

## Business Phone Feature and Star Codes

Amplex Phone service offers a set of feature and star codes at no extra charge. This article covers the Business phone service, for residential phone service please [click here for residential specific instructions and usage](#) as they are different.

The below instructions, unless otherwise noted, only apply to your individual phone. Calls made by other phones at a business, or calls made to a business which ring multiple phones are modified by the phone administrator at your company or by Amplex support representatives only. If you need help adjusting multiple phones or making system wide changes please contact your company phone administrator or Amplex Support at 419-837-5015.

### Intercom With Another Extension

To **intercom with another extension** pickup your phone and either dial 08 and the extension number or press 08 and the button next to that person's name. Wait 2-3 seconds and an intercom will be established between your phones and you can speak/hear with the person you intercommed with.

Example: Dialing 081005 will intercom with extension 1005.

### Transfer Directly To Voicemail

To **transfer someone directly to voicemail** while you are on a call click the transfer button and dial 03 and the extension number you wish to transfer to and press the transfer button, or, press the transfer button and dial 03 and press the button next to the person's name. This will transfer your call directly to the extension's voicemail. NOTE: If that extension does not have a voicemail setup the call will hangup so do not transfer directly to voicemail unless you know that extension has voicemail enabled.

Example: Pressing Transfer, Dialing 031005 then pressing Transfer will transfer your current call to the voicemail of extension 1005.

### Park A Call - Similar to Legacy Hold Function

To **park a call**, which is placing the call back into the phone system, similar to hold on a legacy phone system, to be picked up later, look at your phone for a Park button which does not have a red light. Press the park button and the call will be transferred to that park and the light will turn red indicating your call is parked.

**If you are using a phone without Park buttons** you can dynamically park a call, where the system will place the call into the first open park and tell you what extension to dial to retrieve the call. You can do this by dialing \*700 while you are on the phone and the system will announce "The call is parked at" and the extension it is parked at (For most businesses, park extensions begin at 701).

To **retrieve the parked call** simply press the button associated with the Park you placed the call on. The button will glow red when a call is waiting in the park. If your phone does not have call park buttons you can dial the extension of the dynamical park.

Example: Dial 701 and press Send or Talk to pickup a call parked at 701.

### Do Not Disturb

To **enable the do not disturb** function which prevents your phone from ringing or accepting any calls pickup your phone and dial \*78 and wait 5-10 seconds. You will hear "Do not disturb is now enabled" and you can hangup the phone. Your phone will not ring now/accept incoming calls.

To **disable do not disturb** pickup your phone and dial \*79 and wait 5-10 seconds. You will hear "Do not disturb is now disabled" and you can hangup the phone. Your phone will again ring and accept incoming calls.

### Sign on & Sign off of All call Queues

Call queues are used by businesses as a means to route calls. Many businesses have call queues setup for various departments or types of calls. You can globally sign out of all call queues, for example if your going to be away from your desk for lunch and do not want your phone to ring unless someone directly calls you, by using the following instructions. It is important to note that you will not be automatically signed back into the call queues so you must use the sign in function once you are back to your desk.

**Sign off of all call queues** by picking up your phone and dialing \*52 and waiting 5-10 seconds. You will hear "You are now unavailable" and you can hangup your phone. You will not receive any calls directly from a call queue.

**Sign On to all call queues** by picking up your phone and dialing \*51 and waiting 5-10 seconds. You will hear "You are now available for calls" and you can hangup your phone. You will now receive calls for queues you are a member of.

## Check Voicemail For Another Extension

To **check voicemail for another extension** pickup your phone and dial 5000 and wait 5-10 seconds or press Send. You will be prompted to enter the extension number you wish to check and press #. You will then be prompted to enter that extensions voicemail pin code and press #.

## Call Forwarding All Calls

To **enable call forwarding on your line** pickup your phone and dial: \*72 and a 10 digit number. Wait 5-10 seconds and a voice will state Forward Always, and then read the number you entered to you. You can now hangup the phone.

Example: \*724195551212 will forward all calls to your extension to to 419-555-1212

To **disable call forwarding on your line** pickup your phone and dial: \*73 and wait 5-10 seconds for a voice to come on stating Forwarding is now disabled. You can now hangup the phone and calls to your extension will again ring your desk phone.

Example: \*73

## Call Forward When You Don't Answer

This feature allows you to set a number for calls to be forwarded to if you do not answer your desk phone. This is a good option for someone who does not want to use the desk phone voicemail and instead wants a call to be automatically transferred to a cell phone if they do not answer the desk phone. This is often combined with Forward When Phone Is Busy to allow calls to forward to your cell if you don't answer or are busy on the line.

To **set the forward when unanswered number** pickup your phone and dial \*42 and the number you wish to forward calls to if you do not answer your desk phone. Wait 5-10 seconds or press send and you will hear "Forward no answer to" and the number you dialed. You can now hangup the phone.

Example: \*424195551212 would set your phone to forward the call to 4195551212 if you do not answer your desk phone in the timeout period (default of 30 seconds.)

To **deactivate the forward when unanswered** pickup your phone and dial \*93 and wait 5-10 seconds or press the send button and you will hear "Forward no answer is now disabled." You can now hangup your phone.

## Call Forward When Your Phone Is Busy

This feature allows you to set a number for calls to be forwarded to if you are busy at your desk phone on another call. This is a good option for someone who does not want to use the desk phone voicemail and instead wants a call to be automatically transferred to a cell phone if they are on another call at their desk phone. This is often combined with Forward When Phone Is Unanswered to allow calls to forward to your cell if you don't answer or are busy on the line.

To **set the forward when busy number** pickup your phone and dial \*41 and the number you wish to forward calls to if you do not answer your desk phone. Wait 5-10 seconds or press send and you will hear "Forward no answer to" and the number you dialed. You can now hangup the phone.

Example: \*414195551212 would set your phone to forward the call to 4195551212 if you are busy on your desk phone.

To **deactivate the forward when busy** pickup your phone and dial \*91 and wait 5-10 seconds or press the send button and you will hear "Forward no answer is now disabled." You can now hangup your phone.

## Block Caller ID Outbound - One Time

To **block your caller ID on a single outbound call from your phone** pickup your phone and dial: \*67 and a 10 digit number. Your caller ID will be blocked on this call and show up as anonymous or no caller ID.

Example: \*674195551212 would make an outbound call to 419-555-1212 with caller ID blocked.

## Block Caller ID Outbound - Persistent

To **block your caller ID on all outbound calls from your phone going forward** pickup your phone and dial: \*30 wait 5-10 seconds. You will hear a voice come on the phone saying "Persistent caller ID block is now enabled" and you can hang up your phone. Calls from your phone will caller ID will be blocked on all calls going forward and show up as anonymous or no caller ID.

To **disable blocking your caller ID on all outbound calls from your phone going forward** pickup your phone and dial: \*31 wait 5-10 seconds. You will hear a voice come on the phone saying "Persistent caller ID block is now disabled" and you can hang

up your phone.Â Calls from your phone will now have caller ID shown on outbound calls going forward.

### Block Anonymous / Blocked Caller ID Calls Inbound

To **block callers who hide their caller id from calling your phone**Â simply pickup your phone and dial \*77 and wait 5-10 seconds. A voice will come on saying "Block anonymous is now enabled." and you can now hangup the phone.Â An anonymous / no caller ID enabled caller will have their call automatically disconnected when they call your phone now.

To **disable blocking callers who hide their caller id from calling your phone** simple pickup your phone and dial \*87 and wait 5-10 seconds. A voice will come on saying "Block anonymous is now disabled." and you can now hangup the phone. Callers who block their caller ID can now call your phone again.

### Call Back The Last Number That Called You

To **call back the last number you received a call from** pickup your phone and dial \*69 and wait 5-10 seconds. Your phone will make an outbound call to the last number that called you.

Example: If the last number to call you did not block caller ID and was 419-555-1212 dialing \*69 will place an outbound call to 419-555-1212.

### Pickup A Specific Extensions Ringing Phone

If you work in an office with share phones or are away from your phone and need to **pickup a call ringing your phone at another desk** you can do so by picking up the phone you are at and dialing 07 and the extension which is currently ringing. NOTE: All phone calls are logged in the system so only use this feature if you are permitted to and in accordance with your companies policies on phone usage.

Example: If extension 1004 is ringing and you are at the 1002 phone you would pickup the 1002 handset and dial \*071004 and wait 5-10 seconds or press send and the phone call ringing extension 1004 will be answered at your phone.