

OfficeServ Default Feature Codes

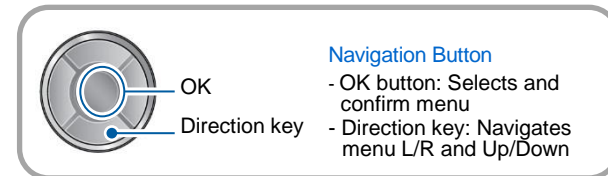
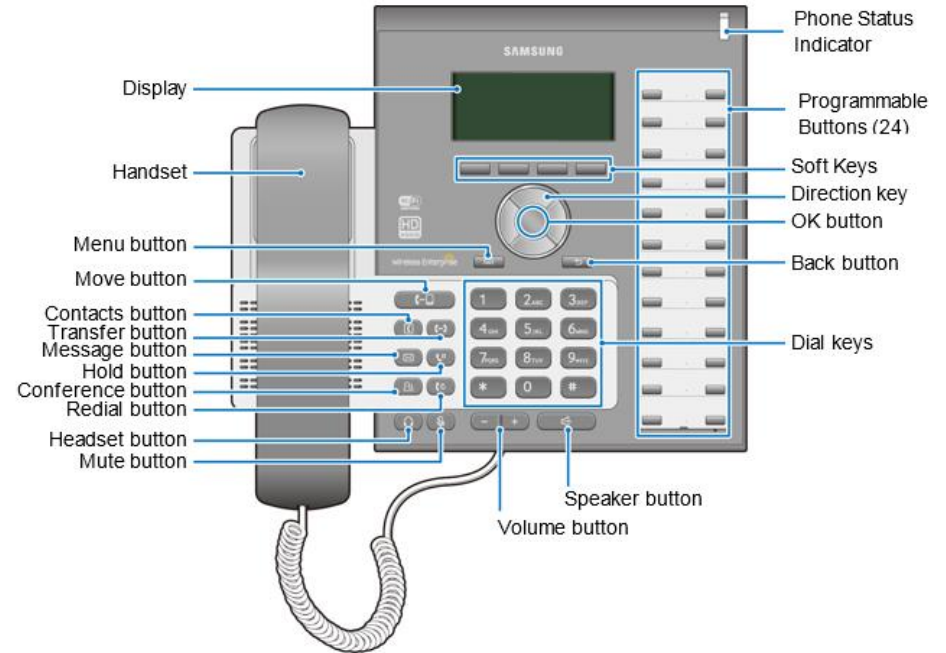
While the most frequently used features appear as dedicated buttons or programmable buttons on your phone, there are a host of additional features that can be used by dialing the default codes listed in the table below.

Some feature codes require an extension, group number or orbit number. When using these codes, replace the letter **X** with the appropriate digits. For example; to pick up a ringing call at extension 2205, use the Direct Call Pickup code 65x where X is extension 2205. So the user dials 652205

X = extension number, group number, page zone number, speed dial number, pick-up group number or park orbit number.

Feature	Code	Feature	Code
Operator	0	In/Out of Hunt Group - In	53X1
Pick Up a Parked Call	10+X	In/Out of Hunt Group - Out	53X0
Pick Up a Held Call	12+X	Paging + Zone Number	55X
Speed Dialing	16+X	Clear all forwarding	600
Save and Redial Number	17	Set Forward All Calls	601+X
New Call	18	Set Forward Busy	602+X
Last Number Redial	19	Set Forward No Answer	603+X
Cancel Do Not Disturb	400	Set Forward Busy/No Answer	604+X
Set Do Not Disturb	401	Set Forward on DND	605+X
Cancel Sent Message	42+X	Set Forward Follow Me	606+X
Return Message	43	Pick Up Ringing Station Call	65+X
Callback	44	Pick Up call in your group	66+X
Busy Station Camp-On	45	Universal Answer	67
Conference	46	Authorization Code	*
Account Code	47		
Cancel Programed Message	48+X		
Send Flash to C.O. or PBX	49		

SMT-i6021 IP Phone Quick Reference Guide



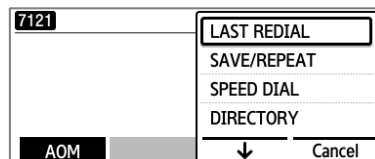
Phone Status Indicator	Phone Status Indicator
	Steady RED
	Fast Flashing RED
	Slow Flashing RED

Idle Display Screen



Status Bar Icons
Main Screen
Soft Key Options

Function Menu Screen



Status Bar - shows icons for functions that are set
Main Screen – Selectable menus and call progress messages
Soft Key Options – Available menus for the phone status.
Function Menu Screen – Displays the available call functions for the current call state

SMT-i6021 Quick Reference Guide

Answering a Call

- Pick up the **Handset** or press the **Speaker** button to use the speakerphone

Making an outside call (local or long distance)

- Pick up the **Handset** or press the **Speaker** button to use the speakerphone
- Dial 9 plus the 10/11 digit telephone number
- To hang up, replace the handset, or press END soft-key or press the Speaker button

Making an internal call (intercom)

- Pick up the **Handset** or press the **Speaker** button to use the speakerphone
- Dial the extension number or group number
- To hang up, replace the handset, or press END soft-key or press the Speaker button

Using the Hold feature

- Press the **Hold** button or **HOLD** soft-key
- To retrieve a call from hold, press **Hold** button or **RESUME** soft-key or press the flashing green Call button

Transfer a call (Blind Transfer)

- Press the **Transfer** button while on a call (this will place the call on hold)
- Dial the extension number you would like to transfer to.
- Press **Transfer** again or simply hang up to complete the transfer

Transfer a call (Screened Transfer)

- Press the **Transfer** button while on a call (this will place the call on hold)
- Dial the extension number you would like to transfer to
- When they answer speak privately
- Press **Transfer** again or simply hang up to complete the transfer

Making Conference Calls

- Call the first person (internal or outside number) you would like to conference with
- When connected, press the **Conference** button, then dial the second internal or outside number
- Once the second person answers, press **Conference** button again
- Now everyone is joined together
- Repeat to continue adding up to 3 additional parties. (max 5, you plus 4 others)
- If the party you dialed is unavailable, press the **Conference** button to disconnect and return to the conference

Do Not Disturb

- Dial 401 to set, dial 400 to cancel or press the programmable DND button if assigned.

Call Forwarding

- Press **[Menu]** → select **[System Options]** → press **OK** button
- Select **Call Forward** then press **OK**.
- Scroll to forward type
- Enter the **Destination** number you would want to forward to (EX: 9+telephone number or extension number)
- Press **[Save]**
- Press the Menu button to return phone to the idle screen.

Setting up your Voice Mail Box

- Dial the voice mail group number or press the VM button, if assigned to your phone
- When prompted, enter your password (The default password is 0000). You will be prompted to set a new password. You cannot use the default password.

The following options can be used when inside the voice mail menu:

- Dial **#[7]** for Personal Administration Menu
 - Dial **[1]** to assign a new password (1 ~ 8 digits)
 - Dial **[2]** to record your name (speak your name)
 - Dial **[3]** to enter Your Dial-By-Name for the system Directory.(use dial pad)
- Dial **#[5]** for Personal Greetings Menu
 - Dial **[1]** to record your Primary No Answer Greeting
 - Dial **[7]** to record your Mailbox Greeting

Retrieving message from your Voice Mail Box

- Press the left softkey. It shows the number of messages
- Scroll to Voice Mail, then select by pressing the **OK** button
- Enter your password then follow voice mail prompts or use the buttons in the **Function** menu

Mute Handset or Microphone

- Press the **Mute** button while using the handset to mute your voice
- Press the **Mute** button while using the speakerphone to mute the microphone

Assign a Programmable Button (Key)

- Press an unassigned button or press and hold an assigned button for 3 seconds.
- Assigned Button Display Shows: the currently assigned button.
- Unassigned Button Display Shows: blank field
- Scroll down the list to find the button **Type**, then press **OK** to select.
- Assign the button a **Name** using the dial keys to enter characters. This is optional.
- Some keys require a value, like Ext. or Tel. number. If so move down to **Value**, then use the dial pad to enter the numbers. Example: **Type** > DSS, **Value** > extension number
- The **Line** number is auto filled if you only have one line. If you have more than one line number, enter the line you want this button to use.
- Press **Save** to complete the process