

## Incoming Calls

ACTION	SCENARIO	ACTIVATE	DEACTIVATE
NUMBER OF RINGS	Set the number of incoming rings	*61	
VOICE PORTAL	Set your personal greetings, forwarding options and retrieve your voice mail	*62 (Default passcode - 0000)	
CALL PICKUP (Within pre-assigned group)	Pick up any of your colleagues' call from your phone	*11	
	Pick up a specific colleague's call from your phone	*23 followed by your colleague's extension number	
FORWARD CALLS	Always	*05 (#65 to check status)	#05
	Busy	*15 (#75 to check status)	#15
	No Answer	*25 (#85 to check status)	#25
FORWARD TO VOICE MAIL	Always	*21	#21
	Busy	*40	#40
	No Answer	*41	#41
VOICE MAIL	Retrieval	*86 (Default passcode - 0000)	
	Deactivate blinking light when voice mail is received (Applicable to selected IP Phones)		*95
CALL WAITING	Always	*43	#43
	Pick up call waiting	For Analogue phone: Tap on flash hook. For IP Phone: refer to phone user guide.	
	Turn off the beeping tone during call waiting		*28 followed by phone number
DO NOT DISTURB	Always	*55	#55

## Outgoing Calls

ACTION	SCENARIO	ACTIVATE	DEACTIVATE
MAKE CALLS	To external party	Enter phone number, (For special service numbers like 1711 and 1608, press 9 before entering the number.)	
	To internal party	Enter extension number,	
	3-party conference call	For Analogue phone: Enter phone number, tap on flash hook, enter 2nd phone number and tap on flash hook again. For IP Phone: Refer to phone user guide.	
REDIAL	Last incoming call	*87	
	Last dialled out number	*78	
SPEED-DIAL	1-digit speed dial	Programme: *09, choose number from 2 - 9 and enter phone number. When 2-9 are full, override by repeating steps above. Use: Enter the 1-digit number.	
	2-digit speed dial	Programme: *03, choose number from 00 - 99 and enter phone number. Override by repeating steps above. Use: Press ** and the 2-digit number.	
NUMBER NON-DISPLAY	Always	*31	#31
	Selective calls	*36 followed by the phone number	

## Middle of Conversation

ACTION	SCENARIO	ANALOGUE PHONE	IP PHONE
CALL HOLD	Temporary (45-sec)	Tap on flash hook.	Press "Hold"
	Permanently	Tap on flash hook. followed by *22	Press "Hold" followed by *22
CALL TRANSFER	Transfer a call to your colleague	Tap on flash hook, enter the extension number of your colleague. Replace the handset once you hear a ringing tone; or Wait for your colleague to pick up the call for a quick conversation before replacing the handset. To retrieve the call, tap on flash hook again.	Please refer to the phone user guide.
CALL PARK (Within pre-assigned group)	Put a call on hold at another extension	Tap on flash hook, enter *44 followed by the extension number to park the call.	Press "Hold", enter *44 followed by the extension number to park the call.
	Pick up the call parked earlier	#44	#44

For further enquiries, please call 1608.