

# SPECIAL CALLING FEATURES

## Flash Calls

**NOTE:** Flash calls are available on devices with flash functionality.

### Call Transfer

While engaged in call to be transferred:

1. Press flash hook on phone. The initial call is held.
2. 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.
3. All parties are connected.
4. Hang up handset to drop out of the call and connect the other two parties.

### Three-Way Calling

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

1. Press flash hook on phone. The initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press flash hook again. All parties are connected in a three-way call.
4. 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 started a conference call with three or more other parties, the other parties are disconnected when you hang up.

### N-Way Calling

The N-Way Calling service must be assigned. While engaged in a three-way call with two other users:

1. Press flash hook on phone. The initial calls are held.
2. Enter the complete phone number or extension of a fourth party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press flash hook again. All parties are connected in an N-way call.
4. To add additional callers, repeat this procedure.

**NOTE:** If either of the other parties hangs up, your call with the remaining parties is connected. If you hang up, the other parties remain connected.

### Call Transfer with Consultation

The Call Transfer service must be assigned. While engaged in one call:

1. Press flash hook on phone. Initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. Consult with connected party.
4. Press flash hook again to return to initial call.

**NOTE:** This service does not work if Three-Way Calling is also assigned.

### Call Hold

While engaged in one call:

1. Press flash hook on phone.
2. Press the assigned code (ex. \*22).
3. You can make a second call and toggle between calls.

## Feature Access Code Calls

**NOTE:** Feature access codes provided in this guide are examples.

### Advice of Charge Activation

1. Lift the telephone handset. Press the assigned code (ex. \*34).
2. Replace telephone handset. The service is on for the next call (when the service is not enabled for all calls).

### Anonymous Call Rejection Activation

1. Lift telephone handset. Press the assigned code (ex. \*77).
2. Replace telephone handset. The service is on.

### Anonymous Call Rejection Deactivation

1. Lift telephone handset. Press the assigned code (ex. \*87).
2. Replace telephone handset. The service is off.

### Anonymous Call Rejection Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*52\*).
2. When activated, the announcement plays, "The Anonymous Call Rejection service is currently activated". When deactivated, the announcement plays, "The Anonymous Call Rejection service is currently deactivated".
3. Replace telephone handset.

### Automatic Callback Deactivation

1. Lift telephone handset. Press the assigned code (ex. #8).
2. Replace telephone handset. All pending ACB requests are cancelled.

### Automatic Callback Menu Access

1. Lift telephone handset. Press the assigned code (ex. #9).
2. Press \* to cancel all outstanding ACB requests or select an individual Automatic Callback (ACB) request by pressing its associated key.
3. Replace telephone handset. Individual ACB requests or all ABC requests are cancelled or verified.

### BroadWorks Anywhere E.164 Dialing

1. Lift telephone handset. Press the assigned code (ex. \*14).
2. Enter the phone number. (The system replaces the feature access code digits with the "+" sign and resumes the call with an E.164 number.)

### Call Bridge

1. Lift telephone handset. Press the assigned code (ex. \*15).
2. Pick up the telephone handset at one of your shared call appearance, BroadWorks Anywhere, Flexible Seating, Executive, or Executive Assistant locations and barge in on a current call.

## Call Forwarding Always Activation

1. Lift telephone handset. Press the assigned code (ex. \*72).
2. Enter phone number to which calls are forwarded.
3. Replace telephone handset. The service is on.

## Call Forwarding Always Deactivation

1. Lift telephone handset. Press the assigned code (ex. \*73).
2. Replace telephone handset. The service is off.

## Call Forwarding Always Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*21\*). When activated, the announcement plays, "The Call Forwarding Always service is currently activated. The current forwarding destination is <User B ext>".
2. Replace telephone handset.

## Call Forwarding Always To Voice Mail Activation

1. Lift telephone handset. Press the assigned code (ex. \*21).
2. Replace telephone handset. The service is on.

## Call Forwarding Always To Voice Mail Deactivation

1. Lift telephone handset. Press the assigned code (ex. #21).
2. Replace telephone handset. The service is off.

## Call Forwarding Busy Activation

1. Lift telephone handset. Press the assigned code (ex. \*90).
2. Enter phone number to forward calls when you are on the phone.
3. Replace telephone handset. The service is on.

## Call Forwarding Busy Deactivation

1. Lift telephone handset. Press the assigned code (ex. \*91).
2. Replace telephone handset. The service is off.

## Call Forwarding Busy Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*67\*). When activated, the announcement plays, "The Call Forwarding Busy service is currently activated. The current forwarding destination is <User B ext>".
2. Replace telephone handset.

## Call Forwarding Busy To Voice Mail Activation

1. Lift telephone handset. Press the assigned code (ex. \*40).
2. Replace telephone handset. The service is on.

## Call Forwarding Busy To Voice Mail Deactivation

1. Lift telephone handset. Press the assigned code (ex. #40).
2. Replace telephone handset. The service is off.

## Call Forwarding No Answer Activation

1. Lift telephone handset. Press the assigned code (ex. \*92).
2. Enter phone number to forward calls when you do not answer the phone.
3. Replace telephone handset. The service is on.

## Call Forwarding No Answer Deactivation

1. Lift telephone handset. Press the assigned code (ex. \*93).
2. Replace telephone handset. The service is off.

## Call Forwarding No Answer Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*61\*). When activated, the announcement plays, "The Call Forwarding No Answer service is currently activated. The current forwarding destination is <User B ext>".
2. Replace telephone handset.

## Call Forwarding No Answer To Voice Mail Activation

1. Lift telephone handset. Press the assigned code (ex. \*41).
2. Replace telephone handset. The service is on.

## Call Forwarding No Answer To Voice Mail Deactivation

1. Lift telephone handset. Press the assigned code (ex. #41).
2. Replace telephone handset. The service is off.

## Call Forwarding Not Reachable Activation

1. Lift telephone handset. Press the assigned code (ex. \*94).
2. Enter phone number to forward calls when you are not reachable.
3. Replace telephone handset. The service is on.

## Call Forwarding Not Reachable Deactivation

1. Lift telephone handset. Press the assigned code (ex. \*95).
2. Replace telephone handset. The service is off.

## Call Forwarding Not Reachable Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*63\*).
2. When activated, the announcement plays, "The Call Forwarding Not Reachable service is currently activated. The current forwarding destination is <User B ext>".
3. Replace the telephone handset.

## Call Forwarding Selective Activation

1. Lift telephone handset. Press the assigned code (ex. #76).
2. Replace telephone handset. The service is on.

## Call Forwarding Selective Deactivation

1. Lift telephone handset. Press the assigned code (ex. #77).
2. Replace telephone handset. The service is off.

## Calling Line ID Delivery Blocking Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*54\*).
2. When activated, the announcement plays, "Your phone number is currently blocked from the party you are calling". When deactivated, the announcement plays, "Your phone number is currently available to the party you are calling".
3. Replace the telephone handset.

## Calling Line ID Delivery Blocking per Call

1. Lift telephone handset. Press the assigned code (ex. \*67).
2. Dial the phone number.
3. The call is placed, and your calling line ID is not displayed.

## Calling Line ID Delivery Blocking Persistent Activation

1. Lift telephone handset. Press the assigned code (ex. \*31).
2. Replace telephone handset. The service is on for all calls.

## Calling Line ID Delivery Blocking Persistent Deactivation

1. Lift telephone handset. Press the assigned code (ex. #31).
2. Replace telephone handset. The service is off for all calls.

## Calling Line ID Delivery per Call

1. Lift telephone handset. Press the assigned code (ex. \*65).
2. Dial the phone number.
3. The call is placed, and your calling line ID is displayed for this call.

## Call Park

1. Lift telephone handset. Press the assigned code (ex. \*68).
2. Enter extension of phone on which call is to be parked.
3. Replace telephone handset. The call is parked at the indicated extension.

## Call Park Retrieve

1. Lift telephone handset. Press the assigned code (ex. \*88).
2. You are connected with the call you parked.

## Call Pickup

1. Lift telephone handset. Press the assigned code (ex. \*98).
2. The longest-ringing phone in your call pick-up group is connected.

## Call Recording – Start

Your Call Recording service must be set to the “On Demand” or “On Demand with User Initiated Start” mode.

1. Lift telephone handset. Press the assigned code (ex. \*44).
2. After the prompt, enter the number to call.  
If you dial the code while on a call, your current call is recorded.

In the “On Demand” mode, the entire call is recorded. In the “On Demand with User Initiated Start” mode, the recording starts when you press the assigned code.

## Call Recording – Stop

Your Call Recording service must be set to the “On Demand with User Initiated Start” mode.

1. Lift telephone handset. Press the assigned code (ex. \*45).
2. If you are currently recording the call, the recording is stopped. Otherwise, dialing the code has no effect.

## Call Recording – Pause

Your Call Recording service must be set to the “On Demand”, “On Demand with User Initiated Start”, or “Always with Pause/Resume” mode.

1. Lift telephone handset. Press the assigned code (ex. \*48).
2. If you are recording a call, the call is paused. Otherwise, dialing the code has no effect.

## Call Recording – Resume

Your Call Recording service must be set to the “On Demand”, “On Demand with User Initiated Start”, or “Always with Pause/Resume” mode.

1. Lift telephone handset. Press the assigned code (ex. \*49).
2. If you paused a recording, the recording is resumed. Otherwise, dialing the code has no effect.

## Call Retrieve

1. Lift telephone handset at the location to which you want to retrieve the call.
2. Press the assigned code (ex. \*11).
3. The active call at another endpoint is answered. It must be the only active call.

**NOTE:** You can use this feature from your primary location, Shared Call Appearance location, or BroadWorks Anywhere location.

## Call Return

1. Lift telephone handset. Press the assigned code (ex. \*69). The announcement plays, “The last incoming number was <User B’s ext>. To activate Call Return, dial “1”; otherwise, hang up”.
2. Press “1”. The last incoming phone number is redialed.

## Call Return Number Deletion

1. Lift telephone handset. Press the assigned code (ex. #92#).
2. The announcement plays, “Thank you, the last incoming number is now deleted”. The last incoming phone number is deleted.

## Call Waiting Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*53\*).
2. When activated, the announcement plays, “The Call Waiting service is currently activated”. When deactivated, the announcement plays, “The Call Waiting service is currently deactivated”.
3. Replace telephone handset.

## Call Waiting Persistent Activation

1. Lift telephone handset. Press the assigned code (ex. \*43).
2. The Call Waiting service is turned on for all calls.

## Call Waiting Persistent Deactivation

1. Lift telephone handset. Press the assigned code (ex. #43).
2. The Call Waiting service is turned off for all calls.

## Cancel Call Waiting

1. Lift telephone handset. Press the assigned code (ex. \*70).
2. The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service is back on after the next outgoing phone call.

## Clear Voice Message Waiting Indicator

1. Lift telephone handset. Press the assigned code (ex. \*99).
2. The audible or visual (on some devices) message waiting indicator on your phone has been cleared.

## Communication Barring User-Control Activation

1. Lift telephone handset. Press the assigned code (ex. \*33\*).
2. Enter the one digit profile number and your PIN. The announcement plays, “The Communication Barring User-Control service is activated with profile <profile number>”.

## Communication Barring User-Control Deactivation

1. Lift telephone handset. Press the assigned code (ex. #33\*).
2. Enter your PIN. The announcement plays, “The Communication Barring User-Control service is deactivated”.

## Communication Barring User Control Query

1. Lift telephone handset. Press the assigned code (ex. \*#33#).
2. When activated, the announcement plays, "The Communication Barring User-Control service is activated with profile <profile number>". When deactivated, the announcement plays, "The Communication Barring User-Control service is deactivated".
3. Replace the telephone handset.

## Connected Line Identification Restriction Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*56\*).
2. When activated, the announcement plays, "The Connected Line Identification Restriction service is currently activated". When deactivated, the announcement plays, "The Connected Line Identification Restriction service is currently deactivated".
3. Replace telephone handset.

## Customer Originated Trace

1. Lift telephone handset. Press the assigned code (ex. \*57).
2. A trace has been started for the identification of the last incoming call.

## Directed Call Pickup

1. Lift telephone handset. Press the assigned code (ex. \*97).
2. Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

## Directed Call Pickup with Barge-in

1. Lift telephone handset. Press the assigned code (ex. \*33).
2. Enter the extension where the call is either ringing or ongoing. You answer or join the call of the specified extension.

## Direct Voice Mail Transfer

1. Place your active call on hold.
2. Press the assigned code (ex. \*55). The caller is directed to your voice mail.

## Diversion Inhibitor

1. Lift telephone handset. Press the assigned code (ex. \*80).
2. This service is on for this call, which cannot be redirected by the terminating side.

## Do Not Disturb Activation

1. Lift telephone handset. Press the assigned code (ex. \*78).
2. Replace telephone handset. The service is on. Your phone does not ring while this service is on for all calls.

## Do Not Disturb Deactivation

1. Lift telephone handset. Press the assigned code (ex. \*79).
2. Replace telephone handset. The service is off for all calls.

## Escalate Call Supervision

1. Place your active call on hold. Press the assigned code (ex. #83).
2. If you want to escalate the call to a specific supervisor, enter the supervisor's phone number, extension, or location call and extension.
3. To blind escalate the call, hang up when the supervisor's phone starts ringing. When the supervisor answers, the parties are connected.
4. To escalate with consultation, talk to the supervisor and then hang up. The caller and the supervisor are connected.

5. To escalate with conference, wait for the supervisor to answer and then press flash hook. A three-way conference call is established.

## Executive-Assistant Call Push

To push a call that you received or made on behalf of an executive to the executive:

1. Place the call on hold. The call has to be the only active executive call you have.
2. Press the assigned code (ex. #63).
3. The call is redirected to the executive.  
If the executive does not answer the call, it is recalled to your device.

## Executive-Assistant Initiate Call

To initiate a call on behalf of an executive:

1. Lift telephone handset.
2. Press the assigned code (ex. #64), followed by the executive's number or extension, then "\*", and then the destination number.

## Executive-Assistant Opt-in

To opt in to an executive's pool of assistants:

1. Lift telephone handset.
2. Press the assigned code (ex. #65) followed by the executive's phone number or extension.
3. A confirmation announcement is played back to you and the call is released.  
If the executive does not allow assistants to opt in and out of their pool, an announcement is played specifying to that effect.

## Executive-Assistant Opt-out

To opt out of an executive's pool of assistants:

1. Lift telephone handset.
2. Press the assigned code (ex. #66) followed by the executive's phone number or extension.
3. A confirmation announcement is played back to you and the call is released.  
If the executive does not allow assistants to opt in and out of their pool, an announcement is played specifying to that effect.

## Executive Call Filtering Activation

To activate call filtering:

1. Lift telephone handset and press the assigned code (ex. #61).
2. A confirmation announcement is played back to you and the call is released.

## Executive Call Filtering Deactivation

To deactivate call filtering:

1. Lift telephone handset and press the assigned code (ex. #62).
2. A confirmation announcement is played back to you and the call is released.

## Find-me/Follow-me Call Push

To send a call that you received from the Find-me/Follow-me group back to the group to re-alert the members:

1. Place the call on hold.
2. Press the assigned code (ex. \*26)
3. The call is redirected to the Find-me/Follow-me group and routed again through all the alerting groups.

## Flash Call Hold

1. Lift telephone handset. Press the assigned code (ex. \*22).
2. This service is on for this call. To hold the call, you can press the Flash button or press and release the Hang-up button on the phone cradle.

## Forced Forwarding Activation

1. Lift telephone handset. Press the assigned code (ex. #72) and the phone number of the Call Center supervisor.
2. The service is turned on for this Call Center.

## Forced Forwarding Deactivation

1. Lift telephone handset. Press the assigned code (ex. #73) and the phone number of a Call Center supervisor.
2. The service is turned off for this Call Center.

## Group Call Park

1. Lift telephone handset. Press the assigned code (ex. #58).
2. The service hunts for the first available user in the Call Park group and parks the call there.

## Hunt Group Busy Activation

1. Lift telephone handset. Press the assigned code (ex. #51).
2. Replace telephone handset. The Hunt Group Busy policy for your hunt group is enabled. When the policy is enabled, all calls to the hunt group receive busy treatment.

## Hunt Group Busy Deactivation

1. Lift telephone handset. Press the assigned code (ex. #52).
2. Replace telephone handset. The Hunt Group Busy policy for your hunt group is disabled.

## Hunt Group Busy Interrogation

1. Lift telephone handset. Press the assigned code (ex. #53).
2. When activated, the announcement plays, "The Hunt Group Busy policy is currently activated". When deactivated, the announcement plays, "The Hunt Group Busy policy is currently deactivated".
3. Replace the telephone handset.

## Initiate Silent Monitoring

1. Lift telephone handset. Press the assigned code (ex. #82) and the phone number of a Call Center agent.
2. You are connected to the agent's active call in a silent mode.

## Last Number Redial

1. Lift telephone handset. Press the assigned code (ex. \*66).
2. The last outgoing phone number is redialed.

## Legacy Automatic Callback Cancellation

1. Lift telephone handset. Press the assigned code (ex. #96).
2. All active Legacy Automatic Callback requests are cancelled.

## Legacy Automatic Callback Invocation

1. When the number you are trying to reach is busy, dial the assigned code (ex. \*96).
2. The Callback feature is activated, and you are alerted when the called party becomes available.

## Location Control Activation

1. From the location to be activated, lift the telephone handset. Press the assigned code (ex. \*12).
2. The location is activated. This feature can be used from a Shared Call Appearance alternate location or a BroadWorks Anywhere location.

## Location Control Deactivation

1. From the location to be deactivated, lift the telephone handset. Press the assigned code (ex. \*13).
2. The location is deactivated. This feature can be used from a Shared Call Appearance alternate location or a BroadWorks Anywhere location.

## Make Outgoing Call as Call Center

1. Lift telephone handset. Press the assigned code (ex. #80).
2. Enter the Call Center or DNIS phone number
3. At the prompt, enter the destination phone number. Your call is processed.

## Make Personal Outgoing Call

1. Lift telephone handset. Press the assigned code (ex. #81).
2. At the prompt, enter the destination phone number. Your call is processed.

## Monitor Next Call

This allows a route point or a Premium call center supervisor to monitor the next incoming call.

1. Lift telephone handset. Press the assigned code (ex. #84).
2. At the prompt, enter the destination phone number. A monitoring call is established.
3. When the next call for the selected number arrives, you are conferenced into the call, and the call is muted.

## Music On Hold per-Call Deactivation

1. Lift telephone handset. Press the assigned code (ex. \*60).
2. The service is turned off for this call.

## Night Serve Activation Manual Override

1. Lift telephone handset. Press the assigned code (ex. #70) and the phone number of the Call Center supervisor.
2. The service is turned on for this Call Center.

## Night Serve Deactivation Manual Override

1. Lift telephone handset. Press the assigned code (ex. #71) and the phone number of the Call Center supervisor.
2. The service is turned off for this Call Center.

## No Answer Timer

1. Lift telephone handset. Press the assigned code (ex. \*610).
2. Press the keys to identify the number of rings before No-Answer handling is applied to a service.
3. Replace telephone handset. The service is turned on.

## Per Call Account Code

1. Lift telephone handset. Press the assigned code (ex. \*71).
2. Dial the account code.
3. Dial the phone number.
4. The call is placed using the specified account code.

## Push To Talk

1. Lift telephone handset. Press the assigned code (ex. \*50).
2. The service is on for this call. You can now be instantly connected to selected users, depending on how you have configured your Push To Talk service.

## Selective Call Restriction Interrogation

1. Lift telephone handset. Press the assigned code (ex. \*51\*).
2. When activated, the announcement plays, "The Selective Call Rejection service is currently activated". When deactivated, the announcement plays, "The Selective Call Rejection service is currently deactivated".
3. Replace telephone handset.

## Speed Dial 100

### To program:

1. Lift telephone handset. Press the assigned code (ex. \*75).
2. At the dial tone, enter the two-digit code that represents the number you want to program, followed by the complete number.
3. Press the # key. The speed number is programmed.

### To use:

1. Lift telephone handset.
2. At the dial tone, enter the prefix set for the Speed Dial 100 service (ex. the # key), followed by the two-digit code representing the number you want to dial. The speed number is dialed.

## Speed Dial 8

### To program:

1. Lift telephone handset. Press the assigned code (ex. \*74).
2. At the dial tone, enter the one-digit code that represents the number you want to program, followed by the complete number.
3. Press the # key. The speed number is programmed.

### To use:

1. Lift telephone handset.
2. At the dial tone, enter the one-digit code representing the number you want to dial. The speed number is dialed.

## Sustained Authorization Code Activation (call unlocking)

1. Lift telephone handset. Press the assigned code (ex. \*47).
2. Enter your authorization code followed by the pound key. Your calls are unlocked.

## Sustained Authorization Code Deactivation (call locking)

1. Lift telephone handset. Press the assigned code (ex. \*37).
2. Enter your authorization code followed by the pound key. Your calls are locked.

## Voice Mail Retrieval

1. Lift telephone handset. Press the assigned code (ex. \*86).
2. You are connected to your voice mail retrieval menu.

## Voice Portal Access

1. Lift telephone handset. Press the assigned code (ex. \*62).
2. Replace telephone handset. You can now access the group voice portal.

## Call Forwarding Feature Access Code Calls for Directed MSN and All MSN

Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, and Call Forwarding Not Reachable Support Directed MSN and All MSN functionality:

- Directed MSN – The requested Call Forwarding operation applies to the specified MSN (target address). Directed MSN functionality is triggered whenever the MSN is present.
- All MSN – The requested Call Forwarding operation applies to all users in the originator's group. All MSN functionality is triggered whenever the MSN is not present.

**NOTE:** Both Call Forwarding Activation and Call Forwarding Deactivation use the same Call Forwarding Activation FAC.

### Call Forwarding Activation for Directed MSN

1. Lift telephone handset and dial: <Call Forwarding Activation FAC> \*<destination address>\*<target address>#.
2. Replace telephone handset. The service is on.

### Call Forwarding Deactivation for Directed MSN

1. Lift telephone handset and dial: <Call Forwarding Activation FAC> \*\*<target address>#.
2. Replace telephone handset. The service is on.

### Call Forwarding Interrogation for Directed MSN

1. Lift telephone handset and dial: <Call Forwarding Interrogation FAC>\*<target address>#.
2. Listen to the announcement and then replace the handset.

### Call Forwarding Activation for All MSN

1. Lift telephone handset and dial: <Call Forwarding Activation FAC> \*<destination address>\*#.
2. Replace telephone handset. The service is on.

### Call Forwarding Deactivation for All MSN

1. Lift telephone handset and dial: <Call Forwarding Activation FAC> \*\*#.
2. Replace telephone handset. The service is on.

### Call Forwarding Interrogation for All MSN

1. Lift telephone handset and dial: <Call Forwarding Interrogation FAC>\*#.
2. Listen to the announcement and then replace the handset.