














one communications - quick reference

Updated: Dec 2013

Description	Operation
Dialing out	(Lift up handset) + (Phone no.) + [Dial] Note: NO need to dial [9] before the phone no.
Intercom dialing	(Lift up 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 consultation	*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]
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]
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 or 2562 0111) + (Your phone no.) + [#] + (Your voicemail passcode) + [#]
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): [More] + [Retrieve] + (Self extension no.) + [#] Retrieve(*For Sec phone): [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 convergence)	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]

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

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

Service hotline number: 1833 111

one communications help link: http://www.pccwone.com/chi/new_version_help.html

Voice mail box and email reminder: customer is recommended to clean up voice mail box and email regularly.