

The Future of Voice

Telephone User Codes

Incoming Call Access Codes

Do Not Disturb	*78 / *79
Call Forward – Always	*72 / *73
Call Forward – Busy	*52 / *53
Call Forward - No Answer	*62 / *63
Transfer to Voicemail	*97
Call Pickup	*8
Directed Pickup	*4

Calls Transfer

Blind Transfer	*1
Attended Transfer	*2

Outgoing Call Access Codes

Retry Dial	*65
Last Number Redial	*66
Saved Number	*64
Block Caller ID	*67
Call Return/Trace	*69
Cancel Call Waiting	*70
Voicemail	*98

Miscellaneous Access Codes

Phrase Management	*55
Call Recording	*999
Hook Flash	*3
Disconnect/Hangup	*0

Channel Monitoring

Silent Monitor	*888
Silent Monitor (ACD)	*889
Silent Monitor (Login/Logout)	*887

Supervisor Codes

Supervisor Login	*890
Supervisor Help Request	*891

Agent (ACD) Access Codes

Agent Login	*50
Agent Pause	*51

Voicemail Menu

- **1** Read voicemail messages
 - **3** Advanced options
 - **1** Reply
 - **3** Envelope
 - **4** Play previous message
 - **5** Repeat current message
 - **6** Play next message
 - **7** Delete current message
 - **8** Forward message to another mailbox
 - **1** Use Voicemail number
 - **2** Use Voicemail Directory
 - **9** Save message in a folder
 - **0** Save in new Messages
 - **1** Save in old Messages
 - **2** Save in Work Messages
 - **3** Save in Family Messages
 - **4** Save in Friends Messages
 - * Help; during message playback: Rewind
 - # Exit; during message playback: Skip forward
- **2** Change folders
 - **0** Switch to new Messages
 - **1** Switch to old Messages
 - **2** Switch to Work Messages
 - **3** Switch to Family Messages
 - **4** Switch to Friends Messages
- **3** Advanced Options
 - **5** Send Message
 - **1** Use Voicemail number
 - **2** Use Voicemail Directory
- **0** Mailbox options
 - **1** Record your unavailable message
 - **2** Record your busy message
 - **3** Record your name
 - **4** Record your temporary message
 - **1** Record your temporary message
 - **2** Erase your temporary message
 - **5** Change your password
 - * Return to the main menu
- * Help
- # Exit

If you require service, email support@westernitgroup.com or dial 611 from your VoIP phone. User videos and manuals are available at www.londonbusinessphone.com under "Support".