



Quick Reference Guide

Command	What Does It Do?
###	Dials another internal user, where ### is a 3 digit extension number, such as 123.
3###	Directly accesses a user's voicemail box. May be used to leave a message or transfer a caller to a specific VM box.
350 – 399, 34000-34999	Dials system Speed Dial numbers (Pre-programmed by administrator).
402	Overhead Paging.
420/421	Turns on Do Not Disturb for this handset/Turns off Do Not Disturb for this handset.
45###	Forwards calls to an extension in the range 100-299.
450	Cancel Call Forwarding.
460-469	Pages to a group of handsets defined by administrator. 460 is all page.
4600-4609	Enter a Call Queue. Dial 4600 to enter the first Call Queue, 4601 to enter the second Call Queue etc.
4610-4619	Retrieve a call from the Call Queue. Dial 4610 to retrieve a call from the first Call Queue, 4611 to retrieve a call from the second Call Queue, etc.
700	Parks a call (Transfer to 700, listen to parked location, complete transfer).
701-709	Retrieves a call parked on extensions 701-709.
7###	Answers a ringing extension.
8 + pin code	Accesses an outside line via a pin code-restricted handset.
9	Accesses an outside line for local or long distance calling.

Telephone-Specific Commands			
	BizTouch™ IP2 Phone	Cisco 79xx Phones	Analog Phones
Access Voice Mail	Press Messages Button, or dial 6 plus your extension number.	Press Messages Button or dial 6 plus your extension number.	Dial 6 plus your extension number.
Attended Transfer	Press <Transfer>, select a second call appearance, dial number, speak to second party, and press <Transfer>.	Press <more>, <Trnsfer>, dial number, announce call, <Trnsfer>. IMPORTANT - wait for call to clear from display then hang up.	Press <FLASH>, dial number, announce call, and hang up.
Blind Transfer	Press <Transfer>, dial number, and hang up.	Press<more>, <BlndXfr>, dial number	Press <FLASH>, dial number, hang up.
Conference Call	Establish call with first party, press <Hold>, select second call appearance and dial another party, press<Conference>, press the call appearance of first party.	Establish call with first party, pPress <Confrn>, dial second party, announce conference, and press <Confrn> to establish 3-way conference.	Establish call with first party, Press <FLASH>, dial *33, wait for dial tone, dial second party, announce conference, press <FLASH> to establish 3 way conference.
Park a Call	Press <Transfer>, select a second call appearance, dial 700, listen to parking location, and press <Transfer>.	Press <more>, <Trnsfer>, dial 700, listen for parking location, press <Trnsfer> , wait for call to clear from display then hang up.	<FLASH>, dial 700, listen for parking location, hang up.
Retrieve a Parked Call	Dial 70x (parking location given during parking procedure above).	Dial 70x (parking location given during parking procedure above).	Dial 70x (parking location given during parking procedure above).
Consultation	Press <Transfer>, select a second call appearance, dial the third party and consult, press <Transfer> to deliver the call, or press first call appearance to return to the second party.	Press <more>, <Trnsfer>, dial number, consult, press <End Call>, <Resume>	Press <FLASH>, dial number, consult, press <FLASH>.