



MANAGED TELECOMMUNICATIONS

Analog Business Phone User Guide

Emergency

To dial 911 for emergency service, you must dial the Outside Access Digit first (usually 9) + 911.

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Web Portal

<http://wp.featuretel.com>

Table of Contents

Making a Call.....	4
Re-dial.....	4
Call Return.....	4
Transfer.....	4
Hold.....	4
Abbreviated Dialing.....	4
Call Forward (All Calls).....	4
Call Forward (Busy).....	4
Call Forward (No Answer).....	5
Call Forward (Out of Service).....	5
Call Forward (Selective).....	5
Priority Call.....	5
Call Park.....	5
Call Block (Selective).....	5
Caller ID Block.....	5
Caller ID Block Release.....	5
Privacy Guard.....	6
Conferencing.....	6
Directed Call Pickup.....	6
Direct Extension Assignment.....	6
Automatic Call Distribution Queues.....	7
Voice Mail.....	7
Changing Your Voice Mail Password.....	7
Voice Mail Main Menu.....	7
Voice Mail Playback Options.....	7
Recording Personal Greetings.....	8
Hearing Your Personal Greetings.....	8
Composing a New Voice Mail.....	8
Replying to a Voice Mail Message.....	8
Forwarding a Voice Mail Message.....	9
Distribution Groups.....	9
Star Code Quick Reference.....	12

Making a Call

Lift the handset, or press the **Speaker** button, and dial the desired number.

To dial:

- **An internal extension** - Dial the 3, 4, 5 or 6-digit extension
- **A local call** - Dial the Outside Access Digit (usually 9) + the local phone number.
- **Long distance** - Dial the Outside Access Digit (usually 9) + 1 + the phone number
- **International** - Dial the Outside Access Digit (usually 9) + 011 + Country Code + City Code + Phone Number

Re-dial

Calls the last number you dialed.

- Dial ***07**

Call Return

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

- Dial ***69**
- Verify the number and press 1

NOTE: If your phone has Toll Restrictions, you may not be able to return restricted calls.

Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

- Announce the transfer to the caller
- Flash the receiver button and dial *08
- Dial the extension to which to transfer the call
- Announce the transfer and hang up

Hold

To Place a Call on Hold

- Press the Flash button or flash the receiver button
- Hang up or place another call.

To Retrieve a Call on Hold

- 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.

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

Call Forward (All Calls)

Call Forward (All Calls) lets you forward all incoming calls to another number.

To Enable 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 Call Forward (Busy)

- Dial **76***
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm
- Press **2** to exit, then hang up

To Cancel Call Forward (Busy)

- Dial **77*** and then hang up

Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls when you don't answer.

To Enable Call Forward (No Answer)

- Dial **78***
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm
- Press **2** to exit, then hang up

To Cancel Call Forward (No Answer)

- Dial **79*** and then 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 is configured through the Web Portal or by FeatureTel.

To Enable Call Forward (OOS)

- Dial **70***
- Press # to confirm
- Press **2** to exit, then hang up

To Disable Call Forward (OOS)

- Dial **71*** and then 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. When entering an external telephone number to the list, enter the 10-digit number. Do not include the Outside Access Digit.

Priority Call

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

- Dial ***61**
- Follow the voice prompts.

Call Park

A call may be parked so it can be answered from any other extension. If you can park a call, your phone will have an MCPark button. All phones can pick up parked calls.

To Park a Call

- While in the active call, press the **MCPark** button (if provisioned).

To Pick up a Parked Call

- Dial the system number assigned to the parked call.

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, or list blocked numbers.

Caller ID Block

Blocks display of your Caller ID for one call.

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.

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 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 Privacy Guard Access Code

- Dial *88
- Press 3 to verify the Access Code
- After hearing the Access Code, hang up.

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

Directed Call Pickup

Directed Call Pickup allows you to answer a specific ringing phone in your Pickup Group.

To Answer a Phone in Your Group

- Dial *12.
- At the dial tone, dial the extension you wish to answer.

Direct Extension Assignment

Direct Extension Assignment lets you temporarily reassign a telephone with your own telephone number and profile.

To Temporarily Assign Your Number and Profile to a Phone:

- From the temporary phone, Dial 588
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
- Enter your phone password followed by the # key

To Reassign the Original Telephone Number to the Temporary Phone:

- Follow the steps above using the original telephone number and password that were assigned to the phone.

To Reassign Your Own Number and Profile back to Your Own Phone:

- Pick up the handset of your phone
- After the voice prompt, enter your complete telephone number followed by the # key
- After the voice prompt, enter your phone password followed by the # key
- Hang up

NOTE: Direct Extension Assignment requires that the temporary phone is the same model as your own.

Automatic Call Distribution Queues

The service can distribute incoming calls arriving at a designated number to a defined group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in.

To Log Into and Out of an ACD Queue

- Dial *10
- Hang Up

NOTE: ACD Queues are not supported on SIP phones. Analog phones are limited to a single queue.

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

From a Phone Outside the Office

- From an external phone, dial your direct phone number and press *, or the company's main telephone number and dial extension **555**.
- When prompted, enter your extension number
- When prompted, enter your Voice Mail password + #

Changing Your Voice Mail Password

- Access your voice mailbox
 - Press * to skip to the Main Menu.
 - Press **3** from the Main Menu to change your password
 - Enter your new password + #
 - Enter your new password again + # to confirm
-

Voice Mail Main Menu

<i>KEY</i>	<i>FEATURE</i>
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Play Greetings
5	Record Greetings
6	Access Personal Distribution Groups
7	Compose a New Message
8	Manage Custom Operator Number
*	Exit to Voice Mail System

Voice Mail Playback Options

While listening to your Voice Mail messages, the following options are available.

<i>ACTION</i>	<i>BEFORE MESSAGE</i>	<i>DURING MESSAGE</i>	<i>AFTER MESSAGE</i>
Skip Envelope	NA	#	NA
Skip Message	8	NA	8
Reply to Message	2	2	2
Call Originator	3	3	3
Delete	4	4	4
Save	5	5	5
Forward Message	6	6	6
Replay Message	NA	77	7
Rewind 5 Seconds	NA	7	NA
Pause/Resume Playback	NA	8	NA
Skip Ahead 5 Seconds	NA	9	NA
Skip to the End	NA	99	NA
Skip to Previous Menu	*	*	*

Recording Personal Greetings

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press **5** from the Main Menu to record your greetings
- Select the greeting you'd like to record:
 - Press **1** to record a No Answer greeting.
 - Press **2** to record a Do Not Disturb greeting.
 - Press **3** to record a Busy greeting.
 - Press **4** to record your Name.
 - Press * to return to the Main Menu.
- After the tone, record your greeting. Press # when finished.
- After recording your greeting:
 - Press **1** to review the greeting.
 - Press **2** to delete and re-record the greeting.
 - Press **3** to save the greeting.
- If you don't record a personal greeting, a generic greeting will be played.

Hearing Your Personal Greetings

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press **4** from the Main Menu to hear your recorded greetings.
- Select the greeting you would like to hear:
 - Press **1** to hear your No Answer greeting.
 - Press **2** to hear your Do Not Disturb greeting.
 - Press **3** to hear your Busy greeting.
 - Press **4** to hear your Name.
 - Press * to return to the Main Menu.

Composing a New Voice Mail

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press **7** from the Main Menu to compose a new message.
- Enter an extension number or Distribution Group Number + #.

Repeat this step until you've entered all the destinations.

- Press # when finished
- After the tone, record your message. Press the # key when finished.
- Select an action
 - Press **1** to send the message. The
 - Press **2** to change the message. You will be prompted to record the message again.
 - Press **3** to review the message.
 - Press **4** to set Message Options:
 - Press **1** to mark as Urgent.
 - Press **2** to mark as Private.
 - Press **3** request Return Receipt.
 - Press **9** to clear all these options.
 - Press * to return to the previous menu.

Replying to a Voice Mail Message

Press **2** to reply to a message after listening to it. Press * to cancel

- After the tone, record a message and press #.
- Select an action
 - Press **1** to send the message.
 - Press **2** to change the message. You will be asked to re-record the message.
 - Press **3** to review the message.
 - Press **9** to mark the message Urgent and send.

When retrieving messages, Urgent messages will be played first. If configured by the recipient, the recipient may be paged when they receive an urgent message.

Dialing the Originator

- Press **3** while listening to a message to call the person back.

NOTE: This capability will not work if the Voice Mail system was not able to record the Caller ID information when the original Voice Mail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

Forwarding a Voice Mail Message

- Press **6** to forward a message to another recipient while listening to the message.
- Enter an extension number or Distribution Group Number + #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations
- When prompted, record your introductory message and press # when finished.
- Select an action
 - Press * to Cancel.
 - Press **1** to forward the message.
 - Press **2** to change the introductory message. You will be prompted to record the message again.
 - Press **3** to review the introductory message.
 - Press **9** to mark the message Urgent and send.

Distribution Groups

Distribution Groups are used when you want to send messages to a group of users. There are two types of Distribution Groups:

- **Personal Distribution Groups** are managed by the end user and are available only to that user. A user may have a maximum of 20 Personal Distribution Groups (i.e., groups 80-99).
- **Corporate Distribution Groups** are managed by the System Administrator and can be used by anyone within the company.

Managing Personal Distribution Lists

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press **6** from the Main Menu to manage Personal Distribution Groups.
- Press **1** to hear a list all groups. Each group and its members will be

announced. To skip to the next group, press #.

- Press **2** to edit an existing group.
- Enter the 2-digit group number (i.e., 80-99) that you'd like to edit followed by #
- Select the type of modifications you'd like to make:
 - Press **1** to list all members. Each member will be announced. To skip to the next member, press #.
 - Press **2** to add a member. Enter the extension number for the member followed by #. Press # to confirm or * to cancel.
 - Press **3** to delete a member. Enter the extension number for the member followed by #. Press # to confirm or * to cancel.
 - Press **4** to hear the Group Name
 - Press **5** to record the Group Name. After the tone, record the name for the group and press #.
 - Press * to return to the previous menu.
- Press **3** to create a group.
- Enter the 2-digit group number (i.e., 80-99) followed by the # key
- After the tone, record the name for the group followed by the # key.
- Press # to confirm the recording or * to cancel and re-record.
- Enter each member's extension followed by #. When finished entering members, press #.
- Press **4** to delete a group.
- Enter the 2-digit group number to delete followed by #.
- Press # to confirm or * to cancel
- intervals.
- Email - You'll receive an email that identifies the Date, Time, and ID of the caller.

Notes:

Star Code Quick Reference

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
ACD Queue	*10	*10
Anonymous Call Rejection	*77	*87
Billing Codes	*02 + code + #	N/A
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 Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	FLASH	*70 + no.
Conferencing (3-way Call)	FLASH + no.	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
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
Selective Call Rejection	*60 + menu	*80 + menu
Speed Dial	74* + menu	74* + menu
Transfer	FLASH + *08	N/A
Voice Mail	*09	N/A



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