

managedIP HOSTED

Calling Features User Guide

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The following access codes activate or deactivate features that may be available with your phone service.

| Feature | Activation Code | Deactivation Code |
|--|-----------------|-------------------|
| Automatic Callback | | #8 |
| Call Forwarding Always | *72 | *73 |
| Call Forwarding Always To Voice Mail | *21 | #21 |
| Call Forwarding Busy | *90 | *91 |
| Call Forwarding Busy To Voice Mail | *40 | #40 |
| Call Forwarding No Answer | *92 | *93 |
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| Customer Originated Trace | *57 | |
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| Diversion Inhibitor | *80 | |
| Do Not Disturb | *78 | *79 |
| Group Call Park | #58 | |
| Last Number Redial | *66 | |
| Location Control | *12 | *13 |
| Music On Hold Per-Call | | *60 |
| No Answer Timer | *61 | |
| Per-Call Account Code | *71 | |
| Push to Talk | *50 | |
| Speed Dial 8 | *74 | |
| Speed Dial 100 | *75 | |
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| Voice Portal Access | *62 | |

Additional Support

- Contact the managedIP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources

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Anonymous Call Rejection

This service enables you to reject calls from anonymous parties who have hidden their identities. Callers who have restricted their identities are informed that you are not accepting calls from restricted callers. Your phone will not ring and you will not see or hear any indication of the blocked call.

The default state for Anonymous Rejection is off.

 **NOTE:** This service does not apply to calls from within a group.

To activate this feature:

1) Dial the Activation Code ***77**.

To turn this feature off:

2) Dial the Deactivation Code ***87**.

Alternate Ways to Access this Feature:

- Web Portal: On your computer, click on **Calling Features**, and then click on **Incoming Calls**.

Automatic Callback

If you call another party and they are busy, you can monitor the line and be called back when it is idle. This service is always activated by default.

To activate this feature:

- 1) After calling a party and receiving a busy signal, you will hear an announcement asking if you would like to monitor the line and be called back when it is idle. Enter the appropriate digit when prompted and then hang up.
- 2) As soon as the called party becomes idle again, a special ring will play on your phone. Answer the phone, and the call is automatically connected to the other party.

 **NOTE:** If the calling party redirects the call and the new location is busy, Automatic Callback is not activated. Automatic Callback is also disabled if the call is handled by Selective Call Rejection or Selective Call Acceptance.

To turn this feature off:

1) Dial the Deactivation Code **#8**.

Alternate Ways to Access this Feature:

- Web Portal: On your computer, click on **Calling Features**, and then click on **Outgoing Calls**.

Automatic Callback Menu

The Automatic Callback Menu displays information regarding your active Automatic Callback requests.

To access the Automatic Callback Menu:

- 1) Dial the Menu Access Code **#9#**. A message will report the number of active requests.
- 2) You can press the number keys to select a specific active request, or press * to cancel all active requests.

Call Forwarding

Allows an incoming call to be redirected to Voice Messaging or another number.

You can also set the number of rings before the call is forwarded by dialing ***61**. The maximum number of allowable rings is 20.

 **NOTE:** This setting applies to all related services, including Voice Messaging and Sequential Ringing.

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Call Forwarding Always

Automatically redirect all incoming calls to another number. When the service is active, a reminder will be displayed on your phone. You can also set your phone to play a Ring Reminder when a call is forwarded. The default setting for Call Forwarding Always is *off*.

To activate this feature:

- 1) Dial the Activation Code ***72**, and then dial the phone number where you want your calls to be directed.

 **NOTE:** If no phone number is entered, all calls will be forwarded to the phone number that was previously configured by default.

- 2) Once the system plays a confirmation message, hang up.

To turn this feature off:

- 1) Dial the Deactivation Code ***73**.

 **NOTE:** Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination. An error message will play if the number you have entered is not allowed.

Alternate Ways to Access this Feature:

- Web Portal: On your computer, click on **Calling Features**, and then click on **Incoming Calls**. When accessing via the TDS IP Web Portal, you can also set your phone to play a Ring Reminder when a call is forwarded.
- Voice Portal: On your phone, dial the FAC Activation Code for Voice Portal Access ***00**, enter your passcode, and then follow the menu instructions.

Call Forwarding Always to Voicemail

Automatically redirect all incoming calls to your voicemail. The default setting for this feature is *on*.

To activate this feature:

- 1) Dial the Activation Code ***21**.
- 2) Once the system plays a confirmation message, hang up.

To turn this feature off:

- 1) Dial the Activation Code ***21**.

 **NOTE:** If you have Call Forwarding Always activated, that feature takes precedence over Call Forwarding Always to Voicemail.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on Messaging. Next to *Voice Management*, click on **Edit**.

Call Forwarding Busy

Redirect incoming calls to another number when you are on the phone (or have services such as Do Not Disturb or Selective Call Rejection activated). The default setting for this feature is *off*.

To activate this feature:

- 1) Dial the Activation Code ***90**, and then dial the phone number where you want your calls to be directed. (If no phone number is entered, all calls will be forwarded to the phone number that was previously configured by default.)
- 2) Once the system plays a confirmation message, hang up.

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To turn this feature off:

- 1) Dial the Deactivation Code ***91**.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on **Incoming Calls**.

Call Forwarding Busy Interrogation

Obtain the current status and destination of the Call Forwarding Busy feature.

- 1) Dial the Interrogation Code ***09**.
- 2) A message will report the status as active or inactive and list current forwarding number (if active).

Call Forwarding Busy to Voicemail

Redirect your incoming phone calls to your voicemail when your line is busy. The default setting for this feature is *on*.

To activate this feature:

- 1) Dial the Activation Code ***40**.
- 2) Once the system plays a confirmation message, hang up.

To turn this feature off:

- 1) To stop redirecting calls, dial the Deactivation Code **#40**.

 **NOTE:** Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination. An error message will play if the number you have entered is not allowed.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on **Messaging**. Next to **Voice Management**, click on **Edit**.

Call Forwarding No Answer

Redirect your incoming phone calls to another number when you do not answer your phone. The default setting for this feature is *off*.

To activate this feature:

- 1) Dial the Activation Code ***92**, and then dial the phone number where you want your calls to be directed. (If no phone number is entered, all calls will be forwarded to the phone number that was previously configured by default.)
- 2). Once the system plays a confirmation message, hang up.

To turn this feature off:

- 1) Dial the Deactivation Code ***93**.

 **NOTE:** Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination. An error message will play if the number you have entered is not allowed.

Alternate Ways to Access this Feature:

You can also access this feature via the TDS managedIP Web Portal.

Web Portal: On your computer, click on **Calling Features**, and then click on **Incoming Calls**. When accessing via the TDS IP Web Portal, you can also set the number of rings before forwarding.

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Call Forwarding No Answer Interrogation

Obtain the current status and destination of Call Forwarding Always.

- 1) Dial the Interrogation Code ***16**.
- 2) A message will report the status as active or inactive and list current forwarding number (if active).

Call Forwarding No Answer to Voicemail

Redirect incoming phone calls to your voicemail when you do not answer your phone. The default setting for this feature is on.

To activate this feature:

1. Dial the Activation Code ***41**.
2. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Activation Code ***41**.

 **NOTE:** If disabling this feature, it is recommended that you enable the Call Forwarding No Answer feature in its place. If both services are activated, Call Forwarding No Answer overrides Call Forwarding No Answer to Voicemail.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on **Messaging**. Next to *Voice Management*, click on **Edit**.

Call Forwarding Not Reachable

Automatically redirect incoming calls to a different number when your phone is not reachable or unregistered. The default state for this feature is *off*.

To activate this feature:

- 1) Dial the Activation Code ***94**, and then dial the phone number where you want your calls to be directed. (If no phone number is entered, all calls will be forwarded to the phone number that was previously configured by default.)
- 2) Once the system plays a confirmation message, hang up.

To turn this feature off:

- 1) Dial the Deactivation Code ***95**.

 **NOTE:** Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination. An error message will play if the number you have entered is not allowed.

Call Forwarding Not Reachable Interrogation

Obtain the current status and destination of the Call Forwarding Not Reachable feature.

- 1) Dial the Interrogation Code ***63**
- 2) A message will report the status as active or inactive and list current forwarding number (if active).

Call Forwarding Selective

Define rules that cause certain incoming calls to be redirected to another number. If the incoming call does not match any of the rules, normal call handling applies. The default state for Call Forwarding Selective is *off*.

To activate this feature:

- 1) Dial the Activation Code **#76**.

To turn this feature off:

- 1) Dial the Deactivation Code **#77**.

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 **NOTE:** In order to activate Call Forwarding Selective via your phone, the rules must be set-up initially in the TDS IP Web Portal.

Define Rules and Criteria in the Web Portal

In the managedIP Web Portal, multiple rules can be defined, and each rule may contain multiple criteria (for example, incoming call from this number AND within business hours AND during work week). You may also associate a different forwarding number with each rule or use the same destination for all rules.

The possible criteria include:

- Selected time schedule, for example, *Every Day All Day*
- A list of up to 12 phone numbers. For best results, enter the numbers in 10-digit format. To cover multiple similar numbers, you may enter either of the following wildcard characters:
 - * (star) – This wildcard can only be used as the last character of a digit string and matches any number of trailing digits
 - ? (question mark) – This wildcard can be used anywhere in the string and matches any single digit

To define rules and criteria:

- 1) On your computer in the Web Portal, click on **Calling Features**, and then click on **Incoming Calls**. In the list of features, you should see **Call Forwarding Selective** listed.

To view Call Forwarding Selective Settings:

- 1) Click **View**.

To edit Call Forwarding Selective Settings:

- 1) Click **Edit**.
- 2) Click **Add Rule** and a window will pop up.

Enter in the rule information that you want next to the fields under Add New Rule.

- 3) To save the rule, click **Save** at the bottom of the pop-up window.
- 4) To add another rule, click **Add Rule** at the bottom of the pop-up window.
- 5) To have a ring reminder play whenever a call is forwarded, check the box next to *Play Ring Reminder when a call is forwarded*.

 **NOTE:** Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination. An error message will play if the number you have entered is not allowed.

To activate this feature:

- 1) Click **On**.

Call Park / Directed Call Park

Place a call on hold with the intent of retrieving it from another extension. The call can be parked on your own extension or another within your group (groups are determined by your administrator). While parked, the parked party hears audio on hold (if it is configured). You can only park one call at a time against any single user extension.

When you park a call, a recall timer is started (45 seconds by default). If the timer expires before the parked call is retrieved and your phone is idle, the call will appear as a held call and your phone will ring.

If the timer expires before the parked call is retrieved and your phone is not idle, the timer is restarted for 10 seconds and the call remains parked. This process will repeat until the parked call is retrieved or the parked call hangs up.

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- ✔ **NOTE:** You can only have one other active call when you try to park a call.

To park a call:

- 1) Press the **Transfer** key (or flash hook) during an established call and then dial the Call Park Activation Code ***68**.
- 2) After the prompt, enter the number you would like to park the call against. The call will be parked. If no number is entered and you hang up immediately after dialing the Activation Code, the call is parked against your line.
- 3) Once the call is parked against an available user, the service updates your display with the extension where the call is parked.

Call Park Retrieve

Retrieve a call that has been parked.

To retrieve a parked call:

- 1) Dial Activation Code ***88**.
- 2) After the prompt, enter the number where the call to be retrieved is currently parked.
- 3) You will be reconnected to the parked party.

- ✔ **NOTE:** If no number is dialed after the Activation Code, you will be reconnected with the party parked against your line.

Call Pickup

Pick up (answer) any ringing line within your Call Pickup group. If more than one line in the Call Pickup group is ringing, the call that has been ringing the longest is picked up.

- ✔ **NOTE:** You cannot pick up calls outside your Call Pickup group (groups are determined by your administrator).

To pickup a call:

- 1) Dial the Activation Code ***98**, which will connect you to the ringing party.

- ✔ **NOTE:** If you are already engaged in a two-way call, you can flash the switch hook to put the other party on hold and then dial the Activation Code to answer an incoming call within your Call Pickup group. After picking up the call, use the flash the switch hook to toggle between the two parties.

Call Retrieve

Allows you to retrieve an existing active call from another shared location. If a call cannot be retrieved, an error response will play.

To retrieve a call:

- 1) Dial the Activation Code ***11**.

- ✔ **NOTE:** The criteria that the system uses to select the call to retrieve depends on the number of calls you are involved in:
- If only one other call, the call can be retrieved if it is active, held or remotely held
 - If multiple calls, the call to retrieve must be active (ringing) and the only active call

Call Return

Call the last party that called you. Both answered and unanswered calls can be returned.

To return a call:

- 1) Dial the Activation Code ***69**. The last calling party will be called as if you dialed the number directly.

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✔ **NOTE:** You can only return calls to numbers that are acceptable to your Outgoing Calling Plan. If the calling number is not available, an error announcement is played.

✔ **NOTE:** If the Caller ID information is restricted for the last incoming call and you have allowed restricted numbers, the restricted number announcement is played and you are instructed to dial a confirmation digit to activate Call Return. If you have not allowed restricted numbers, Call Return is denied and the restricted number denial announcement is played.

Call Return Number Deletion

Delete the last incoming call number.

To delete the last incoming number:

1) Dial the Activation Code ***96**. Upon successful deletion, a confirmation announcement is played.

✔ **NOTE:** After an incoming number is deleted, Call Return cannot be used until a new incoming number has been received.

Call Waiting

This service enables you to answer a call while already engaged in another call. The default state for this feature is *on*.

To activate this feature:

1) Dial the Activation Code ***43**.

To answer Call Waiting:

1) If an incoming call is received while you are already engaged in a call, you are informed of the new call via a call waiting tone and

Caller Line ID information on your phone's display (if equipped).

- 2) To answer the waiting call, navigate to the call (using phone's navigation keys) and press the **Answer** soft key (or press the flash hook). This connects you with the waiting party and holds the original party. You can then use the flash hook to toggle between the two parties as needed.
- 3) If you hang up while another call is still waiting, the call will ring through again. Answer the call to be reconnected to the held party.
- 4) The service ends when you or the waiting party hangs up.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on **Call Control**.

Call Waiting Disable

Disable Call Waiting for the next call you place or while a call is in progress. Call Waiting is automatically re-activated when the call ends.

To disable before you place a call:

- 1) Dial the Activation Code ***70**.
- 2) After the confirmation, there will be a dial tone. Dial the number you want to call. For the duration of the call, you will not be presented with any waiting calls.

To disable while you are on a call:

- 1) Press the **Transfer** soft key or Flash the switch hook while a call is in progress, and then dial the Activation Code after you hear a dial tone. The system then responds with a confirmation announcement, followed by a dial tone.
- 2) Flash back to the other call, and no other waiting calls are presented for the duration of the current call.

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Calling Line ID Blocking

This service enables you to hide/block your calling line ID (both name and number) from being presented to the person you are calling.

Calling Line ID Delivery Blocking per Call

Hide your calling line ID (both name and number) on a per-call basis. This service only remains active for one phone call.

To activate this feature:

- 1) Before placing a call, dial the Activation Code ***67**.
- 2) Place your call as usual.

 **NOTE:** If Calling Line ID Delivery Blocking Persistent is activated, this service has no effect.

Calling Line ID Delivery Blocking Persistent

Prevent display of your calling line ID for all calls. The default setting for this feature is *off*.

To activate this feature:

- 1) Dial the Activation Code ***31**.
- 2) Once the system plays a confirmation message, hang up.

 **NOTE:** When Calling Line ID Delivery Blocking Persistent is activated, you may turn it off on a per-call basis to display your caller ID by dialing *65 and placing the call.

To turn this feature off:

- 1) Dial the Deactivation Code **#31**.

 **NOTE:** By deactivating Calling Line ID Delivery Persistent, your caller ID (name and number) will appear for all calls.

Customer Originated Trace

This service enables the recipient of an **obscene, harassing, or threatening** call to request that it be automatically traced and reported to your Service Provider (TDS). The information on the traced call is sent as an alarm to TDS. The alarm contains the following information:

- Your phone number. If you do not have a phone number, your group phone number and extension are provided instead. For calls within a group, only your extension is used.
- The date and time the call was received
- The name and phone number of the caller, if available

The traced call is the last call that you received. It could either be an answered or a missed call.

 **NOTE:** Law Enforcement officials must request the call trace information from TDS due to privacy and legal issues.

To trace and report the last call received:

- 1) Dial the Activation Code ***57**. You will hear an announcement followed by a dial tone.
- 2) If the trace is successful, a confirmation announcement will play, and the requested trace is sent in the form of an alarm to the system provider. If the trace is unsuccessful, an error announcement will play and the alarm will not be sent.

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Directed Call Pickup

Pick up (answer) a call at a specific extension within your assigned group. Push to Talk calls cannot be answered with this feature.

To pickup a specific call:

- 1) Dial the Activation Code ***97**, followed by the extension of the call you would like to pickup, followed by **#** (to Send).
- 2) If the ringing party has already answered the call, or if it has no call to pick up, or if the dialed extension is invalid, you will hear an error message.

 **NOTE:** The extension must be within your Call Pickup group (groups are determined by your administrator).

The main feature interactions introduced by this service are described in the following table.

| Feature | Interaction Description |
|---------------------------|---|
| Call Waiting | It is not possible to pick up a waiting call. A call must be ringing to be picked up. |
| Call Forwarding No Answer | It is possible to pick up a ringing call before the call is forwarded by Call Forward No Answer (CFNA). |
| Call Hold and Retrieve | It is possible to place a call on hold and pickup another call. In addition, you can use the CommPilot Call Manager to hold the active call and dial the Call Pickup access code. |

| Feature | Interaction Description |
|--------------------------------|--|
| Call Notify | Call Pickup does not send a call notify message for picked-up calls. |
| Call Transfer (Blind Transfer) | It is possible to pick up a blind transferred call. It is possible to transfer a picked-up call. |
| Caller ID | It is possible to pick up calls regardless of whether the answering party is accepting calls. |
| Do Not Disturb | It is possible to pick up calls regardless of whether the answering party is accepting calls. |
| Three-Way Call | It is not possible for the conference controller to pick up another call. If the controller flashes during a conference, the flash is processed in priority by the flash service. However, a participant in a three-way call can pick up another call by flashing and dialing the Call Pickup access code. |

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Directed Call Pickup with Barge-in

Allows you to either pick up (answer) a ringing call in your group or barge-in on (join) an ongoing call with someone in your group if the call was already answered.

When a pickup occurs, you and the caller are connected to one another and the functionality is identical to the Directed Call Pickup service.

When a barge-in occurs, a three-way call is established between the parties—you (the controller), the person who answered the call, and the caller. The barge-in occurs even when the call is active or held.

If your warning tone option is enabled, the person who answered the call will hear a warning tone when you barge-in. The caller is put on hold while the warning tone plays. Once the warning tone is finished, the three-way call is established.

 **NOTE:** A pickup or barge-in can occur only when the person who answered the call has exactly one call. When a barge-in occurs, the person who picked up the call is not given the warning tone if he/she has put the call on hold. Push to talk calls do not qualify for this feature.

To activate this feature:

- 1) Dial the Activation Code ***33**, followed by the extension of the call you would like to pick up or join.
- 2) Once the warning tone has finished (or immediately if the warning tone is disabled), a three-way call is established between you, the person who answered the call, and the caller with you as the controller.
 - If an invalid extension is entered (for

example, an extension that does not exist in the group or too few digits), then you will not be connected and a reorder tone will play

- If the person who answered the call has more than one call, then you will not be connected and an error message will play

Direct Voicemail Transfer

Transfer a caller on hold to your voicemail or someone else's voicemail.

To activate this feature:

- 1) While on a call, press the **Transfer** soft key, then dial the Activation Code ***55**. An announcement will play explaining how to transfer the held caller to your voicemailbox (or anyone else's voicemailbox).

Diversion/Redirect Inhibitor

Prevent an outgoing call from being redirected. For example, you could prevent a call that you redirect or place to another person from being redirected again (e.g., forwarded to Voice Messaging). The default setting for this feature is *off*.

The following services can be blocked:

- Call Forwarding No Answer, Busy, Always
- Selective Call Forwarding
- Voicemail
- Simultaneous Ringing (Personal)
- Sequential Ringing
- CommPilot Express

The following services cannot be blocked:

- Remote Office
- Auto Attendant
- Call Center
- Call Pickup (all variations)

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To activate this feature:

- 1) Dial the Activation Code ***80**.



NOTE: You must activate this service for each individual call.

Do Not Disturb

This service allows you to set your status as unavailable. Your phone does not ring and all calls go directly to the selected busy treatment, such as Voice Messaging. The default setting for this feature is *off*.

To activate this feature:

- 1) Dial the Activation Code ***78**. After the system plays a confirmation announcement, hang up.

To turn this feature off:

- 1) Dial the Deactivation Code ***79**.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on **Incoming Calls**

Group Call Park

Park a call on a random number in your pre-configured Call Park Group. The service hunts for the first available number in your Call Park group and parks the call there.



NOTE: Calls may be parked against busy extension; however, only one call may be parked against any extension at any given time.

To activate this feature:

- 1) During the call you'd like to park, press

the **Transfer** soft key and dial the Activation Code **#58**.

- 2) The call is parked against an available user's line and the system will tell you the extension that it parked the call on.

Last Number Redial

Redial the last number called from your extension.

To redial the last number:

- 1) Dial the Activation Code ***66**.

Location Control

Users can enable or disable individual Shared Call Appearance locations. This feature can be used from a Shared Call Appearance alternate location and can enable or disable the ability of the Shared Call Appearance to receive incoming calls.

To enable a location:

- 1) Dial the Activation Code ***12**.

To disable a location:

- 2) Dial the Deactivation Code ***13**.



NOTE: Disabling a location has the same effect as preventing call termination and has no effect on your ability to originate calls or retrieve calls from that location. Message waiting and call information notifications continue to be sent to a location that is deactivated.

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Music on Hold Per-Call

Disable the Music on Hold service for the next call you place or when a call is in progress. This feature is only used when you have music enabled for held calls (plays music to callers when the call is held or parked). Once the call is disconnected, the Music on Hold service will be reactivated.

To disable before you place a call:

- 1) Dial the Activation Code ***60**. A confirmation tone will play, followed by a dial tone.
- 2) Dial the outgoing telephone number.

To disable when on a call:

- 1) Press the **Transfer** soft key, and then dial the Activation Code ***60**. A confirmation tone will play, followed by a dial tone.
- 2) Return to the active call.

No Answer Timer

You can also set the number of rings before a call is handled by any of the following services: Voice Messaging, Call Forwarding No Answer, Call Forwarding No Answer to Voicemail, and Sequential Ringing. The maximum number of rings for the no-answer timer is 20.

 **NOTE:** One ring cycle equates to 6 seconds.

To set the No Answer Timer:

- 1) Dial the Activation Code ***61**.

Per-Call Account Code

Account Code service allows you to assign certain calls to a specified account for tracking purposes. When using an account code for a call, you may run a call detail report to identify calls made using the account code(s).

 **NOTE:** Optional Enhanced Call Detail Reporting is required for this feature. Account Codes may be mandatory or optional. When optional, a feature access code is required to assign a specific account code to the call.

To assign an Account Code to a call:

- 1) Dial the Activation Code ***71**.
- 2) Place your call; when prompted, enter your Account Code.

Push to Talk

A hands-free intercom functionality where you can call another party and be instantly connected to them.

To activate this feature:

- 1) Dial the Activation Code ***50**.
- 2) Enter the destination number for the Push to Talk call.
- 3) A confirmation tone is played to both parties.

 **NOTE:** The connection is made according to your Outgoing Connection Type setting (One-Way or Two-Way communication).

There are several configurable options for the Push to Talk service (below). These are best configured through the TDS managedIP Web Portal.

Outgoing Connection Type – This option can be set to One-Way or Two-Way. If the Outgoing Connection Type is set to One-Way, only you are able to talk and the called party may not be heard. If the Outgoing Connection Type is set to Two-Way, both you and the party on the other end of the call are able to talk to each other as usual. The default setting for this option is *Two-Way*.

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Auto-Answer – This option can be set to *On* or *Off*. When you receive a Push to Talk call with Auto-Answer set to *On*, your device is signaled to automatically answer the call. The default setting for this option is *On*.

Access List – You can screen incoming Push to Talk calls using your Access List setting. The Access List option can be set to *Allow calls from only the users selected below* (an Accept List) or *Allow calls from everyone except the users selected below* (a Reject List). The default setting is *Allow calls from only the users selected below*.

Alternate Ways to Access this Feature:

- Web Portal: On your computer, click on **Calling Features**, and then click on **Call Control**. Click **Edit**. A pop-up window displaying the Push to Talk options will appear. To save your settings, press **Save**.

Speed Dial 8

 **NOTE:** You can associate to two to 30 numeric digits, including x11 emergency and repair call numbers.

To assign a single-digit code:

- 1) Lift the telephone handset. Dial the Activation Code ***74**. You will hear the recall dial tone (three quick beeps and then a dial tone).
- 2) Dial the single-digit code (2-9) to be created or modified, followed by the digits to be associated with the code. End the programming by pressing **#**.
- 3) A confirmation message will play, and the speed dial number is programmed.

To use a single-digit speed dial:

- 1) Dial your single-digit code followed by the **#** key.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on **Outgoing Calls**.

Speed Dial 100

Assign a two-digit code to a frequently dialed phone number. Quickly and easily place a call by dialing the code, instead of the entire number. Two-digit codes that are Feature Access Codes cannot be used.

 **NOTE:** You can associate to two to 30 numeric digits, including x11 emergency and repair call numbers. You can also associate to Feature Access Codes or even multiple chained Feature Access Codes.

To assign a two-digit code:

- 1) Lift the telephone handset. Dial the Activation Code ***75**. You will hear the recall dial tone (three quick beeps and then a dial tone).
- 2) Dial the two-digit code to be created or modified, followed by the digits to be associated with the code. End the programming by pressing **#**.
- 3) A confirmation message will play, and the speed dial number is programmed.

To use a two-digit speed dial:

- 1) Dial **#** followed by the two-digit code.

 **NOTE:** Feature Access Codes take precedence over Speed Dial 100 Codes.

Alternate Ways to Access this Feature:

Web Portal: On your computer, click on **Calling Features**, and then click on **Outgoing Calls**. When accessing via the TDS IP Web Portal, you can also set the number of rings before forwarding.

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Sustained Authorization Code (Unlock/Lock)

This feature applies to Users that are able to override specific outbound calling restrictions on their phone by entering an authorization code prior to making a call (typically toll calls, but may apply to any call type). By entering the Calls Unlocking code, a user may override the requirement to enter an authorization code for each call – i.e., this feature will turn that functionality off.

The Calls Locking code is entered to reactivate the authorization code requirement for this station.

 **NOTE:** This feature is not a “per call” feature. Accordingly, the Calls Locking code must be dialed in order to restate the requirements for mandatory entering of authorization code(s) when desired.

 **NOTE:** Emergency calls are never prompted for an authorization code.

To unlock calls:

- 1) Lift the telephone handset. Dial the Activation Code ***47**. You will be prompted to enter a valid authorization code followed by the **#** key.
- 2) Dial the authorization code, followed by **#**.
- 3) A confirmation tone, followed by dial tone, will be heard. Hang up.

To lock calls:

- 1) Lift the telephone handset. Dial the de-activation Code ***37**. You will be prompted to enter a valid authorization code followed by the **#**key.

- 2) Dial the authorization code, followed by **#**.
- 3) A confirmation tone, followed by dial tone, will be heard. Hang up.

You will now need to enter an authorization code prior to placing an outbound call, where an authorization code is required.

Voicemail Retrieval

Allows you to retrieve your voice messages.

To retrieve messages from your desk phone:

- 1) Dial the Activation Code ***86**
- 2) Enter your passcode followed by the **#** key.

 **NOTE:** If you have auto-password enabled, you will not be prompted to enter it.

To retrieve your messages remotely:

- 1) Dial the Activation Code ***86**
- 2) Press the ***** key.
- 3) Enter your extension number.
- 4) Enter your passcode followed by the **#** key.

Voicemail Waiting Indicator

Clears the audible (and visible for some devices) message waiting indicator on your phone.

To clear the Waiting Indicator:

- 1) Dial the Activation Code ***99**

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Voice Portal Access

The Voice Portal provides a convenient way for you to manage your services via the phone.

To access the Voice Portal:

- 1) Dial the Activation Code ***00**. If you are remote (external to your business) dial the Voice Portal telephone number (provided by your managedIP Administrator).
- 2) After the prompt, enter your passcode. Upon successful authentication, you will be presented with the main menu options.

 **NOTE:** All options offered by the voice portal service allow you to go back to the main menu, so multiple options can be selected during the same session.

Additional Support

- Contact the managedIP Administrator at your company or
- Visit support.TDSmanagedIP.com/hosted for additional resources