@COM
QUICK REFERENCE GUIDE

General

This quick reference guide explains the most commonly used telephony actions.
The manual is valid for all SIP phones however for certain features are phone specific, for these features we refer to the user manual of the phone you are using. Many of the features in SIP Phones work only in combination with certain systems and might therefore not work with the @COM Business Manager. By default we only support calling and being called on all Basic SIP phones, ask your vendor for more information.

Calling

Make internal calls

- Enter the internal extension number ⊞

- If the phone doesn't start dialing automatically; pick up the handset or on some phones press a button to start the dial (see owners manual for more info)

Make external calls

- Enter the external access code, usually (__0) or (wxyz9)

- Enter the telephone number ⊞

- If the phone doesn't start dialing automatically; pick up the handset or on some phones press a button to start the dial (see owners manual for more info)

Call Transfer

Call transfers are phone specific; you will need to check the user manual of the phone to find out the correct way to transfer calls. However the steps below describe in general how to transfer calls.

Attended transfer

- Place the call on hold

- Enter an extension or phone number ⊞
  Note: Don't forget the external access code when dialing external phone numbers

- If the phone doesn't start dialing automatically; pick up the handset or on some phones press a button to start the dial (see owners manual for more info)

- Wait until the call is answered

- Press a transfer key or on some phones just hang up.

Unattended transfer
⊞

- Press the transfer key of the phone

- Enter an extension or phone number
  Note: Don't forget the external access code when dialing external phone numbers

- If the phone doesn't transfer automatically press a button to start the dial (see owners manual for more info)

IMPORTANT NOTE:
Some phone use very specific methods of transferring calls that are NOT supported on the @COM Business Manager. If transfers fail continuously, please contact your vendor.

Call Forward

Forward all calls

- Enter the service code (★)(2)(1) and (★)

- Enter the destination extension or phone number ⊞
  Note: Don't forget the external access code in front of the phone number when dialing external phone numbers

- Press the button to start dialing the entered digits

Forward only external calls

- Enter the service code (★)(2)(1) and (1)

- Enter the destination extension or phone number ⊞
  Note: Don't forget the external access code when dialing external phone numbers

- Press the button to start dialing the entered digits

Forward only internal calls

- Enter the service code (★)(2)(1) and (2)

- Enter the destination extension or phone number ⊞
  Note: Don't forget the external access code when dialing external phone numbers

- Press the button to start dialing the entered digits

Other call forwarding

Just replace the service code in the examples above with the service codes shown here

- Call Forwarding on Busy   (★)(6)(7)

- Call Forwarding on No Answer   (★)(6)(1)

- Call Forwarding when Unreachable (★)(6)(2)

Forward to voicemail

- Enter the service code (★)(2)(4) and press the appropriate button to start the dial.

Forward to pre-defined forwarding number

- Enter the service code (★)(2)(5) and press the appropriate button to start the dial.
  Note: The predefined forwarding number is usually programmed to your cell phone number

Deactivate ALL call forwarding

- Enter the service code (#)(2)(0) and press the appropriate button to start the dial.

IMPORTANT NOTE:
Calls via a hunt groups or ACD groups cannot be forwarded!

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Number suppression

Suppress number for all calls (CLIR)

- Enter the service code (✱)(8)(6) and press the appropriate button to start the dial.

Display number on all calls (CLIP)

- Enter the service code (#)(8)(6) and press the appropriate button to start the dial.

Suppress number on a single call

- Enter the service code (✱)(3)(1)(✱) followed by the full telephone number you want to call and press the appropriate button to start the dial.

Note:
Number suppression does not function on internal calls, and presentation/suppression of numbers can be overruled by system programming causing these feature to be inoperable.

Call pickup

Group call pickup

- Enter the service code (✱)(5)(7) to pickup a ringing call on a phone in your call group and press the appropriate button to start the dial.

Directed call pickup

- Enter the service code (✱)(5)(9) followed by ⠿ the extension number of the ringing phone to pickup and press the appropriate button to start the dial.

Flex-work features

Extension login

- Enter the service code (✱)(5)(1)

- Enter your extension number ⠿ and press the appropriate button to start the dial.

- If asked, enter your password followed by (#)

You are logged on if you hear "*Activated*"

Extension logoff

- Enter the service code (#)(5)(1) and press the appropriate button to start the dial.

You are logged off if you hear "*De-activated*"

Change password

- Enter the service code (✱)(5)(2) and press the appropriate button to start the dial.

- Enter your current password followed by (#)

- Enter your new password followed by (#)

Listen to the acknowledgement to check your action.

Do Not Disturb (DND)

Activate DND

- Enter the service code (✱)(3)(4) and press the appropriate button to start the dial.

De-activate DND

- Enter the service code (#)(3)(4) and press the appropriate button to start the dial.

Note: If available, do not use the DND feature of the phone!

Call Parking

Call Parking is a feature that allows you to put calls on hold on one phone and retrieve them on another phone

Park a call

- Press the transfer key of the phone

- Enter the service code (✱)(5)(6)

- Enter a parking position ⠿ and press the appropriate button to start the dial.

Retrieved a parked call

- Enter the service code (✱)(5)(6)

- Enter the parking position ⠿ and press the appropriate button to start the dial.

Note: The parking extension is a number between 0 and 99

Hunt group features

If your phone is member of a hunt group the following features will be available:

Member login (all hunt groups)

- Enter the service code (✱)(8)(5) and press the appropriate button to start the dial.

Member logoff (all hunt groups)

- Enter the service code (#)(8)(5) and press the appropriate button to start the dial.

Member login (specific hunt group)

- Enter the service code (✱)(8)(5)

- Enter the hunt group extension ⠿ and press the appropriate button to start the dial.

Member logoff (specific hunt group)

- Enter the service code (#)(8)(5)

- Enter the hunt group extension ⠿ and press the appropriate button to start the dial.

Note: Logoff may not be possible in case you are the last member currently logged in.