



## one communications - Features access channel













Last update: Nov 2009

	Phone	Web Portal	Call Manager
<b>User features</b>			
Active Phone			√
All Call Forwarding	√	√	√
Black List		√	
Block the Blocker		√	√
Boss/Sec Feature (with Push to Talk)	√		
Busy Call Forwarding	√	√	√
Call Hold	√		√
Call Logs	√		√
Call Park	√		
Call Pickup	√		
Call Retrieve	√		
Call Transfer	√		√
Do Not Disturb	√	√	√
Emergency Call Forwarding		√	
Fixed Mobile Convergence		√	
Hide Caller ID		√	√
No Answer Call Forwarding	√	√	√
Phonebook	√		√
Sequential Ring		√	
Speed Dial	√	√ (configuration)	√
Three-Way Call	√		√
VIP Ringing (configuration)		√	
Voicemail	√	√ (configuration)	√
White List		√	
<b>Group features (configuration)</b>			
Auto Attendant		√	
Company Caller ID		√	
Customize Connecting Tone		√	
Customize Music On Hold		√	
Hunt Group		√	

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## one communications - phoneset quick reference

**Last update: Nov 2009**

Description	Operation
Dialing out	(lift up handset) + (phone no.) + [Dial] Note: <b>NO</b> need to dial [ 9 ] before the phone no.
Intercom dalling	( Lift handset ) + ( Extension no. ) + [ Dial ]
Intercom dialing (with "busy" lamp)	(Lift up handset) + [ext. "busy" lamp field]
System hold	To hold: (speaking) + press  key To retrieve: Press the held line key/  key
Volume adjustment	To increase volume:  key To decrease volume:  key
Last number redial	(lift handset) +  + 
Speed dialing	To dial: (lift handset)+ [*][*] + (code no.00 - 99) + [ Dial ]
Call transfer	*For Boss/Sec/Operator phones: (speaking) + [TRANSFER] + (extension no.) + [TRANSFER] + (hang up) ** For Executive phone: (speaking) +  (extension no.) +  (hang up)
Call transfer with consulation	*For Boss/Sec/Operator phones: (speaking) + [TRANSFER] + (extension no.) + [Dial] + wait for answer + [transfer] + (hang up) ** For Executive phone: (speaking) +  (extension no.) + [Dial] + wait for answer +  (hang up)
3-way conference	*For Boss/Sec/Operator phones: ( Speaking ) + [ Conference ] + ( Phone no. ) + [ Dial ] + Wait for answer + [ Conference ] ** For Executive phone: (speaking) +  + (phone no.) + [ Dial ] + wait for answer + 
All call forwarding	To set: [ * ] [ 0 ] [ 5 ] + (phone/extension no.) + [Dial] To cancel: [ # ] [ 0 ] [ 5 ] + [Dial]
All call forwarding (outside office)	From other phones: (Dial 2205 1111) + (Your phone no.) + [ # ] + (Your voicemail passcode) + [ # ] + [ 3 ]
Busy call forwarding	To set: [ * ] [ 2 ] [ 5 ] + (phone/extension no.) + [Dial] To cancel: [ # ] [ 2 ] [ 5 ] + [Dial]
No answer call forwarding	To set: [ * ] [ 3 ] [ 5 ] + (phone/extension no.) + [Dial] To cancel: [ # ] [ 3 ] [ 5 ] + [Dial]
Paging	[ * ] [ 7 ] [ 7 ] + ( Paging group No. ) + [ Dial ] + Announce
Call waiting	When busy tone sounds and line key flashes + [flashing line] + wait for answer To set: [ * ] [ 1 ] [ 7 ] + [Dial] To cancel: [ # ] [ 1 ] [ 7 ] + [Dial]

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Description	Operation
Group pick-up	(lift handset) + [*][1][1] + [Dial]
Call pick-up	By feature access code, applicable to ALL extensions: (lift handset) + [*][2][1] + (ringing extension no.) + [#] By "busy" lamp field, applicable to preset extensions: (lift handset) + [ext. "busy" lamp field]
Do not disturb (DND)	To set: [ DND ], light will turn ON or [*][0][1] + [ Dial ] To cancel: [ DND ], light will turn OFF or [#][0][1] + [ Dial ]
Listen to voicemail	[ Voicemail ] + ( Lift handset ) or ( Lift handset ) + [*][9][0] + [ Dial ]
Listen to voicemail (outside office)	From other phones: ( Dial 2205 1111 ) + ( Your phone no. ) + [#] + (Your voicemail passcode) + [#] + [ 1 ]
Boss and secretary	Sec makes outgoing call using Boss line: (lift handset) + [Boss line key] + (phone/extension no.) + [Dial] Sec picks up incoming call on Boss line: (lift handset) + [Boss line key]
Call park and retrieve	Park (*For Boss/Sec/Operator phones): ( Speaking ) + [ Park ] + [#] + hang up Park (**For Executive phone): ( Speaking ) + [L2] + [*][8][4] + [ Dial ] + [#] + hang up Retrieve (*For Boss/Operator phones): ( Lift handset ) + [ More ] + [ Retrieve ] + ( Self extension no. ) + [#] Retrieve (*For Sec phones): ( Lift handset ) + [ More ] + [ More ] + [ Retrieve ] + ( Self extension no. ) + [#] Retrieve (**For Executive phone): ( Lift handset ) + [#][8][4] + [ Dial ] + ( Self extension no. ) + [#]
IDD & chargeable call password	To lock: [*][0][4] + [Dial], system will prompt to enter password, (password) + [#] To unlock: [#][0][4] + [Dial], system will prompt to enter password, (password) + [#]
Call pull (for fixed mobile convergenece)	Call pull-on office phone: [*][8][8] + [Dial] Call pull-on mobile: (dial 2513 1111) + [*][8][8]
Phone book	[Phonebook] -> [ Personal ] or [ Company]
Call log	*For Boss/Sec/Operator phones: [ Call Logs ] -> [ Missed ] or [ Incoming ] or [ Outgoing ] **For Executive Phone:  -> [Missed] or [Incoming] or [Outgoing]
Menu	*For Boss/Sec/Operator phones: To view information menu: [MENU]

\* Boss/Sec/Operator plan phone set model: Aastra 6755i

\*\* Executive plan phone set model: Aastra 6730i

**Service hotline number: 1833 111**