

VOICE PORTAL AND VOICE MAIL

VOICE PORTAL ACCESS- HOME TELEPHONE

Allows a user to access the voice portal from your home phone.

1. Dial *62 for the Voice Portal.
2. Enter your pass code followed by the pound key (#). (If you are logging in for the first time the default password is 123456.)

VOICE PORTAL ACCESS- ANY TELEPHONE

Allows a user to access the voice portal from any other phone.

1. Dial you home's 7 or 10 digit phone number.
2. When you hear your Voice Mailbox greeting, press *.
3. Enter your pass code followed by the pound key (#). The Voice Portal announces its Main Menu.

VOICE PORTAL - MAIN MENU

1. To access your voice mailbox, press 1.
2. To record your name, press 3.
3. To record your Call Forwarding options, press 4.
4. To change your pass code, press 8.
5. To exit the Voice Portal, press 9.
6. To repeat this menu, press the pound key (#).

VOICE MAILBOX- MAIN MENU

1. To listen to your messages, press 1.
2. To record your busy greeting, press 2.
3. To record your no answer greeting, press 3.
4. To compose and send a new message, press 5.
5. To delete all messages, press 7.
6. To return to the Voice Portal, press *.
7. To repeat this menu, press the pound key (#).

FLASH CALLS

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

CALL TRANSFER

Flash Call Transfer allows you to transfer a call even when your phone does not have a transfer button.

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 CALL

Three-Way Calling allows you to perform a conference call even when your phone does not have a conference button.

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

N-WAY CALL

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 CONSULATATION

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 initial call.

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

(*22) CALL HOLD

While engaged in one call:

1. Press flash-hook on phone.
2. Press the assigned code.
3. You can make a second call and toggle between the calls.

FEATURE ACCESS CODE CALLS

NOTE: Feature Access Codes provided on this sheet are examples and may not reflect actual code number.

(*8) AUTOMATIC CALLBACK DEACTIVATION

Allows a user to deactivate all current automatic callback sessions.

1. Lift telephone handset. Press the assigned code
2. Replace the telephone handset, the service is off.

(*72) CALL FORWARDING ALWAYS ACTIVATION

Allows a user to redirect incoming phone calls to another number.

1. Lift telephone handset. Press the assigned code
2. Enter phone number to which calls will be forwarded.
3. Replace telephone handset. The service is on.

ADVANCED CALLING FEATURES

(*73) CALL FORWARDING ALWAYS DEACTIVATION

Allows a user to deactivate the Call Forwarding Always service.

1. Lift telephone handset. Press the assigned code
2. Replace telephone handset. The service is off.

(*21) CALL FORWARDING ALWAYS VOICE MAIL ACTIVATION

Allows a user to automatically forward all incoming calls to voice mail.

1. Lift telephone handset. Press the assigned code
2. Replace telephone handset. The service is on.

(#21) CALL FORWARDING ALWAYS VOICE MAIL DEACTIVATION

Allows a user to deactivate the Call Forwarding Always Voice Mail service.

1. Lift telephone handset. Press the assigned code
2. Replace telephone handset. The service is off.

(*90) CALL FORWARDING BUSY ACTIVATION

Allows a user to redirect incoming phone calls to another number when the line is busy.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is on.

(*91) CALL FORWARDING BUSY DEACTIVATION

Allows a user to deactivate the Call Forwarding Busy service.

1. Lift telephone handset. Press the assigned code
2. Replace telephone handset. The service is off.

(*40) CALL FORWARDING BUSY VOICE MAIL ACTIVATION

Allows a user to send calls to voice mail when engaged in a call.

1. Lift telephone handset. Press the assigned code
2. Replace telephone handset. The service is on.

(#40) CALL FORWARDING BUSY VOICE MAIL DEACTIVATION

Allows a user to deactivate the Call Forwarding Busy to Voice mail service.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is off.

(*92) CALL FORWARDING NO ANSWER ACTIVATION

Allows a user to redirect incoming calls to another number.

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

(*93) CALL FORWARDING NO ANSWER DEACTIVATION

Allows a user to deactivate the Call Forwarding Now Answer service.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is off.

(*41) CALL FORWARDING NO ANSWER VOICE MAIL ACTIVATION

Allows a user to automatically send calls to voice mail when unanswered.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is on.

(#41) CALL FORWARDING NO ANSWER VOICE MAIL DEACTIVATION

Allows a user to deactivate the Call Forwarding No Answer Voice mail Service.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is off.

(*94) CALL FORWARDING NOT REACHABLE VOICE MAIL ACTIVATION

Allows a user to automatically forward calls to a different number when unreachable.

1. Lift telephone handset. Press the assigned code.
2. Replace the telephone handset. The service is on for all calls.

(*95) CALL FORWARDING NOT REACHABLE VOICE MAIL DEACTIVATION

Allows a user to deactivate the Call Forwarding Not Reachable Voice mail service.

1. Lift telephone handset. Press the assigned code.
2. Replace the telephone handset. The service is off.

(*67) CALLING LINE ID DELIVERY BLOCKING PER CALL

Allows a user to prevent display of calling line ID on a per call basis.

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

(*31) CALLING LINE ID DELIVERY BLOCKING ACTIVATION

Allows a user to block their phone number from being shown when calling other numbers.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. This service is on for all calls.

(#31) CALLING LINE ID DELIVERY BLOCKING DEACTIVATION

Allows a user to deactivate the Calling Line ID Blocking service.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is off for all calls.

ADVANCED CALLING FEATURES

(*65) CALLING LINE ID DELIVERY PER CALL

Allows a user to display their calling line ID on a per call basis.

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

(*68) CALL PARK

Allows a user to put a call on hold at one telephone and continue the conversation from another telephone.

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

(*88) CALL PARK RETRIEVE

Allows a user to retrieve or reconnect with a call that was previously parked.

1. Lift telephone handset. Press the assigned code.
2. You are connected with the call you parked.

(*98) CALL PICKUP

Allows a user to pick up calls within an assigned call pickup group.

1. Lift telephone handset. Press the assigned code.
2. The longest-ringing phone in your call pick-up group is connected.

(*69) CALL RETURN

Allows user to return a call to the phone number of the last call received.

1. Lift telephone handset. Press the assigned code.
2. The last incoming phone number is redialed.

(*43) CALL WAITING ALWAYS ACTIVATION

Allows a user to put one call on hold while answering a second call.

1. Lift telephone handset. Press the assigned code.
2. The Call Waiting service is turned on for all calls.

(*43) CALL WAITING ALWAYS DEACTIVATION

Allows a user to deactivate the Call Waiting service.

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

(*70) CANCEL CALL WAITING

Allows user to dial the assigned code in order to turn off Call Waiting for the next call they place.

1. Lift telephone handset. Press the assigned code.
2. 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.

(*99) CLEAR VOICE MESSAGE WAITING INDICATOR

Allows user to dial the assigned code to clear the audible message waiting indicator on their phone.

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

(*57) CUSTOMER ORIGINATED TRACE

Allows user to dial the assigned code, and then place a trace on the last number that called.

1. Lift telephone handset. Press the assigned code.
2. A trace has been started for the identification of the last incoming call.

(*97) DIRECTED CALL PICKUP

Allows user to pick up calls for another user in the same group by entering the assigned access code followed by the extension.

1. Lift telephone handset. Press the assigned code.
2. Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

(*33) DIRECTED CALL PICKUP WITH BARGE-IN

Allows a user to barge in on calls to or from another user in the same group, by entering the assigned access code followed by the extension of the user whose call is barged-in on.

1. Lift telephone handset. Press the assigned code.
2. Enter the extension where the call is ringing. You can answer the ringing call at the specified extension.

(*55) DIRECT VOICE MAIL TRANSFER

Allows a user to transfer a held call directly to voice mail.

1. Place your active call on hold.
2. Press the assigned code.
3. The caller is directed to your voice mail.

(*80) DIVERSION INHIBITOR

Allows a user to prevent redirection services from being activated on the terminating side of an unanswered call.

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

(*78) DO NOT DISTURB ACTIVATION

Allows a user to automatically forward calls to voice mail or a busy tone.

1. Lift telephone handset. Press the assigned code.
2. Replace the telephone handset. The service is on. Your phone will not ring while this service is on for all calls.

(*79) DO NOT DISTURB DEACTIVATION

Allows a user to deactivate the Do Not Disturb service.

1. Lift telephone handset. Press the assigned code.
2. Replace telephone handset. The service is off for all calls.

ADVANCED CALLING FEATURES

(*22) FLASH CALL HOLD

Allows a user to put a call on hold on a phone that does not have a HOLD button.

1. Lift telephone handset. Press the assigned code.
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.

(*66) LAST NUMBER REDIAL

Allows a user to redial the last number dialed.

1. Lift Telephone handset. Press the assigned code.
2. The last outgoing phone number is redialed.

(*60) MUSIC ON HOLD PER-CALL DEACTIVATION

Allows a user to deactivate the Music on Hold service.

1. Lift telephone handset. Press the assigned code.
2. The service is turned off for this call.

(*610) NO ANSWER TIMER

1. Lift telephone handset. Press the assigned code.
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.

(*71) PER CALL ACCOUNT CODE

Allows user to provide an account code before attempting a call, or, during a call, to flash and provide an account code to be applied to all ongoing calls.

1. Lift telephone handset. Press the assigned code.
2. Dial the account code.
3. Dial the phone number.
4. The call is placed using the specified account code.

(*50) PUSH TO TALK

Provides an intercom-like functionality where you can call another party and be instantly connected.

1. Lift the telephone handset. Press the assigned code.
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.

(*75) SPEED DIAL 100

Allows a user to program an assigned two-digit (00-99) speed dial number of the party they wish to call.

To Program:

1. Lift the telephone handset. Press the assigned code.
2. At the dial tone, enter the two-digit code that will represent 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 followed by the two-digit code representing the number you want to dial. The speed number is dialed.

(*74) SPEED DIAL 8

Allows a user to program an assigned one-digit (2-9) speed dial number of the party they wish to call.

To Program:

1. Lift telephone handset. Press the assigned code.
2. At the dial tone, enter the one-digit code that will represent the number you want to program, followed by the complete number.
3. Press the (#) key.

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.

(*47) SUSTAINED AUTHORIZATION CODE ACTIVATION

(Call Unlocking) Allows a user who is required to provide authorization codes for outgoing calls to “unlock” this requirement.

1. Lift telephone handset. Press the assigned code.
2. Enter your authorization code followed by the pound key. Your calls are unlocked.

(*37) SUSTAINED AUTHORIZATION CODE DEACTIVATION

(Call Locking) Allows user who have unlocked their code activation requirement, to “lock” this requirement again.

1. Lift telephone handset. Press the assigned code.
2. Enter your authorization code followed by the pound key. Your calls are locked.

TECHNICAL SUPPORT

CCI Systems provides 24 hour a day, 365 days a year support for its voice programs. If you need assistance with your Voice Service Account please contact CCI Systems using one of the following means:

Support Email Address: voipsupport@ccisystems.com
Toll- Free Support Line: 1-877-403-7779