` `2 ABC` .

► An announcement will verify call waiting is disabled.

► Replace handset. The service is off.

Do Not Disturb

Activation

► Lift handset. Press the assigned code `*` `0 Oper` `3 DEF` .

► An announcement will verify Do Not Disturb is active.

► Incoming calls will receive a busy signal.

Deactivation

► Lift handset. Press the assigned code `*` `0 Oper` `4 GHI` .

► An announcement will verify Do Not Disturb is deactivated.

► Incoming calls will ring in normally.

FEATURE   INSTRUCTIONS

FLASH CALLS

Note: Flash calls are available on devices with flash functionality.

Call Transfer

While engaged in call to be transferred:

- ► Press flash-hook on phone. The initial call is held.
- ► Enter the complete phone number or extension of party to receive call.

  You can press `#` to signal the end of the phone number or extension.
- ► All parties are connected.
- ► Hang up handset to drop out of the call and connect the other two parties.

Three-Way Call

The Three-Way Call service must be assigned. While engaged in one call:

- ► Press flash-hook on phone. The initial call is held.
- ► Enter the complete phone number or extension of third party.

  You can press `#` to signal the end of the phone number or extension.
- ► When the call is connected, press flash-hook again. All parties are connected in a three-way call.
- ► To drop the add-on party, press the flash-hook again.

Note: If either of the two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

Flash-Hook

While engaged in one call:

- ► Press flash-hook on phone.
- ► You can make a second call and toggle between calls by pressing the flash-hook.

FEATURE INSTRUCTIONS

VOICEMAIL FEATURES	Note: User must have an active Voicemail account to use the following features.

Call Forwarding Always to Voicemail

Activation

► Lift handset. Press the assigned code `*` `2 ABC` `1` .

► An announcement will verify calls will go directly to VM.

► Replace handset. The service is on.

Deactivation

► Lift handset. Press the assigned code `*` `2 ABC` `3 DEF` .

► An announcement will verify calls will not go directly to VM.

► Replace handset. The service is off.

Call Forwarding Busy to Voicemail

Activation

► Lift handset. Press the assigned code `*` `4 GHI` `0 Oper` .

► An announcement will verify calls will go to VM.

► Replace handset. The service is on.

Deactivation

► Lift handset. Press the assigned code `*` `3 DEF` `9 WXYZ` .

► An announcement will verify calls will <u>not</u> go to VM.

► Replace handset. The service is off.

Call Forwarding No Answer to Voicemail

Activation

► Lift handset. Press the assigned code `*` `9 WXYZ` `8 TUV` .

► An announcement will verify calls will go to VM when you do not answer.

► Replace handset. The service is on.

Deactivation

► Lift handset. Press the assigned code `*` `9 WXYZ` `7 PQRS` .

► An announcement will verify calls will not go to VM when you do not answer.

► Replace handset. The service is off.

FEATURE   INSTRUCTIONS

No Answer Timer

► Lift handset. Press the assigned code   *****   **2** ABC   **2** ABC .

► An announcement will ask you to enter the number of rings before the system applies no answer handling to your incoming calls. (Valid choices are 0, 2, 3, 4, 5 and 6).

Direct Voice Mail Transfer

► Call is established

► Flash hook for dial tone.

► Press the assigned code   *****   **5** JKL   **5** JKL . You will hear an announcement to press pound or hang up to transfer the call to your voicemail box.

Voice Portal Access

► Lift handset. Press the assigned code s *****   **6** MNO   **2** ABC .

► You are connected to the Voice Mail menu system.