



MANAGED TELECOMMUNICATIONS

## Cisco 7941 / 7961 IP Phone User Guide



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## Emergency

To dial 911 for emergency service, you must dial the Outside Access Digit first (usually 9) + 911.

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## Customer Service / Technical Support

(919) 459-2300, option 1

support@featuretel.com

www.featuretel.com

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## Web Portal

http://wp.featuretel.com

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## FeatureTel Shortcuts

### Blind Transfer

#### **More**

#### **Transfer**

Enter extension

Hang up

### Announced Transfer

#### **More**

#### **Transfer**

Enter extension

Wait for answer

Announce call

Hang up phone to connect

### Transfer to Voice Mail

#### **More**

#### **Transfer**

Dial **577**

Enter extension

Hang up phone

### Park Calls

#### **More**

#### **More**

#### **MCPark**

Listen for park number

### Conference Call

#### **More**

#### **Confm**

Dial extension, or outside number with 9

Wait for answer

#### **More**

**Confm** to join

### Accessing VM in Office

**Messages** button

Enter password

### Accessing VM from Other Extension

Dial **555**

Enter your extension

Enter your password then #

### Accessing VM from Outside Office

Dial your number

Press \* when greeting starts

Follow the instructions

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## Cisco 7941 / 7961 IP Phone

The Cisco 7961 and 7941 phones are exactly alike except that the 7941 has only two line buttons.

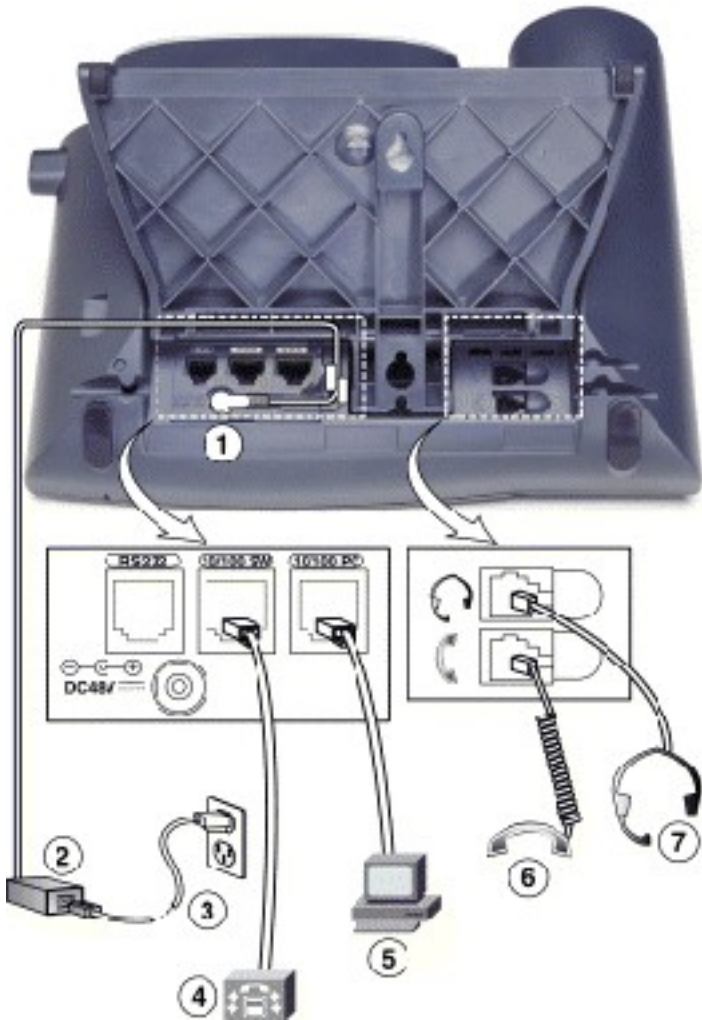


**NOTE:** Since different users can have different feature options associated with their phone, it is possible that the steps to follow to access specific features on one person's phone may be slightly different than on another person's phone. It is also possible that specific features are not available on some phones in the organization.

Phone Features	Description
LCD screen	The IP Phone "desktop" which displays the time, date, your phone number, caller ID, line/call status and the soft key tabs.
Line or speed dial buttons	Enable you to reach an open line or to use the speed dial feature. The 7961 phone features 6 line buttons and the 7941 has two line buttons.
Soft keys	Soft key functions change depending on the status of the phone (for example, whether you are on a call or the phone is not in use). The key's current function is shown on the LCD screen.
On-screen Mode buttons	Provide access to the voice mail system (when available), call histories, phone settings such as contrast and ring type, plus network configuration and status information.
<b>messages</b> button (envelope icon)	On screen mode button to access the voice mail main menu for managing voice mail messages.
<b>directories</b> button (book icon)	On screen mode button to access the Missed Calls, Received Calls and Placed Calls information.
<b>services</b> button (globe icon)	On screen mode button to access to company and personal directories, voice mail, call screening and forwarding and web services through a menu tree.
<b>settings</b> button (check box icon)	On screen mode button to access the phone settings, including: LCD screen contrast, ringer type, network configuration and status controls.
<b>information</b> button (either "i" or "?")	On screen mode button to access online help for a phone key or function.
Volume buttons	Increase or decrease the volume for the currently active voice receiver – handset, headset, or speakerphone. The volume buttons also control the ringer volume (if onhook), and the contrast of the LCD via the settings button.
Function toggles	Toggle the headset, mute, and speaker functions on and off.
Scroll key	Enables you to move among different soft key options displayed on the LCD.
Dialing pad	Press the dial pad buttons to dial a phone number. Dial pad buttons work exactly like those on a standard telephone.
Footstand adjustment	Adjusts the display angle of the phone by changing the setting of the foot base.
Handset	Lift the handset and press the dial pad numbers to place a call, review voice mail messages, answer a call, etc.

## To Connect Your Phone

- Connect the Ethernet cable from your network wall jack to the port labeled “10/100 SW” on the back of phone (4).
- Connect the power cable to the round power port on the back of phone (1) and plug the cord into the power outlet on the wall (3).



## To Connect a PC to Your Phone

- Connect the Ethernet cable from the port labeled “10/100 PC” on the back of phone (5) to the Ethernet port on your PC or laptop. This will allow your PC to access the same network as the IP phone.

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## Receiving a Call

- To answer an incoming call, simply lift the handset.
- Press the **Headset** button to use the headset.

## To Answer Using Speaker Phone

- Press the line button that is ringing
- Press the **Speaker** button
- Press the **Answer** softkey, which will appear on the LCD display

## Distinctive Rings

The Cisco 7941/7961 IP Phone has distinctive rings for incoming calls:

- Internal Calls – one ring
- External Calls – two rings
- Hunt Group or ACD Calls – three rings
- Priority Ring – Identifies “priority callers” with a different ring pattern. See *Priority Call*.

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## Making a Call

Lift the handset, or press the **Speaker** button, and dial the desired number.

To dial:

- An internal extension - Dial the 3, 4, 5 or 6-digit extension
- A local call - Dial the Outside Access Digit (usually 9) + the local phone number.
- Long distance - Dial the Outside Access Digit (usually 9) + 1 + the phone number
- International - Dial the Outside Access Digit (usually 9) + 011 + Country Code + City Code + Phone Number

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## Re-dial

Calls the last number you dialed.

- Press the **Redial** softkey, or dial **\*07**

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## Call Return

Dials the number of the last incoming call received at your phone.

## To Return a Call

- Dial **\*69**
- Verify the number and press 1

**NOTE:** If your phone has Toll Restrictions, you may not be able to return restricted calls.

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## Hold

### To Place the Current Call on Hold

- Press the **Hold** softkey button, or flash the receiver button.
- Hang up or place another call.

### To Retrieve a Call on Hold

- Lift the handset or flash the receiver button.

**NOTE:** While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you will get the new call first.

---

## Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

### To Transfer a Call

- Press the **More** softkey
- Press the **Transfer** softkey
- Dial the extension or telephone number to which you want to transfer the call
- If the called party answers, you may talk privately with them before making the transfer.
- To complete the transfer, hang up.
- To cancel the transfer, press the **Resume** softkey to return to the holding party.
- If the called party does not answer, hang up to transfer the call to that party's Voice Mail, or press the **Resume** softkey to return to the holding party.

### To Transfer a Call to Voice Mail

- Press the **More** softkey
- Press the **Transfer** softkey
- Dial “577” for Voice Mail
- Dial the extension or Voice Mail telephone number to which you want to transfer the call.

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## Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

### To program an Abbreviated Dial Code

- Dial **75\***
- Follow the voice prompts

### To modify an Abbreviated Dial Code

- Dial **75\***
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

### To use an Abbreviated Dial Code

- Dial **\*3**

- Enter the desired 2-digit speed dial code

### Speed Dial (for 7961 model only)

You can assign up a phone number to a Speed Dial soft key.

- Dial 74\*
- At the prompt, press a Speed Dial softkey
- Enter the phone number you want to assign to this soft key and press #
- After the prompt, press # and hang up

### Dialing a Speed Dial Number

- Get dial tone.
- Press the Speed Dial soft key.

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### Call Block (Selective)

Selective Call Rejection lets you program your phone to reject calls from a list of telephone numbers.

#### To configure your Call Block List

- Dial \*60
- Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, or list blocked numbers.

---

### Call Forward (All Calls)

Call Forward (All Calls) lets you forward all incoming calls to another number.

#### To Enable Call Forwarding

- Press the **Forward** softkey.
- Enter the phone number for the forwarding destination. On external phone numbers, include the Outside Access Digit.
- Press the **Forward** softkey again. The number should appear on the LCD.

#### To Disable Call Forwarding

- Press the **Forward** two times.

---

### Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

#### To Enable Call Forward (Busy)

- Dial 76\*
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm
- Press 2 to exit, then hang up

#### To Cancel Call Forward (Busy)

- Dial 77\* and then hang up

---

### Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls when you don't answer.

#### To Enable Call Forward (No Answer)

- Dial 78\*
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm
- Press 2 to exit, then hang up

#### To Cancel Call Forward (No Answer)

- Dial 79\* and then hang up

### Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your phone goes out of service. The forwarding destination is configured through the Web Portal or by FeatureTel.

#### To Enable Call Forward (OOS)

- Dial 70\*
- Press # to confirm
- Press 2 to exit, then hang up

#### To Disable Call Forward (OOS)

- Dial 71\* and then hang up

---

### Call Forward (Selective)

Call Forward (Selective) forwards calls from certain numbers to another number.

#### To Configure the Selective Call List

- Dial \*63
- Follow the voice prompts to enable or disable the feature, or add, delete, or list numbers to be forwarded.

**NOTE:** Disabling Call Forward (Selective) will not delete the Selective Call List. When entering an external telephone number to the list, enter the 10-digit number. Do not include the Outside Access Digit.

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### Call Jump

Call Jump forwards a call already in progress to another number.

- Dial \*\*# + phone number + # to send the call to that phone number.
- Dial \*\*8 (\*\*V) to send the call to voice mail
- Dial \*\*0 to cancel an initial \* or \*\*

**NOTE:** This feature requires FeatureTel Web Portal service. You cannot jump to or from an emergency services number.



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## Call Park

A call may be parked so it can be answered from any other extension. If you can park a call, your phone will have a MCPark button. All phones can pick up parked calls.

### To Park a Call

- While in the active call
- Press the **more** softkey twice
- Press the **MCPark** softkey
- Note the MCPark extension number

### To Pick up a Parked Call

- Dial the MCPark extension number assigned to the parked call.

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## Caller ID Block

Blocks display of your Caller ID for one call.

### To prevent sending your Caller ID for a single call

- Dial **\*67**
- Dial the desired phone number

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## Caller ID Block Release

If your phone is configured to block sending Caller ID information, Caller ID Block Release sends your Caller ID information for a single phone call.

### To Send your Caller ID for a call

- Dial **\*82**
- At the second dial tone, dial the extension or telephone number you wish to reach

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## Do Not Disturb

Do Not Disturb prevents inbound calls

### To enable or disable Do Not Disturb

- Press the **DnD** softkey or dial **\*04** and hang up.

**NOTE:** The Do Not Disturb feature is not supported on SIP phones.

---

## Mute

Mute disables the microphone of the handset, speakerphone, or headset.

- To enable or disable, press the Mute button.
- The Mute button will glow red and the LCD display will say "Microphone Mute On".
- The Mute button will go dark and the LCD display will say "Microphone Mute Off".

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## Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you.

- Dial **\*61**
- Follow the voice prompts

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## Privacy Guard

Privacy Guard screens inbound anonymous calls.

### To enable/disable Privacy Guard

- Dial **\*88**
- Press **1** to enable/disable Privacy Guard
- Hang up

### To change Privacy Guard Access Code

- Dial **\*88**
- Press **2** to set or change the Access Code
- Enter the new access code followed by **#**
- Hang up

### To verify Privacy Guard Access Code

- Dial **\*88**
- Press **3** to verify the Access Code
- After hearing the Access Code, hang up

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## Conferencing

Conferencing enables you to talk to multiple parties simultaneously.

### To Add a Party to the Current Call

- Inform the current party that you'll be starting a conference
- Press the **More** softkey, then the **Confm** softkey.
- The active call is placed on hold and you will hear dial tone
- Dial the phone number of the party you wish to dial.
- Press the **Confm** softkey to join the parties together. If you get Voice Mail or the party does not want to join the conference, press the **EndCall** softkey followed by the **Resume** softkey to return to the original call.

**NOTE:** SIP phones will only support 3 callers.

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## Directed Call Pickup

Directed Call Pickup allows you to answer a specific ringing phone in your Pickup Group.

### To Answer a Phone in Your Group

- Dial **\*12** or press the **More** softkey, then press the **DC Pickup** softkey.

- At the dial tone, dial the extension you wish to answer.
- 

## Direct Extension Assignment

Direct Extension Assignment lets you temporarily reassign a telephone with your own telephone number and profile.

### To Temporarily Assign Your Number and Profile to a Phone:

- From the temporary phone, Dial **588**
- Enter your complete telephone number + **#**. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + \* + your extension number + **#**.
- Enter your phone password followed by the **#** key

### To Reassign the Original Telephone Number to the Temporary Phone:

- Follow the steps above using the original telephone number and password that were assigned to the phone.

### To Reassign Your Own Number and Profile back to Your Own Phone:

- Pick up the handset of your phone
- After the voice prompt, enter your complete telephone number followed by the **#** key
- After the voice prompt, enter your phone password followed by the **#** key
- Hang up

**NOTE:** Direct Extension Assignment requires that the temporary phone is the same model as your own.

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## Intercom

Intercom lets you make an announcement through another person's phone, allowing them to respond instantly in hands-free mode using their speakerphone.

### To Make an Intercom Call

- Press the **More** softkey
- Press the **Intcom** softkey
- Dial the extension of the other party
- Their phone will beep and their speakerphone will be enabled

**NOTE:** If the other party has Do Not Disturb enabled, or if they are on the phone, you will get a busy signal.

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## Night Mode

Companies often have different call treatments for daytime versus after-hours

callers. The Night capability can be assigned to a user's phone to override the standard day-of-week/time-of-day logic.

The Night feature has three modes:

### Normal Night Mode

Calls will be handled using the standard day-of-week/time-of-day logic. No action is required by the user when operating in Normal mode.

### Temporary Night Mode

Temporarily overrides the normal day-of-week/time-of-day logic. It toggles between day-mode and night-mode. At the change in the day-of-week/time-of-day schedule, the system will revert back to Normal operation

- To enable Temporary Mode, press the Night softkey once.

### Permanent Night Mode

Overrides the normal day-of-week/time-of-day logic until the user manually changes the state back to Normal

- To enable Permanent Mode, press the Night softkey twice
- To disable Permanent Mode, press the Night softkey twice again

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## Adjusting the Phone

### To Adjust Display Contrast

- Press the Settings button
- Press 1 to select User Preferences
- Press 4 to select Contrast

### To Adjust the Contrast Using the Up/Down Softkeys

- Press the OK softkey
- Press the Exit softkey

### To Adjust Ring Volume

- With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

### To Adjust Handset Volume

- Remove the handset from the cradle and use the Volume Up/Down buttons.
- Replace the handset.

### To Adjust Speakerphone Volume

- Press the Speaker button and use the Volume Up/Down buttons.
- Press Speaker button again

### To Adjust Ring Type

- Press the Settings button
- Press 1 to select User Preferences
- Press 1 to select Ring Type
- Highlight the desired ring with the Scroll Up/Down buttons
- Press the Select softkey to select the ring

- Press the OK softkey to exit the menu

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## Automatic Call Distribution Queues

The service can distribute incoming calls arriving at a designated number to a defined group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in.

### To Log Into an ACD Queue

- Press the line button associated with the desired queue, FeatureTel can assign you to a queue.
- When logged into a queue, the Queue Name will disappear from the status line.
- If enabled, the Display Queue Status feature will indicate the number of calls waiting in the queue on your phone display (i.e. "Sales:3" indicates that 3 calls are waiting in the queue that most recently routed calls to you).

### To Answer an ACD Queue Call

- When a Queue Call is routed to your phone, the phone will ring and the display will indicate an incoming call on the line associated with the queue.
- Press the line button associated with the desired queue. If you simply lift the handset, you will activate your primary line, not the Queue line.
- When finished with the Queue Call, simply hang up the phone.

### To Log Out of an ACD Queue

- Press the line button associated with the desired queue when there is no call present on the line.

**NOTE:** ACD Queues are not supported on SIP phones. Analog phones are limited to a single queue.

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## Web Portal

Web Portal is an optional FeatureTel service that allows you to configure your enhanced phone and Voice Mail features.

### Logging In to the Web Portal

- Open your web browser to <http://wp.featuretel.com>
- Click Go
- In the Phone Number field, enter your complete telephone number. If your phone is configured as an extension-only phone (i.e., you have no DID number), enter your company's complete main telephone number followed by "x" and your extension number.

- In the Password field, enter your password.
- If your PC is secure and you are the only user, you can bypass the login process in the future by checking the Remember Me checkbox.
- Click OK

### Logging Out of the Web Portal

- If you have not enabled Remember Me, you can log out of the Web Portal by clicking the Logout button or by simply closing the browser window.
- If you have enabled Remember Me and want the system to remember you the next time you access the web portal, simply close the browser window.
- If you have enabled Remember Me and want the system to forget your credentials and require the next person to log in, click the Logout button.

### Configuring the Web Portal

The first time you access your web portal, you'll want to configure it for optimal use. You need only configure the web portal once, but can change the configuration at any time.

- Click the Options tab
- Click the Profile tab
- Using the Home Page drop-down, select which tab should be your default home page.
- In the Rows per Page field, enter the number of rows of information you'd like visible within each data table page (e.g., directories, call logs, Voice Mail etc.).
- Enable the Click to Call checkbox to allow click-to-dial functionality.
- Enable the Launch VA at Startup checkbox if you would like the Voice Assistant to open automatically when you log into the web portal.
- In the CA Address 1 and CA Address 2 fields, enter the IP Addresses specified by FeatureTel.
- Click Submit

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## Voice Mail

If you have any voice mail messages, your voice mail message waiting lamp indicator will glow red and your primary line appearance will indicate a flashing envelope icon.

### From Your Own Phone

- Press the **Messages** button, or dial **\*09**
- Enter your Voice Mail password
- If you have new messages, the messages will be identified and played.
- After hearing any new messages, you will hear the Voice Mail Main Menu.

### From Another Internal Phone

- From an internal phone, dial **555**.
- When prompted, enter your extension number.
- When prompted, enter your Voice Mail password and then **#**.

### From a Phone Outside the Office

- From an external phone, dial your direct phone number and press **\***.
- OR dial the company's main telephone number and dial extension **555** and when prompted, enter your extension number.
- When prompted, enter your Voice Mail password and then **#**.

### From the Web Portal

If you have a FeatureTel Web Portal account, you can retrieve messages and manage your Voice Mail account using the Web Portal. For information about using your Web Portal, refer to your FeatureTel Web Portal documentation or the online help system.

### From an Email Client

FeatureTel supports access to Voice Mail accounts using standards-based (i.e., IMAP or POP) email clients. Contact FeatureTel to see if you subscribe to this service and to obtain the necessary information to configure your email software.

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## Changing Your Voice Mail Password

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **3** from the Main Menu to change your password
- Enter your new password + **#**
- Enter your new password again + **#** to confirm

## Voice Mail Main Menu

<i>KEY</i>	<i>FEATURE</i>
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Play Greetings
5	Record Greetings
6	Access Personal Distribution Groups
7	Compose a New Message
8	Manage Custom Operator Number
*	Exit to Voice Mail System

## Message Playback Options

While listening to your Voice Mail messages, the following options are available.

<i>ACTION</i>	<i>BEFORE MESSAGE</i>	<i>DURING MESSAGE</i>	<i>AFTER MESSAGE</i>
Skip Envelope	NA	#	NA
Skip Message	8	NA	8
Reply to Message	2	2	2
Call Originator	3	3	3
Delete	4	4	4
Save	5	5	5
Forward Message	6	6	6
Replay Message	NA	77	7
Rewind 5 Seconds	NA	7	NA
Pause/Resume Playback	NA	8	NA
Skip Ahead 5 Seconds	NA	9	NA
Skip to the End	NA	99	NA
Skip to Previous Menu	*	*	*

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## Email Forwarding

If desired, you can configure the Voice Mail system to automatically forward a copy of every Voice Mail message that you receive to a specified email address.

**NOTE:** Email Forwarding requires the optional FeatureTel Web Portal service.

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## Replying to a Voice Mail Message

Press **2** to reply to a message after listening to it. Press **\*** to cancel

- After the tone, record a message and press **#**.
- Select an action
  - Press **1** to send the message.
  - Press **2** to change the message. You will be asked to re-record the message.
  - Press **3** to review the message.
  - Press **9** to mark the message Urgent and send.

When retrieving messages, Urgent messages will be played first. If configured by the recipient, the recipient may be paged when they receive an urgent message.

## Dialing the Originator

- Press **3** while listening to a message to call the person back.

**NOTE:** This capability will not work if the Voice Mail system was not able to record the Caller ID information when the original Voice Mail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

---

## Forwarding a Voice Mail Message

- Press **6** to forward a message to another recipient while listening to the message.
- Enter an extension number or Distribution Group Number + **#**. Repeat this step until you've entered all the desired destinations.
- Press **#** when finished entering destinations
- When prompted, record your introductory message and press **#** when finished.
- Select an action
  - Press **\*** to Cancel.
  - Press **1** to forward the message.
  - Press **2** to change the introductory message. You will be prompted to record the message again.
  - Press **3** to review the introductory message.
  - Press **9** to mark the message Urgent and send.

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## Composing a New Voice Mail Message

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **7** from the Main Menu to compose a new message.

- Enter an extension number or Distribution Group Number + **#**. Repeat this step until you've entered all the destinations.
- Press **#** when finished
- After the tone, record your message. Press the **#** key when finished.
- Select an action
  - Press **1** to send the message. The
  - Press **2** to change the message. You will be prompted to record the message again.
  - Press **3** to review the message.
  - Press **4** to set Message Options:
    - Press **1** to mark as Urgent.
    - Press **2** to mark as Private.
    - Press **3** request Return Receipt.
    - Press **9** to clear all these options.
    - Press **\*** to return to the previous menu.

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## Recording Personal Greetings

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **5** from the Main Menu to record your greetings
- Select the greeting you'd like to record:
  - Press **1** to record a No Answer greeting.
  - Press **2** to record a Do Not Disturb greeting.
  - Press **3** to record a Busy greeting,
  - Press **4** to record your Name,
  - Press **\*** to return to the Main Menu.
- After the tone, record your greeting. Press **#** when finished.
- After recording your greeting:
  - Press **1** to review the greeting.
  - Press **2** to delete and re-record the greeting.
  - Press **3** to save the greeting.
- If you don't record a personal greeting, a generic greeting will be played.

---

## Hearing Your Personal Greetings

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **4** from the Main Menu to hear your recorded greetings.
- Select the greeting you would like to hear:
  - Press **1** to hear your No Answer greeting.
  - Press **2** to hear your Do Not Disturb greeting.
  - Press **3** to hear your Busy greeting,

- Press **4** to hear your Name.
- Press **\*** to return to the Main Menu.

## Distribution Groups

Distribution Groups are used when you want to send messages to a group of users. There are two types of Distribution Groups:

- **Personal Distribution Groups** are managed by the end user and are available only to that user. A user may have a maximum of 20 Personal Distribution Groups (i.e., groups 80-99).
- **Corporate Distribution Groups** are managed by the System Administrator and can be used by anyone within the company.

## Managing Personal Distribution Lists

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **6** from the Main Menu to manage Personal Distribution Groups.
- Press **1** to hear a list all groups. Each group and its members will be announced. To skip to the next group, press **#**.
- Press **2** to edit an existing group.
  - Enter the 2-digit group number (i.e., 80-99) that you'd like to edit followed by **#**
  - Select the type of modifications you'd like to make:
    - Press **1** to list all members. Each member will be announced. To skip to the next member, press **#**.
    - Press **2** to add a member. Enter the extension number for the member followed by **#**. Press **#** to confirm or **\*** to cancel.
    - Press **3** to delete a member. Enter the extension number for the member followed by **#**. Press **#** to confirm or **\*** to cancel.
    - Press **4** to hear the Group Name.
    - Press **5** to record the Group Name. After the tone, record the name for the group and press **#**.
    - Press **\*** to return to the previous menu.
- Press **3** to create a group.
  - Enter the 2-digit group number (i.e., 80-99) followed by the **#** key
  - After the tone, record the name for the group followed by the **#** key.
  - Press **#** to confirm the recording or **\*** to cancel and re-record.

- Enter each member's extension followed by **#**. When finished entering members, press **#**.
- Press **4** to delete a group.
- Enter the 2-digit group number to delete followed by **#**.
- Press **#** to confirm or **\*** to cancel

## Custom Operator Number

When callers reach your voice mailbox, they may press **0** during your outgoing greeting to be transferred to your custom operator.

## To Configure Your Custom Operator Number

- Access your voice mailbox
- Press **\*** to skip to the Main Menu.
- Press **8** from the Main Menu to manage your Custom Operator Number
- The system will announce your current Custom Operator Number
- Press **1** to configure your Custom Operator Number.
  - Enter your Custom Operator Number followed by **#**
  - The system will announce your new Custom Operator Number and return you to the Main Menu.
- Press **2** to restore your Default Operator Number. The system will announce that you've been returned to the Default Operator Number and return you to the Main Menu
- Press **\*** to return to the Main Menu.\*

## Voice Mail Notification

Voice Mail Notification can be setup through the Web Portal to notify you when you receive Voice Mail messages. You can select whether or not to be notified and, if so, for which types of messages (i.e., All Messages or Urgent Messages Only).

You can choose to be notified in one of three different ways:

- **Numeric Pager** - A numeric code will be sent to your pager.
- **Voice** - The system will call you at a specified number and ask for your Voice Mail password. After entering your password, you can listen to your messages. If the system doesn't reach you, it will try to reach you three times at five minute intervals.
- **Email** - You'll receive an email that identifies the Date, Time, and ID of the caller.

## Star Code Quick Reference

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
Anonymous Call Rejection	*77	*87
Call Block	*60 + menu	*80 + menu
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Caller ID Block	*67	N/A
Caller ID Block Release	N/A	*82 + no.
Call Jump	***#<num># **8 to VM	**0
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	FLASH	*70 + no.
Conferencing (3-way Call)	FLASH + no.	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Hold	FLASH	FLASH
Park a Call	FLASH + *05	N/A
Pick up a Parked Call	FLASH + *25	N/A
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Rejection	*60 + menu	*80 + menu
Speed Dial	74* + menu	74* + menu
Transfer	FLASH + *08	N/A
Voice Mail	*09	N/A





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