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Primus Hosted PBX

Calling Features Reference Guide

Document Version 2.1

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Table of Contents

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1   Overview

This guide contains quick step by step instructions on how to use most commonly used calling features included with the Primus Hosted PBX service.

2 Calling Features That Use Hook Flash Functionality

The following instructions are regarding calling features that can be used on phones that have hook flash (flash) functionality which simulates quickly hanging up and then picking up again (a quick off-hook/on-hook/off-hook cycle).

2.1 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.

2.2 Three-Way Calling

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 hang up, the other two parties remain connected.

2.3 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.

3   Calling Features That Use Feature Access Codes

The following instructions are regarding calling features that can be used via Feature Access Codes (a sequence of digits that follow a * or # symbol).

3.1   Anonymous Call Rejection Activation

1. Lift telephone handset. Press the assigned code *86.
2. Replace telephone handset. The service is on.

3.2   Anonymous Call Rejection Deactivation

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

3.3   Automatic Callback Menu Access

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

3.4   Automatic Callback Deactivation

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

3.5   Primus Anywhere E.164 Dialing

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

3.6   Call Bridge

1. Lift telephone handset. Press the assigned code *15.
2. Pick up the telephone handset at one of your shared call appearance locations and barge in on a current call.

3.7   Call Forwarding Always Activation

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

3.8   Call Forwarding Always Deactivation

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

3.9   Call Forwarding Always Interrogation

1. Lift telephone handset. Press the assigned code #72. 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.

3.10 Call Forwarding Always To Voice Mail Activation

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

3.11 Call Forwarding Always To Voice Mail Deactivation

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

3.12 Call Forwarding Busy Activation

1. Lift telephone handset. Press the assigned code *76.
2. Enter phone number to forward calls when you are on the phone.
3. Replace telephone handset. The service is on.

3.13 Call Forwarding Busy Deactivation

1. Lift telephone handset. Press the assigned code *77.
2. Replace telephone handset. The service is off.

3.14 Call Forwarding Busy Interrogation

1. Lift telephone handset. Press the assigned code #76. 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.

3.15 Call Forwarding Busy To Voice Mail Activation

1. Lift telephone handset. Press the assigned code *92.
2. Replace telephone handset. The service is on.

3.16 Call Forwarding Busy To Voice Mail Deactivation

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

3.17 Call Forwarding No Answer Activation

1. Lift telephone handset. Press the assigned code *78.
2. Enter phone number to forward calls when you do not answer the phone.
3. Replace telephone handset. The service is on.

3.18 Call Forwarding No Answer Deactivation

1. Lift telephone handset. Press the assigned code *79.
2. Replace telephone handset. The service is off.

3.19 Call Forwarding No Answer Interrogation

1. Lift telephone handset. Press the assigned code #78. 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.

3.20 Call Forwarding No Answer To Voice Mail Activation

1. Lift telephone handset. Press the assigned code *94.
2. Replace telephone handset. The service is on.

3.21 Call Forwarding No Answer To Voice Mail Deactivation

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

3.22 Call Forwarding Not Reachable Activation

1. Lift telephone handset. Press the assigned code *90.
2. Replace telephone handset. The service is on.

3.23 Call Forwarding Not Reachable Deactivation

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

3.24 Call Forwarding Not Reachable Interrogation

1. Lift telephone handset. Press the assigned code #90.
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.

3.25 Call Forwarding Selective Activation

1. Lift telephone handset. Press the assigned code *63.
2. Replace telephone handset. The service is on.

3.26 Call Forwarding Selective Deactivation

1. Lift telephone handset. Press the assigned code *83.
2. Replace telephone handset. The service is off.

3.27 Calling Line ID Delivery Blocking per Call

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

3.28 Calling Line ID Delivery Blocking Persistent Activation

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

3.29 Calling Line ID Delivery Blocking Persistent Deactivation

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

3.30 Calling Line ID Delivery per Call

1. Lift telephone handset. Press the assigned code *82.
2. Dial the phone number.
3. The call is placed, and your calling line ID is displayed for this call.

3.31 Call Park

1. Lift telephone handset. Press the assigned code *36.
2. Enter extension of phone on which call is to be parked.
3. Replace telephone handset. The call is parked at the indicated extension.

3.32 Call Park Retrieve

1. Lift telephone handset. Press the assigned code *37.
2. You are connected with the call you parked.

3.33 Call Pickup

1. Lift telephone handset. Press the assigned code *35.
2. The longest-ringing phone in your call pick-up group is connected.

3.34 Call Retrieve

1. Lift telephone handset. Press the assigned code *11.
2. The ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows you to answer the phone that has been ringing the longest.

3.35 Call Return

1. Lift telephone handset. Press the assigned code *69.
2. The announcement plays, "The last incoming number was <Number>. To activate Call Return, dial "1"; otherwise, hang up."
3. Press "1". The last incoming phone number is redialed.

3.36 Call Return Number Deletion

1. Lift telephone handset. Press the assigned code #92#.
2. The announcement plays, "Thank you, the last incoming number is now deleted". The last incoming phone number is removed and may not be dialed via the Call Return feature.

3.37 Call Waiting Persistent Activation

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

3.38 Call Waiting Persistent Deactivation

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

3.39 Cancel Call Waiting

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

3.40 Clear Voice Message Waiting Indicator

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

3.41 Communication Barring User-Control Activation

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

3.42 Communication Barring User-Control Deactivation

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

3.43 Communication Barring User Control Query

1. Lift telephone handset. Press the assigned code *#33#.
2. The announcement plays, "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.

3.44 Call Trace

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

> **NOTE**: This feature can be used if you receive harassing, obscene or threatening calls. This service should only be used in serious situations where you intend to request a police investigation against the caller.
>
> **Call Trace is not to be used as your only defence. If the call was a threat to life, or you feel your life is in danger, contact the police immediately.**
>
> Any details gathered from the trace will only be provided to law enforcement with a warrant in the event of a legal investigration. Trace information will not be provided to customers.

3.45 Directed Call Pickup

1. Lift telephone handset. Press the assigned code *33.
2. Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

3.46 Directed Call Pickup with Barge-in

1. Lift telephone handset. Press the assigned code *34.
2. Enter the extension where the call is either ringing or ongoing. You then answer or join the call of the specified extension.

3.47 Direct Voice Mail Transfer

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

3.48 Diversion Inhibitor

1. Lift telephone handset. Press the assigned code *84.
2. This service is on for this call, which cannot be redirected by the terminating side.

3.49 Do Not Disturb Activation

1. Lift telephone handset. Press the assigned code *04.
2. Replace telephone handset. The service is on. Your phone does not ring while this service is on for all calls.

3.50 Do Not Disturb Deactivation

1. Lift telephone handset. Press the assigned code #04.
2. Replace telephone handset. The service is off for all calls.

3.51 Escalate Call Supervision

1. Place your active call on hold. Press the assigned code #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.

3.52 Flash Call Hold

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

3.53 Forced Forwarding Activation

1. Lift telephone handset. Press the assigned code #32 and the phone number of the Call Center supervisor.
2. The service is turned on for this Call Center.

3.54 Forced Forwarding Deactivation

1. Lift telephone handset. Press the assigned code #33 and the phone number of a Call Center supervisor.
2. The service is turned off for this Call Center.

3.55 Group Call Park

1. Lift telephone handset. Press the assigned code *38.
2. The service hunts for the first available user in the Call Park group and parks the call there.

3.56 Initiate Silent Monitoring

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

3.57 Last Number Redial

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

3.58 Location Control Activation

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

3.59 Location Control Deactivation

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

3.60 Music On Hold per-Call Deactivation

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

3.61 No Answer Timer

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

3.62 Per Call Account Code

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

3.63 Push To Talk

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

3.64 Speed Dial 8

To program:

1. Lift telephone handset. Press the assigned code *80.
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.

3.65 Speed Dial 100

To program:

1. Lift telephone handset. Press the assigned code *81.
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.

3.66 Sustained Authorization Code Activation (call unlocking)

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

3.67 Sustained Authorization Code Deactivation (call locking)

1. Lift telephone handset. Press the assigned code *47.
2. Enter your authorization code followed by the pound key. Your calls are locked.

3.68 Voice Mail Retrieval

1. Lift telephone handset. Press the assigned code *98.
2. You are connected to your voice mail retrieval menu.

3.69 Voice Portal Access

1. Lift telephone handset. Press the assigned code *62.
2. Replace telephone handset. You can now access the group Voice Portal.

4   Calling Features For Members of a Call Center

> NOTE: The features outlined in this section are only available to users who have subscribed to the Hosted Call Centre service and who are configured as an Agent or Supervisor in a Call Centre queue.

4.1   Make Outgoing Call from Call Centre Queue

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

4.2   Make Personal Outgoing Call

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

4.3   Night Serve Activation Manual Override

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

4.4   Night Serve Deactivation Manual Override

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