one communications

Phone set user guide

Last update: Dec 2013

TABLE OF CONTENTS

a **PCCW** Group member

1. Making calls

1.1. Dialing a number

a)   First, lift the handset to take the phone off-hook. (If use hand-free speakerphone, simply press ⬚ or a line button, i.e. "**L1**")

b)   At the dial tone, enter the extension / external call number you wish to call. (Note: You are NOT required to dial "9" when making an external call)

c)   Press the **Dial** button.

d)   When you finish speaking, hang up the phone by placing the handset back on-hook. (If use hand-free speakerphone, press ⬚ to hang up)

1.2. Using busy lamp

a)   First, take the phone off-hook. Then, press the **Busy Lamp** key for that extension.

b)   When you finish speaking, hang up the phone by placing the handset back on-hook.

Note 1: Operator Plan phone set includes the "Expansion Module", which allows additional Busy Lamp key than other service plans.

Note 2: Busy Lamp light ON indicates user of that particular extension is on the phone, although you can still make calls to him/her.

1.3. Redial

a)   Press ⬚ to display the most recent number dialed from the phone.

b)   Take the phone off-hook to dial.

Access redial list

a)   Press ⬚ to display the most recent number dialed from the phone.

b)   Use ▼ and ▲ to scroll through the list (up to 100 latest entries) until it displays the number you want to call.

c) Take the phone off-hook.

Delete redial list (for Boss/ Secretary/ Operator Plan phone users only)

a) Press ⬚ to display the most recent number dialed from the phone.

b) Use ▼ and ▲ to scroll through the list (up to 100 latest entries) until it displays the number you want to delete.

c) Press the **Delete** button, or the **Delete All** button.

2. Receiving calls

2.1. Answer an incoming call

a) Where there is an incoming call, the phone rings. Lift the handset to answer to call. (If use hand free speakerphone, press ⬚ or the line button, e.g. "**L1**")

2.2. Answer a new incoming call during a phone conversation

a) When there is a new incoming call, the line button (e.g. "L2") will be flashing. Press "**L2**" to answer the new call. The call on "L1" will be automatically placed on hold. If you cannot answer the call, the caller will go to the voicemail (providing voicemail has been configured for your extension).

b) To reconnect to the first call, press **"L1"**.

c) When juggling between calls, the phone automatically places your current call on hold, as soon as you press a new line button.

d) If you have more than one call on hold, you can scroll through held call information by pressing the ◀ and ▶ navigation buttons. You can reconnect to a held call by pressing the appropriate line button.

2.3. Sending an incoming call to voicemail

You can send an incoming call directly to voicemail without answering. To do this, press ⬚ without picking up the handset. (If applicable, your secretary MUST also press ⬚ to have the call directed to voicemail)

If **Fixed Mobile Convergence** service is switched on, you MUST also reject the call on your mobile to have the call directed to voicemail.

3. Volume adjustment

3.1. Ringtone volume

Place the phone on-hook. Press to decrease volume or to increase.

3.2. Voice volume

Take the phone off-hook. Press to decrease volume or to increase.

4. Handling calls

4.1. Holding call

a)   During a phone conversation, you may press to hold the call. The line button light begins to flash slowly.

b)   To retrieve the call, press again.

4.2. Call forwarding

4.2.1. All call forwarding

For Boss / Secretary / Operator Plans:

a)   Press the **Call Fwd** button.

b)   Press the ▼ and ▲ navigation buttons to select **All**.

c)   Press the **Select** button to change call forwarding status.

d)   Press the ▼ and ▲ navigation buttons to select **On** / **Off** and press the **Select** button.

e)   To change the number to which calls should be forwarded, press the **Backspace** button to delete original number. Then input the appropriate number.

f)   Press **Done** to confirm and save.

For Boss (Lite) / Secretary (Lite) / Executive Plans:

a) Press the **Call Fwd** button (on the up right corner of the phone screen).

b) Press the ▼ and ▲ navigation buttons to select **All.** Then press the **Enter** button.

c) Press the ▼ and ▲ navigation buttons to select **ON** / **OFF**. Then press the **Enter** button. (Note: Before switching ON the feature, you must enter a phone number to which calls should be forwarded in "Input CF Number", then press the **Enter** button)

4.2.2. Remote activate all call forwarding

You can remotely activate your call forwarding feature by using any phone.

a) Call 2205 1111 or 2562 0111 from any phone.
b) Enter your phone number, then press the **#** button.
c) Enter your passcode, then press the **#** button.
d) Now you can select from the following options:
   1) Press [1] to access voicemail.
   2) Press [2] to record your personal greetings.
   3) Press [3] to activate your remote call forwarding setting.
      a. Press [1] to activate your call forwarding.
      b. Press [2] to deactivate your call forwarding.
      c. Press [3] to change your forwarding destination.
      d. Press [4] to listen to your forwarding status.
   4) Press [4] to change your passcode.

4.2.3. Busy call forwarding

For Boss / Secretary / Operator Plans:

a) Press the **Call Fwd** button.

b) Press the ▼ and ▲ navigation buttons to select **Busy.**
c) Press the **Select** button to change the call forwarding status.

d) Press the ▼ and ▲ navigation buttons to select **On** / **Off** and press the **Select** button.
e) To change the number to which calls should be forwarded, press the **Backspace** button to delete the original number. Then input the appropriate number.
f) Press **Done** to confirm and save.

For Boss (Lite) / Secretary (Lite) / Executive Plans:

a) Press the **Call Fwd** button (on the up right corner of the phone screen).

b) Press the ▼ and ▲ navigation buttons to select **Busy**, then press the **Enter** button.

c) Press the ▼ and ▲ navigation buttons to select **On** / **Off**, then press the **Enter** button. (Note: Before switching ON the feature, you must enter a phone number to which calls should be forwarded in "Input CF Number", then press the **Enter** button)

4.2.4. No-answer call forwarding

For Boss / Secretary / Operator Plans:

To change the call-forwarding status

a) Press the **Call Fwd** button.

b) Press the ▼ and ▲ navigation buttons to select **No Answer.**

c) Press the **Select** button to change call forwarding status

d) Press the ▼ and ▲ navigation buttons to select **On** / **Off** and press the **Select** button.

e) To change the number to which calls should be forwarded, press the **Backspace** button to delete original number, and then input the appropriate number.

f) Press **Done** to confirm and save.

To change the number of ring before call forwarded

a) Press the **Call Fwd** button.

b) Press the ▼ and ▲ navigation buttons to select **No Answer**, then press the **Select** button.

c) Press the ▼ and ▲ navigation buttons to select **No. of Ring**, then press the **Select** button.

d) Enter the number of ring before call forwarded, then press the **Done** button.

For Boss (Lite) / Secretary (Lite) / Executive Plans:

To change the call-forwarding status

a) Press the **Call Fwd** button (on the up right corner of the phone screen).

b) Press the ▼ and ▲ navigation buttons to select **No Answer**, then press the **Enter** button

c) Press the ▼ and ▲ navigation buttons to select **On** / **Off**, then press the **Enter** button. (Note: Before switching ON the feature, you must enter a phone number to which calls should be forwarded in "Input CF Number", then press the **Enter** button)

To change the number of ring before call forwarded

a) Press the **Call Fwd** button (on the up right corner of the phone screen).

b) Press the ▼ and ▲ navigation buttons to select **No Answer**, then press the **Enter** button.

c) Press the ▼ and ▲ navigation buttons to select **No. of Ring**, then press the **Select** button.

d) Enter the number of ring before call forwarded, then press the **Done** button.

4.3. Do-Not-Disturb (DND)

You can set Do-Not-Disturb (DND) status to prevent the phone from ringing in response to incoming calls. These will be forwarded to your voicemail box.

a) Press the **DND** button (or enter the ***01** feature access code and press **Dial**) to activate the feature.

b) When status is ON, the DND light will illuminate.

c) To cancel, press the **DND** button again (or enter the **#01** feature access code and press **Dial**).

4.4. Transferring calls

4.4.1. Blind transfer (transfer a call to another phone number without consulting the person who is to receive the call)

a) During a phone conversation, press the **Transfer** or button (depending on your phone model).

b) Enter the phone number to which you want to transfer the call.

c) Press the **Transfer** or button again.

d) The call is transferred and you can put the handset on hook.

4.4.2. Consultation transfer (consult the person to whom you are transferring the call before completing the transfer)

a) During a phone conversation, press the **Transfer** or ⬚ button (depending on your phone model).
b) Enter the phone number to which you want to transfer the call.
c) Press the **Dial** button to call the receiving party.
d) After consulting the receiving party, press the **Transfer** or ⬚ button.
e) The call is transferred and you can put the handset on hook.

4.5. Conferencing Calls (A 3-party conference call is supported)

3-party conference call
a) When you begin a conference, you are the 1st party in the conference.
b) Call 2nd party (or answer an incoming call from the 2nd party)
c) When 2nd party answers, you can consult with him/ her before adding him/ her to the conference.
d) Press the **Conference** or ⬚ button. A new line opens.
e) Enter the phone number of the 3rd party. Then press the **Dial** button.
f) When the 3rd party answers, you can consult with him/ her before adding him/ her to the conference.
g) Press the **Conference** or ⬚ button again to add the 3rd party to the conference. 1st (yourself), 2nd and 3rd parties are all connected to a single conference.
h) To drop a party from the conference, use the ▼ and ▲ to scroll through until it displays the party, then press the **Drop** button.
i) To end the conference, press the ⬚ button.

(Note: If either 2nd or 3rd party hangs up, the call will continue between the remaining parties. However, if 1st party hangs up, the call will end; hence 2nd and 3rd parties will not be connected.)

To join 2 active calls into a single conference:

a) Begin with active calls on two different lines (for example, "L1" and "L2" have active calls).
b) Press the **Line** button for which you want to conference the two calls together (e.g. **"L1")**
c) Press the **Conference** or ⬚ button.
d) Press the **Line** button that has the second active call (e.g. **"L2"**)
e) Press the **Conference** or ⬚ button.
f) The 2 active calls are connected to a single conference call.

To initiate a 5-party conference (VAS) :

a) Step 1) When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the ⬚ button. A line opens up.

b) Step 2) Call Party 2 by dialing their number (or answer an incoming call of a party)

c) Step 3) Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to conference.

d) Step 4) Press the Conference or ⬚ button. A new line opens

e) Step 5) Enter the phone number of Party 3

f) Step 6) Press the Dial button

g) Step 7) Wait for Party 3 to answer. When Party 3 answers you can consult with them before adding them to the conference.

h) Step 8) Press the Conference or ⬚ button again to add Party 3 to the conference. Party 1 (yourself), Party 2 and Party 3 are all connected to a single conference.

i) Sep 9) Repeat Step 6 until Party 5 added into Conference.

j) Step 10) To end the conference, press the ⬚ button.

4.6. Call Park & Call Retrieve

During a phone call, you can park your call (Call Park) and pick it up on another phone set within the company (Call Retrieve).

4.6.1. Call park

a) When on a call, press the **Park** button (or press a free line button and enter the ***84** feature access code and press **Dial**).
b) When you hear the system prompt, press the **#** button.
c) Hang up.

4.6.2. Call retrieve

a) Using any phone set within the company other than your own, press the **Retrieve** button (or enter the **#84** feature access code and press **Dial**).

b) When you hear the system prompt, enter your extension number, followed by the **#** button.

c) The call is re-connected.

4.7. Paging

You can form paging groups of users within your company. Once formed, group members can turn on their speakerphones and converse with one another or as a group.

a) Enter the ***77** feature access code, plus the <Paging Group No.> (For example, to page the paging group 12, enter *7712).

b) Press the **Dial** button.

4.8. Call pickup

4.8.1. Call pickup

You can also pick up an incoming call to anyone in your company by specifying the extension of that person.

a) In the event of an incoming call received by other phone set, press the **Pickup** button of your own phone set (or enter the ***21** feature access code and press **Dial**).

b) Enter the extension number of that phone set then press the **#** button.

c) You will connect with the incoming call immediately.

4.8.2. Group pickup

A group of users can be formed into a "Pickup Group", in which users can pick up a call at any phone set in the group.

a) An incoming call intended for a user in your "Pickup Group" can be picked up by pressing the **Gp Pickup** button of your own phone set (or enter the ***11** feature access code and press **Dial**).

b) You will connect with the incoming call immediately.

4.8.3 Pickup calls for others with Busy Lamp

a) When an incoming call is delivered to a user whose extension is being monitored by your Busy Lamp key, the Busy Lamp light will flash.

b) Press the **Busy Lamp** key to pick up the call for that extension accordingly.

Note 1: To pick up calls for others with Busy Lamp, your phone set must have Busy Lamp keys assigned to monitor particular extensions.

Note 2: Operator Plan phone set includes the "Expansion Module", which allows the users to have additional Busy Lamp keys.

4.9. Boss and Sec incoming call handling

(Only applicable to users subscribing to both Boss Plans and Secretary Plans)
Boss and Sec allows the secretary to make and receive calls on Boss lines, as well as to monitor the Boss line status.

4.9.1. Secretary picks up an incoming call on Boss line

For Secretary / Secretary (Lite) Plans:

a) Press the **Answer** button or lift the handset or press the or button (depending on your phone set model).

4.9.2. Secretary makes an outgoing call on the Boss line

For Secretary / Secretary (Lite) Plans:
a) Press the **Boss Line** button.
b) At the dial tone, enter the number you wish to call.
c) Press the **Dial** button to make call. (The phone of the other party will show the incoming call that is from the boss)
d) To handover the call to the boss, press the button.
e) Then, the boss can press the flashing line button to connect with the call.

4.9.3. Push & Talk between Boss and Secretary:

a) Press the **Push&Talk** button.
b) Speak when the microphone is turned on.

5. Managing Calls

5.1. Voicemail

a) Press the **Voicemail** button.
b) Follow the instructions prompt to listen to your voice message or change your voicemail box settings.

(Note: Voicemail can store 20 messages, with duration of one minute each.)

5.2. Voicemail remote access

You can remotely access your voicemail box by using any phone.

a) Call 2205 1111 or 2562 0111 from any phone.
b) Enter your phone number, then press the **#** button.
c) Enter your passcode, then press the **#** button.
d) Now you can select from the following options:
  1) Press [1] to access voicemail box.
     a. Press [1] to listen to voicemail.
     b. Press [2] to record / change your busy greetings.
     c. Press [3] to record / change your no answer greetings.
  2) Press [2] to record your name for the voicemail.
  3) Press [3] to change your remote call forwarding setting.
  4) Press [4] to change your passcode.

5.3. <u>Phone book</u>

For Boss/ Secretary/ Operator Plans:

a) Press the **Phonebook** button.
b) Press the ▼and ▲ navigation buttons to select **Personal** or **Company**. Then press the **Select** button.
c) Press the ▼and ▲ navigation buttons to scroll through the phonebook entries.
d) Press **Select** button to dial.

For Boss(Lite) / Secretary (Lite) / Executive Plans:

a) Press the **Phonebook** button.
b) Press the ▼and ▲ navigation buttons to select **Personal** or **Company**. Then press the **Enter** button.
c) Press the ▼and ▲ navigation buttons to scroll through the phonebook entries.
d) Press the **Enter** button to dial.

5.4. Call logs

For Boss/ Secretary/ Operator Plans:

a) Press the **Call Logs** button.
b) Press the ▼ and ▲ navigation buttons to select **Missed**, **Incoming** or **Outgoing**, then press the **Select** button.
c) Press the ▼ and ▲ navigation buttons to scroll through the call logs.
d) Press the **Select** button to dial.

For Boss(Lite) / Secretary (Lite) / Executive Plans:

a) Press the ⬚ button.

b) Press the ▼ and ▲ navigation buttons to select **Missed**, **Incoming** or **Outgoing,** then press the **Enter** button.

c) Press the ▼ and ▲ navigation buttons to scroll through the call logs.

d) Press the **Enter** button to dial.

     c) Press the **Push&Talk** button.

     d) Speak when the microphone is turned on.

6. Fixed / Mobile Convergence

This allows your mobile number to be called simultaneously when an incoming call rings your desk phone. With this arrangement, you can pick up the call using either your desk phone or mobile. You can also "pull" a call from your mobile to a desk phone, or vice versa, without interrupting the call. (To subscribe, please contact your PCCW account manager or call **one** communications service hotline on 1833111)

For instructions on how to turn on fixed-mobile convergence – Simultaneous ring, please refer to the web portal user guide.

6.1. Pick up simultaneous ring call

To pick up call using your mobile phone:

a) Make sure the simultaneous ring feature is turned on (enabled) at your web portal.

b) When your desk phone receives an incoming call, your mobile will ring simultaneously.

c) An announcement will ask you to press any key to pick up the call. This indicates that the call is actually ringing your desk phone.

d) Press any key from 0 to 9 on your mobile to pick up the call.

e) You are now connected to the call.

6.2. Call pull

To pull a call from mobile to desk phone:

a) Make sure the simultaneous ring feature is turned ON (enabled) at your web portal.

b) Make sure the call was made to your desk phone and has already been picked up by your mobile phone.

c) Lift your desk phone handset or press the ⬜ / ⬜ button.
d) Press the **Call Pull** button (for Boss/Secretary/Operator Plan holders) <u>OR</u> enter the ***88** feature access code, followed by the **#** button.
e) The call is now connected to your desk phone.

To pull a call from desk phone to mobile:

a) Make sure the fixed simultaneous ring feature is turned on (enabled) at your web portal.
b) Pick up the call using your desk phone.
c) Using your mobile phone, place a call to **2513 1111.**
d) An announcement will ask you to enter the destination digits.
e) Enter the ***88** feature access code, followed by the **#** button.
f) The call is now connected to your mobile phone.

6.3. Mobile extension (This feature can only be used in designated handsets models)

Please contact your PCCW account manager or one communications service hotline on 1833111 for the details of designated mobile handset models.

6.3.1. How to activate Mobile Extension

To activate the Mobile Extension service, please follow the following steps:
a) Insert the FMI SIM into mobile handset
b) After attached to network, key in *137*138# and then press dial
c) You will see "Your request is being processed. 你的指示正在處理中" while the activation is in process
d) Wait for 3-5 mins and the service is ready to go!

The Mobile Extension menu as shown below will be found in your handset by pressing the Mobile Ext icon in your mobile menu.
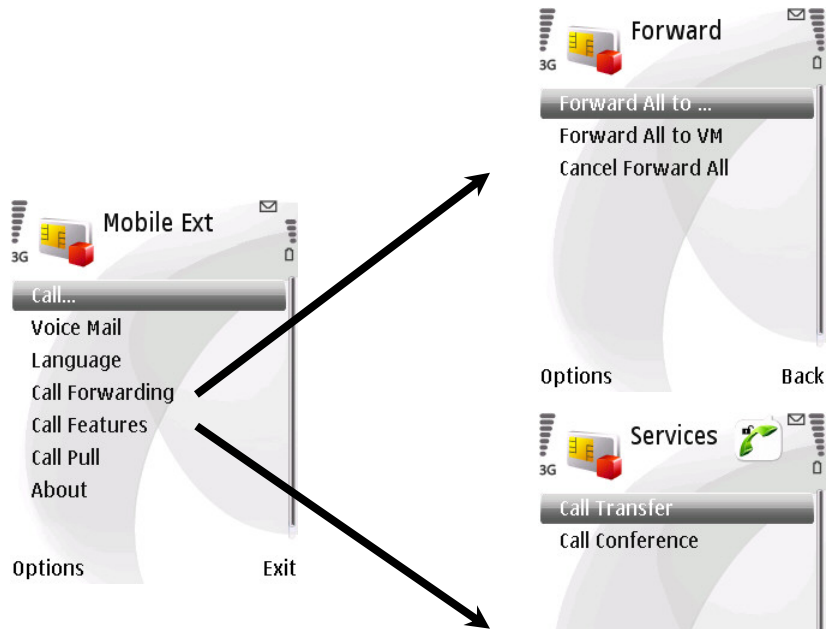
6.3.2. Change the language

Before starting to use the service, you may change the language for better user experience. The language of the Mobile Extension is set to English by default. To change the language, select the Language option.
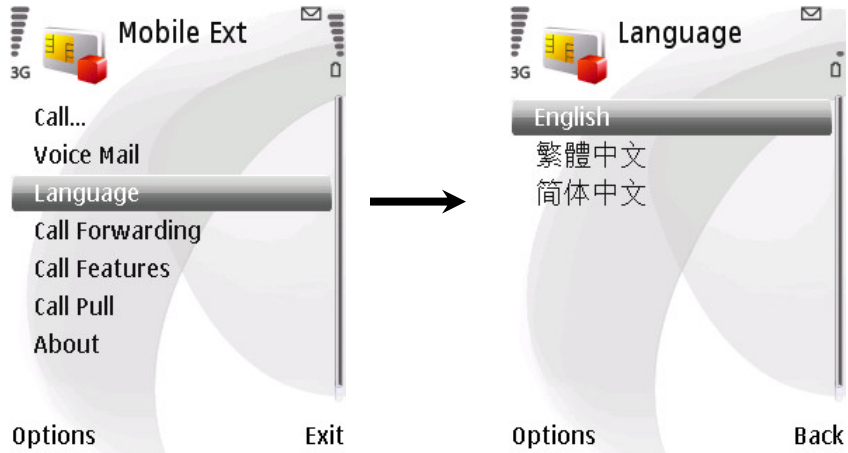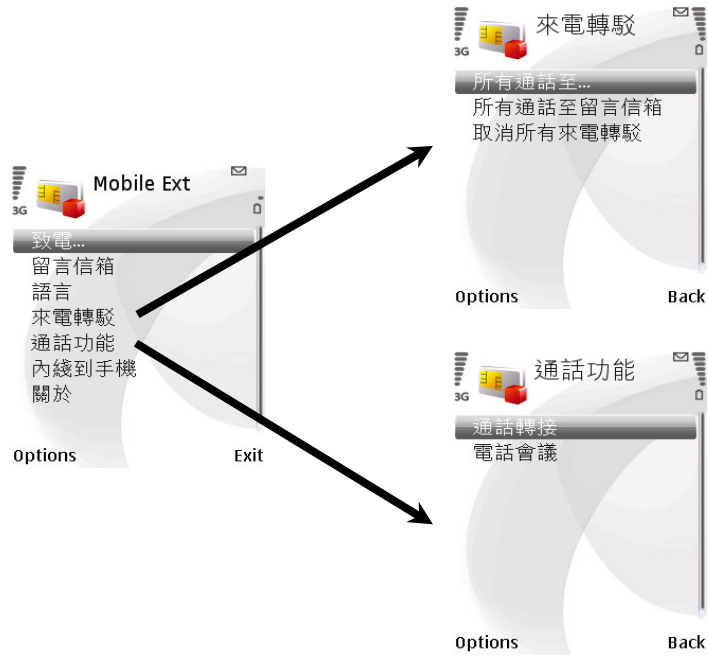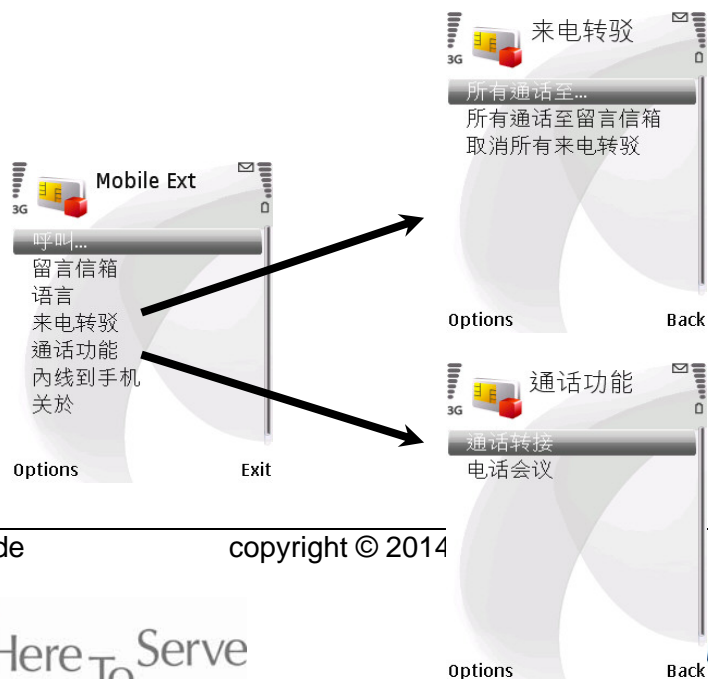

1. English

2. Traditional Chinese

3. Simplified Chinese

6.3.3. Features Description

| Features	功能 **(繁體中文)**	功能 **(简体中文)**	Description
Simultaneous Ringing (Sim Ring)	來電響鈴	来电响铃	System will ring corresponding mobile for all incoming calls to desk phone
Call Forwarding	來電轉駁	来电转驳	Forward all incoming calls to a specific number or voicemail
Call Transfer	通話轉接	通话转接	Transfer a call to a specific number while in a call
Call Conference	電話會議	电话会议	Invite third parties to join the call and hold a conference call
Call Pull	內線到手機	内线到手机	Pull the call from desk phone to mobile while in a call
Voicemail	留言信箱	留言信箱	Get access to corporate voicemail via mobile phone

6.3.4. Access Voicemail

To check the corporate voicemail using the Mobile Ext menu, select the "Voice Mail" option. (Note: User may be prompted to enter passcode if it is required for the voice mail system of his desk phone)

6.3.5. Call Forwarding

To forward all incoming calls of the desk phone, use call select the Call Forwarding option at the Mobile Ext menu.
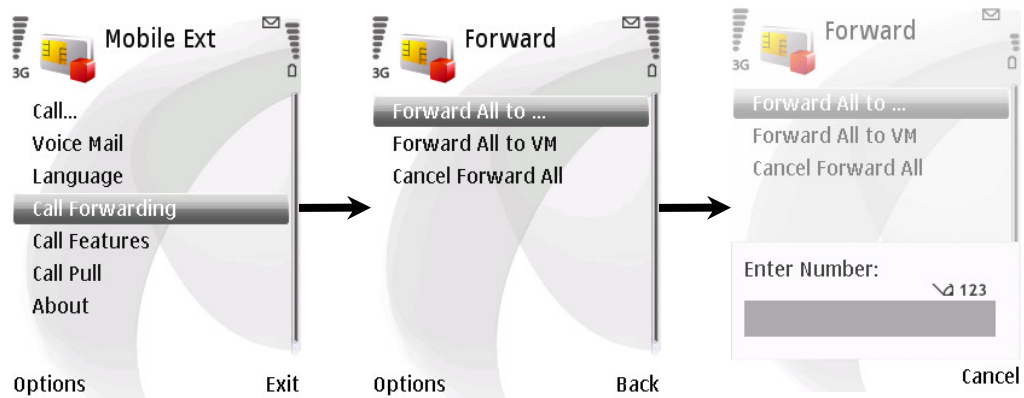
6.3.5.1. Forward All to …

a) User can forward all incoming calls of his desk phone to another number (whether another extension or an external number, but not IDD number).
b) User has to wait for the forward succeeded message before he can end the call.

6.3.5.2. Forward All to VM

a) User can forward all incoming calls of his desk phone to its voice mail box.
b) User has to wait for the forward succeeded message before he can end the call.

6.3.5.3. Cancel Forward All

a) To remotely cancel the previous call forwarding of desk phone.
b) User has to wait for the cancel forward succeeded message before he can end the call.

HKT Here To Serve   a PCCW Group member

6.3.6. Call Transfer

a) Select "Call Features" option in the Mobile Ext menu, then select 'Call Transfer'
b) Entering destination number which could be extension number, external number and International call number, and press OK.
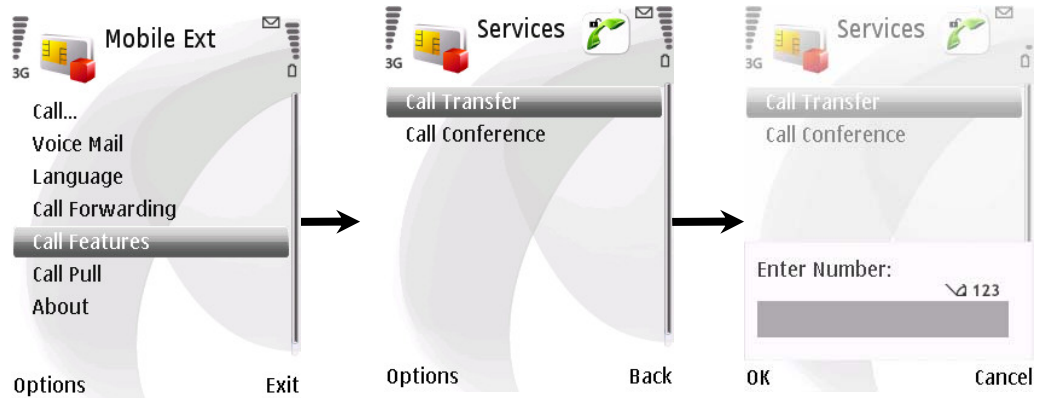
The party on hold for call transfer will be listening to music on hold. When the ring back tone is heard, call transfer party can end the call and the call would be transferred successfully (blind transfer).

6.3.7. Call Conference

a) Select "Call Features" option in Mobile Ext Menu, then select "Call Conference".
b) Enter the number of conference party, it can be extension number, external number or International call number, and press OK.
c) Select Join Conference to merge the 2 calls for a conference; or
d) Select Cancel Conference to end the second call and connect back to the first call again.
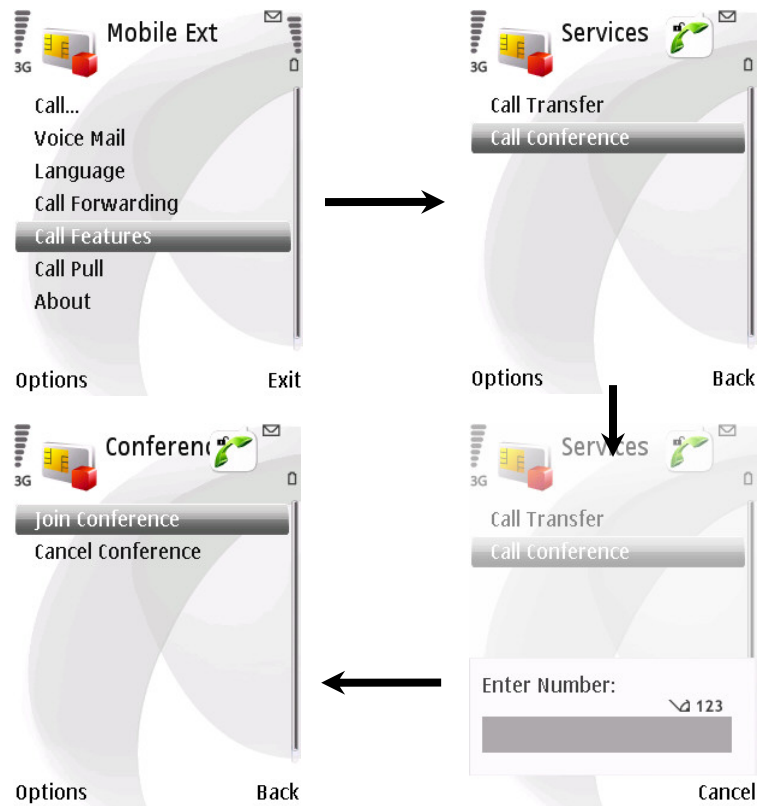

Note:
1. Calling IDD call in call transfer and call conference should be: *0060[Country Code][Area Code][Phone Number]*
2. The party on hold will be listening to music on hold

6.3.8. Making outgoing calls (Displaying desk phone number)

There are 2 ways to make call on mobile as it were a desk phone, displaying the desk phone extension number.

6.3.8.1. Using Mobile Ext menu

Select "Call…" in the Mobile Ext menu, and enter the [extension number] (e.g. 1234), [external number] (e.g. 23456789) or 00[IDD number] (e.g. 00861234567890) in the pop-up box.
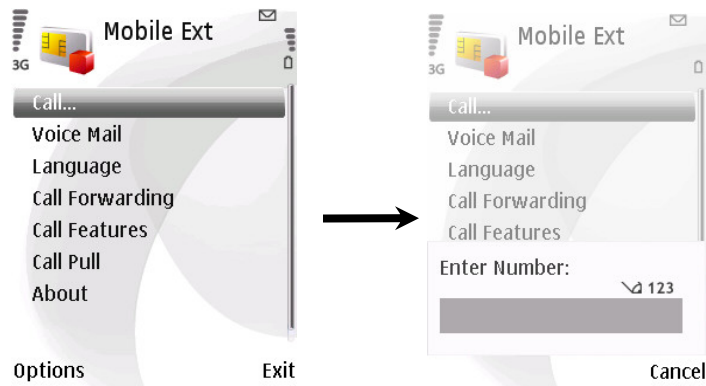
6.3.8.2. Using short code

Extension Dialing   : Press *#[extension number], e.g. *#1234
External Call   : Press *#[external number], e.g. *#23456789
International Call   : Press *#00+[Country Code]+[Area Code]+[Phone Number], e.g *#00861234567890 *(system will prompt for the access code for authentication)*
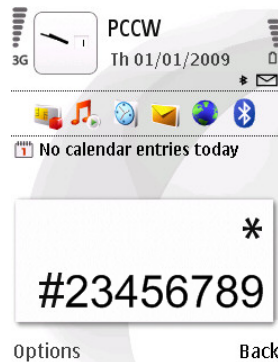
Note:
1. The caller ID displayed would be the number of the desktop phone.

2. IDD 0060 requested for IDD calls, just dial '00' following by the phone number to make international call.

6.3.9. Receiving calls by using Simultaneous Ring (Sim Ring)

a) Make sure the simultaneous ring feature is turned on (enabled) at your web portal.
b) When your desk phone receives an incoming call, your mobile will ring simultaneously.
c) An announcement will ask you to press any key to pick up the call. This indicates that the call is actually ringing your desk phone.
d) Press any key from 0 to 9 on your mobile to pick up the call.
e) You are now connected to the call.

6.3.10. Call Pull

When user is in conversation with customers on desk phone, user can select Call Pull option at the Mobile Ext menu to continue the conversation using mobile phone.

After a short silence, the mobile phone is connected to the call, and the desk phone would be disconnected.

6.3.11. Special remarks

When Mobile Extension is used overseas:

1) The Mobile Extension function may not be available while you are travelling overseas, depending on roaming networks.

2) Outgoing calls will be charged according to overseas roaming rates.

3) The charge for calling back to Hong Kong will be equivalent to the overseas roaming charge for calling from your overseas location to the Hong Kong

telephone system (3664 5999) and will be itemized on your mobile phone bill.

4) The charge for calling another overseas number will be equivalent to the overseas roaming charge for calling from your overseas location to the Hong Kong telephone system (3664 5999) and IDD 0060 charge from a Hong Kong office phone to the destination phone and will be itemized on your mobile phone bill and fixed line telephone bill respectively. Please note that even if the destination phone is not connected or the call does not succeed, the overseas roaming involved in calling from your overseas location to the Hong Kong telephone system (3664 5999) will incur a charge.

5) Please note even your mobile phone is set as the active phone, the charge for dialing to another overseas number would be different from using the mobile extension to the call manager toolbar.

7. Feature access codes

Feature	Access code
Block the Blocker activation	*76
Block the Blocker deactivation	#76
All Call Forwarding activation	*05[Telephone no.]
All Call Forwarding deactivation	#05
All Call Forwarding To Voice Mail activation	*91
All Call Forwarding To Voice Mail deactivation	#91
Busy Call Forwarding activation	*25[Telephone no.]
Busy Call Forwarding deactivation	#25
Busy Call Forwarding To Voice Mail activation	*92
Busy Call Forwarding To Voice Mail deactivation	#92
No Answer Call Forwarding activation	*35[Telephone no.]
No Answer Call Forwarding deactivation	#35
No Answer Call Forwarding To Voice Mail activation	*93
No Answer Call Forwarding To Voice Mail deactivation	#93
Hide Caller ID per call	133

Hide Caller ID Persistent activation	*75
Hide Caller ID Persistent deactivation	#75
Caller ID Delivery per call	1357
Call Park	*84
Call Retrieve	#84
Group Pickup	*11
Call Pull (for fixed-mobile convergence)	*88
Call Return	*19
Call Pickup	*21
Do Not Disturb activation	*01
Do Not Disturb deactivation	#01
Last Number Redial	*18
Push to Talk	*77
Speed Dial 100 access	**
Speed Dial 100 program	*71
IDD Security activation	*04
IDD Security deactivation	#04
Voicemail access	*90