	TOWN OF OLD SAYBROOK Information Technology	Phone Tips
	Function Codes	

In addition to the standard buttons and soft menu options, the VoiceEdge system supports the use of **Function Codes**. Function Codes are keypad sequences which signal the system to perform a specific phone control function.

Voicemail Retrieval is particularly useful on phones which have multiple incoming shared numbers. Using this function you go directly to the voicemail inbox associated with the primary number on your specific phone, you do not need to work through the extension selection menu when retrieving voicemail.

*99	Voicemail Retrieval	Go directly to the voicemail inbox for this specific phone.
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Last Number Redial sets the system to route calls to voicemail when the phone is not answered.


*66	Last Number Redial	Redials the last phone number called from the specific phone.
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Direct Transfer to Voicemail is used to forward calls directly to another person's voicemail. For example, if you answered an incoming call and wanted to send the caller directly to John Smith's (ext. 1234) voicemail so the caller is immediately asked to leave a message, dial ***551234 <Send>**.

*55	Direct Transfer to Voicemail	Sends a call directly to a voicemail inbox.
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Block Outgoing Caller ID enables you to have "Private" appear as your caller ID phone number to an external (10 digit dialing) recipient. This may be useful when placing calls from a conference room, break room or other location where the phone is not typically monitored.

*21	Block Outgoing Caller ID Per Call	Blocks the outgoing caller ID for a single call . Enter *21 followed by the 10 digit phone number then " Send ".
*22	Block Outgoing Caller ID Persistent Activation	Sets the system to block outgoing caller ID for all external calls.
*23	Block Outgoing Caller ID Persistent Deactivation	Sets Block Outgoing Caller ID Persistent to OFF .
*24	Block Outgoing Caller ID Persistent Interrogation	Responds with whether the function is currently ON or OFF .


	TOWN OF OLD SAYBROOK Information Technology	Phone Tips
	Function Codes	

Call Forwarding Always sets the system to automatically route all incoming calls to another phone number.

*61	Call Forwarding Always Activation	Sets Call Forwarding Always to ON . The system will ask for a target phone number, which can be either a 4 digit internal extension or a 10 digit external phone number.
*62	Call Forwarding Always Deactivation	Sets Call Forwarding Always to OFF .
*63	Call Forwarding Always to Voicemail Activation	Turns Call Forwarding Always to send all calls immediately to VOICEMAIL .
*64	Call Forwarding Always to Voicemail Deactivation	Sets Call Forwarding Always to Voicemail to OFF .
*65	Call Forwarding Always Interrogation	Responds with whether the function is currently ON or OFF and the forwarding target number when the function is ON .

Call Forwarding Busy sets the system to automatically route incoming calls to voicemail when the primary phone is busy. This will disable the stacking of multiple incoming calls for the specific phone number.

*71	Call Forwarding Busy Activation	Sets Call Forwarding Busy to ON . The system will ask for a target phone number, which can be either a 4 digit internal extension or a 10 digit external phone number.
*72	Call Forwarding Busy Deactivation	Sets Call Forwarding Busy to OFF .
*73	Call Forwarding Busy to Voicemail Activation	Sets Call Forwarding Busy to send incoming calls to VOICEMAIL if the primary extension is busy.
*74	Call Forwarding Busy to Voicemail Deactivation	Sets Call Forwarding Busy to Voicemail to OFF .
*75	Call Forwarding Busy Interrogation	Responds with whether the function is currently ON or OFF and the forwarding target number when the function is ON .

	TOWN OF OLD SAYBROOK Information Technology	Phone Tips
	Function Codes	

Call Forwarding No Answer sets the system to route calls to voicemail when the phone is not answered.

*81	Call Forwarding No Answer Activation	Sets <i>Call Forwarding No Answer</i> to ON . The system will ask for a target phone number, which can be either a 4 digit internal extension or a 10 digit external phone number.
*82	Call Forwarding No Answer Deactivation	Sets <i>Call Forwarding No Answer</i> to OFF .
*83	Call Forwarding No Answer to Voicemail Activation	Sets <i>Call Forwarding No Answer</i> to send the unanswered calls to VOICEMAIL .
*84	Call Forwarding No Answer to Voicemail Deactivation	Sets <i>Call Forwarding No Answer</i> to Voicemail OFF .
*85	Call Forwarding No Answer Interrogation	Responds with whether the function is currently ON or OFF and the forwarding target number when the function is ON .