PCCW®

one COMMUNICATIONS™

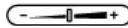# one communications - access channel features

	Phone	Web Portal	Call Manager
User features			
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	√	√	√
Emergnecy 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		√	
Group features (configuration)			
Auto Attendant		√	
Company Caller ID		√	
Customize Connecting Tone		√	
Customize Music On Hold		√	
Hunt Group		√	

Last update: Jun 2011

Features	Instructions	
Dialing out	Lift the handset + (Phone no.) + [#] Note: No need to dial [9] before the phone no.	
Intercom dialing	Lift the handset + (Extension no.) + [#]	
Intercom dialing (using "busy lamp")	Lift the handset + [Busy lamp for that ext.]	
Last number redial	Lift the handset + (RD)	
Speed dialing	To dial: Lift the handset + [*] + (wait for 1 sec.) + [*] + (code no. 00 - 99) + [#]	
Volume adjustment	Ringtone: (— ▮ ■+) to decrease or increase	
	Voice: Lift the handset + (— ▮ ■+) to decrease or to increase	
Holding call	To hold: (Call connected) + (HOLD)	
	To retrieve: (Call held) + (HOLD)	
Call waiting	To answer: (Busy tone sounds) + [Flashing line button]	
	To set: [*] [1] [7] + [#]	
	To cancel: [#] [1] [7] + [#]	
All call forwarding	To set: [*] [0] [5] + (Phone/ extension no.) + [#]	
	To cancel: [#] [0] [5] + [#]	
All call forwarding (remote setting)	Use any other phone: (Dial 2205 1111) + (Your phone no.) + [#] + (Voicemail passcode) + [#] + [3]	
Busy call forwarding	To set: [*] [2] [5] + (Phone/ extension no.) + [#]	
	To cancel: [#] [2] [5] + [#]	
No answer call forwarding	To set: [*] [3] [5] + (Phone/ extension no.) + [#]	
	To cancel: [#] [3] [5] + [#]	
Do not disturb (DND)	[*] [0] [1] + [#]	
	[#] [0] [1] + [#]	
Call transfer - Blind transfer	(Call connected) + (TRAN) + (Phone/ extension no.) + (TRAN) + Hang up	
Call transfer - Consultation transfer	(Call connected) + (TRAN) + (Phone/ extension no.) + [#] + Wait for answer + (TRAN) + Hang up	

one communications - Yealink T28/ T26 phoneset quick reference

Features	Instructions
Conferencing call	(Call connected) + [CONF] + (Phone/ extension no.) + [#] + wait for answer + [CONF]
Call park and retrieve	Call park:
	(Call connected) + [new line key] + [*] [8] [4] + [#] + [#] + Hang up
	Call retrieve:
	Lift the handset + [#] [8] [4] + [#] + (Self extension no.) + [#]
Group pick-up	Lift the handset + [*] [1] [1] + [#]
Call pick-up	By feature access code, applicable to ALL extensions: Lift the handset + [*] [2] [1] + (ringing extension no.) + [#]
	By "busy" lamp field, applicable to preset extensions: Lift the handset + [busy lamp for that ext.]
Paging	[*] [7] [7] + (paging group no.) + [#] + announce
Boss and secretary	Sec makes outgoing call using Boss line: Lift the handset + [Boss line key] + (phone/extension no.) + [#]
	Sec picks up incoming call on Boss line: Lift the handset + [Boss line key]
Listen to voicemail	[MESSAGE]
	OR [*] [9] [0] + [#]
Listen to voicemail (outside office)	Using other phone: (dial 2205 1111) + (your phone no.) + [#] + (your voicemail passcode) + [#] + [1]
Phone book	[Phone Book] + Choose [Personal] or [Company]
Call logs	[Call Log] + Choose [Missed] or [Incoming] or [Outgoing]
IDD & chargeable call password	To lock: [*] [0] [4] + [#] + (system will prompt to enter password) + (password) + [#]
	To unlock: [#] [0] [4] + [#] + (system will prompt to enter password) + (password) + [#]
Call pull (for fixed mobile convergenece)	From mobile to office phone: [*] [8] [8] + [#]
	From office to mobile phone: (dial 2513 1111) + [*] [8] [8]
Menu	To view information menu: [Menu]

*Boss/Sec plan phone set model: Yealink T28

**Executive/Boss(Lite)/Sec(Lite) plan phone set model: Yealink T26

one communications service hotline number: 1833111