

Feature Access Codes Quick Reference Guide

This is a user guide for customer with Analogue phones and using Feature Access Codes (FAC).



Calling Out			
Feature	Description	To Activate	To Deactivate
Making a Call	Calling Internal Party	Enter Extension Number	
	Calling External party	Enter Phone Number (no need to dial a "9")	
	Making a 3-way conference call	Call first party, tap "Hook Flash" (the button that hangs up your phone under the handset or Flash key, enter 2nd party phone number and tap "Hook Flash" again	
Re-dial	Redial last incoming number	*69	
	Redial last called number	*66	
Number Non-display	To hide your number always	*31	#31
	To hide your number for this call only	*67	

Receiving Calls			
Feature	Description	To Activate	To Deactivate
Call Pick up	From any extension	*98	
	Directed	*97 followed by the extension number	
Call Forward	Always	*72 followed by the number to be forwarded to	*73
	Busy	*90 followed by the number to be forwarded to	*91
	No Answer	*92 followed by the number to be forwarded to	*93
Call Transfer	While engaged in call to be transferred	Tap “Hook Flash”, enter number or extension number followed by #, hang up by replacing handset to complete the transfer	
Call Transfer (Consultative)		Tap “Hook Flash”, enter number or extension number followed by #, consult with receiving party before replacing handset	
Call Waiting	Pick up call waiting	Tap “Hook Flash” button	
	On/off	*43	#54
Do not Disturb	On/off	*78	*79
Call Hold		Tap on “Hook Flash”, make a second call. Tap “Hook Flash” again to toggle between the calls	
Call Park	To park the call	Tap “Hook Flash”, enter *68 followed by extension number to park the call at that extension	
	To retrieve the call	At the extension where the call is parked, enter *88 to retrieve	

Voicemail (Available for SmartUC Mobile and Converged Users)			
Feature	Description	To Activate	To Deactivate
Retrieving Voicemail		Dial 1325, followed by (passcode)	
Forward to Voicemail	All calls Busy No answer	*21 *40 *41	#21 #40 #41
Speed Dial	To programme 1-digit Speed Dials To use 1-digit Speed Dials To programme 2-digit Speed Dials To use 2-digit Speed Dials	*74 followed by entering speed dial number (2-9) followed by the phone number to be called, ending with # Enter the 1-digit number followed by # *75 followed by entering speed dial number (00-99) followed by the phone number to be called, ending with # Press # and enter the 2-digit number followed by #	