

**SoftCo VoIP Integrated Exchange
V100R002C04SPC600
User Guide**

Issue 01
Date 2012-01-16

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1 User Guide

About This Chapter

[1.1 Service List 1](#)

[1.2 Service List 2](#)

[1.3 Common User Services](#)

This topic describes how to use common user services.

[1.4 Secretary Services](#)

This topic describes how to use secretary services.

[1.5 Attendant Services](#)

This topic describes how to use attendant services.

[1.6 Call Conference User Services](#)

This topic describes how to use call conference user services.

1.1 Service List 1

By default, the services listed in this topic are enabled for all users.

Assume that the phone numbers of users A, B, and C are *TN1*, *TN2*, and *TN3* respectively and that the service password is *SSSS*.

Service	Registration/Cancellation	Operation
1.3.13 Password Changing	N/A	User A picks up the phone, and dials *89*SSSS*NNNN#. In the access code, <i>NNNN</i> is the new password consisting of four digits.
1.3.1 Local Number Querying	N/A	User A picks up the phone, and dials *128#. Then the system plays the local phone number for user A. User A picks up the phone, and dials *125#.

Service	Registration/Cancellation	Operation
Service		Then the system plays the ONLY number for user A.
1.3.6 Call Transfer Service	N/A	For details, see 1.3.6 Call Transfer Service .
1.3.7 Call Hold Service	N/A	<ul style="list-style-type: none"> On a POTS phone, user A presses the hook flash button or R key to hold a conversation and presses the hook flash button again to unhold the conversation. On a SIP phone, user A presses the Hold key to hold a conversation and presses the key of the corresponding line to unhold the conversation.
1.3.8 Call Park Service	N/A	<p>User A is talking with user C.</p> <ol style="list-style-type: none"> User A presses the hook flash button on a POTS phone or presses the Transfer key on a SIP phone, dials *95#, and hangs up. User C is held and hears the waiting tone. Within 5 minutes after user A hangs up, user A or user B dials *95*<i>TN1</i># on another phone to unhold the call.
1.3.2 CFU	<p>Registering the service: User A picks up the phone, and dials *57*<i>TN2</i>#.</p> <p>Canceling the service:</p> <ul style="list-style-type: none"> User A picks up the phone, and dials #57#. User B picks up the phone, and dials #57*<i>TN1</i>#. 	When a user makes a call to user A, the call is forwarded to user B.
1.3.3 CFNR	<p>Registering the service: User A picks up the phone, and dials *41*<i>TN2</i>#.</p> <p>Canceling the service:</p> <ul style="list-style-type: none"> User A picks up the phone, and dials #41#. User B picks up the phone, and dials #41*<i>TN1</i>#. 	User C makes a call to user A. If user A does not answer the call within 20 seconds, the call is forwarded to user B. If user B is busy, the call is released.
1.3.4 CFB	<p>Registering the service: User A picks up the phone, and dials *40*<i>TN2</i>#.</p> <p>Canceling the service:</p> <ul style="list-style-type: none"> User A picks up the 	User C makes a call to user A. If user A is busy, the call is forwarded to user B. If user B is also busy, the call is released.

Service	Registration/Cancellation	Operation
	phone, and dials #40#. <ul style="list-style-type: none"> User B picks up the phone, and dials #40*<i>TNI</i>#. 	
1.3.5 CFO	Registering the service: User A picks up the phone, and dials *45* <i>TNI</i> #. Canceling the service: <ul style="list-style-type: none"> User A picks up the phone, and dials #45#. User B picks up the phone, and dials #45*<i>TNI</i>#. 	User C makes a call to user A. If user A is offline, the call is forwarded to user B. If user B is busy, the call is released.
1.3.9 CW Service	Registering the service: User A picks up the phone, and dials *58#. Canceling the service: User A picks up the phone, and dials #58#.	For details, see 1.3.9 CW Service .
1.3.11 Call-out Restriction Service	Registering the service: User A picks up the phone, and dials *54* <i>KSSSS</i> #. Canceling the service: User A picks up the phone, and dials #54* <i>KSSSS</i> #. In the access code, <i>K</i> indicates the call-out restriction option. The options are as follows: 1 , 2 , and 3 .	When user A makes a restricted call, the SoftCo plays an announcement indicating that the call is restricted. When user A makes a call that is not restricted, the call is connected properly.
1.3.22 Do-not-Disturb Service	Registering the service: User A picks up the phone, and dials *56#. Canceling the service: User A picks up the phone, and dials #56#.	When a user makes a call to user A, the SoftCo plays the DND prompt tone or busy tone. User A can initiate calls normally.
1.3.23 Absent User Service	Registering the service: User A picks up the phone, and dials *50#. Canceling the service: User A picks up the phone, and dials #50#.	When user B makes a call to user A who has registered the absent user service, the SoftCo plays an announcement indicating that user A is absent. The absent user service does not restrict users from making calls.
1.3.24 Alarm Clock	Registering the service: User A picks up the phone, and dials	<ul style="list-style-type: none"> When the scheduled time for the alarm clock service is due, user A's phone rings. When user A picks up the phone, user A hears an

Service	Registration/Cancellation	Operation
<p>Service</p>	<p>*55*$H_1H_2M_1M_2$#. </p> <p>Canceling the service: User A picks up the phone, and dials #55#.</p> <p>In the access code: The value H_1H_2 indicates the hour, in two digits. The value ranges from 00 to 23. The value M_1M_2 indicates the minute, in two digits. The value ranges from 00 to 59.</p>	<p>announcement. The alarm clock service is canceled.</p> <ul style="list-style-type: none"> When the scheduled time for the alarm clock service is due, user A's phone rings. If user A is busy or does not answer the call (that is, the call is not answered within 1 minute after the phone rings), the system initiates another call to user A 5 minutes later. If user A is still busy or does not answer the call, the alarm clock service is canceled automatically.
<p>1.3.27 Abbreviated Dialing</p>	<p>Registering the service: User A picks up the phone, and dials *51*MN*$TN2$#.</p> <p>Canceling the service:</p> <ul style="list-style-type: none"> To cancel an abbreviated number, user A picks up the phone, and dials #51*MN#. To cancel all abbreviated numbers, user A picks up the phone, and dials #51#. <p>In the access code, MN indicates the two-digit abbreviated number, whose value ranges from 00 to 99.</p>	<p>User A picks up the phone, and dials **MN.</p> <p>User A makes a call to the phone number $TN2$.</p>
<p>1.3.28 ONLY</p>	<p>Registering the service: User A picks up the phone, and dials *85*$TN2$*$SSSS$#.</p> <p>Canceling the service:</p> <ul style="list-style-type: none"> User A picks up the phone, and dials #85*$SSSS$#. User B picks up the phone, and dials #85*$TN1$*$SSSS$#. 	<p>Assume that user A sets the office phone (SIP terminal) as the primary phone and that the laboratory phone and mobile phone are bound to the number.</p> <p>When user B makes a call to user A, the office phone, laboratory phone, and mobile phone ring at the same time. User A can answer the call on the office phone, laboratory phone, or mobile phone.</p> <p>When user A initiates a call on the office phone or laboratory phone, the ONLY number is displayed on the called party's terminal; when user A initiates a call on the mobile phone, the mobile number is displayed on the called party's terminal.</p>

1.2 Service List 2

Before using services listed in this topic, apply to the administrator for enabling these services.

Assume that the phone numbers of users A, B, and C are *TN1*, *TN2*, and *TN3* respectively and that the service password is *SSSS*.

Service	Registration/Cancellation	Operation
1.3.10 Three-Party Conversation	N/A	For details, see 1.3.10 Three-Party Conversation .
1.3.12 Password-based Call Restriction Service	N/A	Assume that user A has been assigned with the right to use the password-based call restriction service, and the password-based call restriction prefix is 369. To make a call to outer-enterprise user B, user A needs to dial 369 + <i>SSSS</i> + <i>TN2</i> .
1.3.14 Simple-Card-Number-based Call Restriction	N/A	<ul style="list-style-type: none"> Voice navigation dialing mode: User A enters the password and call restriction number prefix, and dials a number as prompted. Continuous number dialing mode: User A dials <i>outgoing prefix*Call restriction ID*Call restriction password*Called number#</i> directly.
1.3.15 RCB	Registering the service: User A performs the following operations in sequence: Pick up the phone. → Dial <i>TN2</i> . → Hear the busy tone (the called party is busy). → Press the hook flash button. → Dial <i>*53#</i> . Canceling the service: <ul style="list-style-type: none"> User A picks up the phone, and dials <i>#53#</i>. The RCB service is canceled automatically 20 minutes after it is registered. 	User A picks up the phone, and waits for 5 seconds. User A's phone directly calls user B.
1.3.16 CBB	Registering the service: <ul style="list-style-type: none"> On a POTS phone, user A performs the following operations in sequence: Pick up 	After user A registers the CBB service, the system monitors user B's status. When user B is available, the system calls back user A. When user A picks up the phone, the system makes a call to user B.

Service	Registration/Cancellation	Operation
	<p>the phone. → Dial <i>TN2</i>. → Hear the busy tone (the called party is busy). → Press the hook flash button. → Dial *59#.</p> <ul style="list-style-type: none"> On a SIP phone, user A performs the following operations in sequence: Pick up the phone. → Dial <i>TN2</i>. → Hear the busy tone (the called party is busy). → Press the key corresponding to an idle line. → Dial *59#. <p>Canceling the service: User A picks up the phone, and dials #59#.</p>	
<p>1.3.17 CBNR</p>	<p>Registering the service:</p> <ul style="list-style-type: none"> On a POTS phone, user A performs the following operations in sequence: Pick up the phone. → Dial <i>TN2</i>. → Hear the ring back tone (the called party does not answer the call). → Press the hook flash button. → Dial *60#. On a SIP phone, user A performs the following operations in sequence: Pick up the phone. → Dial <i>TN2</i>. → Hear the ring back tone (the called party does not answer the call). → Press the key corresponding to an idle line. → Dial *60#. <p>Canceling the service: User A picks up the phone, and dials #60#.</p>	<p>After user A registers the CBNR service, the SoftCo checks the phone status of the called user. When detecting that the called user has call records, the SoftCo makes a call to user A. After user A picks up the phone, the SoftCo makes a call to the called user.</p>
<p>1.3.18 Co-Group</p>	<p>N/A</p>	<p>1. User C dials <i>TN2</i>. User B's phone stops ringing.</p>

Service	Registration/Cancellation	Operation
Pickup Service		2. User A picks up the phone, and dials *11#. User B's phone stops ringing. Users A and C begin to talk over the phone.
1.3.19 Designated Pickup Service	N/A	1. User C dials <i>TN2</i> . User B's phone stops ringing. 2. User A picks up the phone, and dials *11# <i>TN2</i> . User B's phone stops ringing. Users A and C begin to talk over the phone.
1.3.20 Delay Hotline Service	Registering the service: User A picks up the phone, and dials *52* <i>TN2</i> #. Canceling the service: User A picks up the phone, and dials #52#.	User A picks up the phone, and waits for 5 seconds. The system automatically initiates a call to user B. User A hears the ring back tone. When user B picks up the phone, the call is connected.
1.3.21 Instant Hotline Service	Registering the service: User A picks up the phone, and dials *61* <i>TN2</i> #. Canceling the service: User A picks up the phone, and dials #61* <i>TN1</i> #.	User A picks up the phone. User A hears the ring back tone. When user B picks up the phone, the call is connected.
1.3.26 Number Portability	N/A	For details, see 1.3.26 Number Portability .
1.3.25 Multi-Number Service	Registering the service: User A picks up the phone, and dials *88* <i>standby number</i> #. Canceling the service: User A picks up the phone, and dials #88#.	Assume that user A has the primary number and the standby number and that user A has configured the standby number as the number to be displayed. <ul style="list-style-type: none"> User B can connect to user A by dialing either the primary number or standby number. User A dials user B's phone number. The standby number is displayed on user B's phone.
1.3.29 Remote Activation	N/A	For details, see 1.3.29 Remote Activation .
1.4.1 Secretary Service	Registering the service: User A (manager) picks up the phone, and dials *77* <i>TN2</i> #. Canceling the service: <ul style="list-style-type: none"> User A (manager) 	For details, see 1.4.1 Secretary Service .

Service	Registration/Cancellation	Operation
	<p>picks up the phone, and dials #77#.</p> <ul style="list-style-type: none"> User B (secretary) picks up the phone, and dials #77*TN1#. 	
<p>1.4.2 Secretary Station Service</p>	<p>Registering the service: User B (secretary) picks up the phone, and dials *78#.</p> <p>Canceling the service: User B (secretary) picks up the phone, and dials #78#.</p>	<p>For details, see 1.4.2 Secretary Station Service.</p>
<p>1.4.3 Advanced Manager and Secretary Service</p>	<p>N/A</p>	<ol style="list-style-type: none"> When a user makes a call to the manager, the secretary's phone rings and the manager's phone is in mute mode (which can also be set to ringing mode). The secretary picks up the phone and talks to the user. The secretary presses a shortcut key to hold the user's call and make a call to the manager. The manager picks up the phone.
<p>1.5.1 Break-in</p>	<p>N/A</p>	<p>When users B and C are in a conversation, user A dials *80*TN2# or *80*TN3# to start a three-party conversation.</p>
<p>1.5.2 Forced Release</p>	<p>N/A</p>	<p>When users B and C are in a conversation, user A dials *81*TN2# or *81*TN3# to forcibly release the conversation between users B and C.</p>
<p>1.5.3 Privilege User</p>	<p>Registering the service: User A picks up the phone, and dials *82#.</p> <p>Canceling the service: User A picks up the phone, and dials #82#.</p>	<p>User B is an intra-enterprise user, and user C is an outer-enterprise user. Users B and C are in a conversation. User A dials user B's number to make a call to user B. User C hears the waiting tone.</p>
<p>1.5.4 Voice Playing</p>	<p>N/A</p>	<p>User A picks up the phone, dials #79*N#. In the access code, N is the voice channel ID ranging from 0 to 311.</p>
<p>1.6.1 CC Through Individual Dialing-in</p>	<p>N/A</p>	<ol style="list-style-type: none"> Dial the conference access code. Enter related information as prompted. The user joins the conference after the authentication succeeds.
<p>1.6.2 CC Through Host</p>	<p>N/A</p>	<p>For details, see 1.6.2 CC Through Host Convening.</p>

Service	Registration/Cancellation	Operation
Convening		

1.3 Common User Services

This topic describes how to use common user services.

1.3.1 Local Number Querying Service

By dialing a special prefix on a phone, a user can query the phone number.

Service Application

This service allows users to dial a special prefix to query the number of a phone or the ONLY service number. To use this service, A can perform either of the following operations:

- Pick up a phone and dial *128#. Then the system plays the phone number for A.
- Pick up a phone and dial *125#. Then the system plays the ONLY service number for A.

1.3.2 CFU

If a user enables the call forwarding unconditional (CFU) function, all incoming calls are forwarded to a specified number regardless of the user's status.

Prerequisite

By default, the CFU service is enabled for all users. If a user does not have the CFU service right, apply to the administrator for enabling the CFU service.

Service Application

The following describes how to use the CFU service.

- Registering the CFU service
User A picks up the phone, dials *57**TN*#, and hears an announcement indicating that the CFU service is enabled. In the access code, *TN* is the number of the forward-to user B.
- Using the CFU service
When a user makes a call to user A, the call is forwarded to user B.
- Canceling the CFU service
The CFU service can be canceled in either of the following ways:
 - User A picks up the phone, and dials #57#.
 - User B who is in the same enterprise as user A picks up the phone, dials #57**DN*#, and hears an announcement indicating that the CFU service is disabled. In the access code, *DN* indicates user A's phone number.

Precautions

- If users A and B belong to different enterprises, user A must dial *Outgoing prefix + User B's phone number* to register the CFU service, for example, 0 + *User B's phone number*.
- If both users A and B enable the Calling Line Identification Presentation (CLIP) service, user C's phone number is displayed only on user B's phone.
- The priority of the CFU service is lower than that of the call transfer to voice mailbox unconditional (CTVMU) service.

1.3.3 CFNR

If a user enables the call forwarding no reply (CFNR) service and does not answer an incoming call within 20 seconds, the call is forwarded to a specified number.

Prerequisite

By default, the CFNR service is enabled for all users. If a user does not have the CFNR service right, apply to the administrator for enabling the CFNR service.

Service Application

The following describes how to use the CFNR service.

- Registering the CFNR service
User A picks up the phone, dials *41**TN*#, and hears an announcement indicating that the CFNR service is registered. In the access code, *TN* is the number of the forward-to user B.
- Using the CFNR service
User C makes a call to user A. If A does not answer the call within 20 seconds, the call is forwarded to user B. If user B is busy, the call is released.
- Canceling the CFNR service
The CFNR service can be canceled in either of the following ways:
 - User A picks up the phone, and dials #41#.
 - User B who is in the same enterprise as user A picks up the phone, dials #41**DN*#, and hears an announcement indicating that the CFNR service is disabled. In the access code, *DN* indicates user A's phone number.

Precautions

- If users A and B belong to different enterprises, user A must dial *Outgoing prefix + User B's phone number* to register the CFNR service, for example, 0 + *User B's phone number*.
- The priority of the CFNR service is lower than that of the CFU, CTVMNR, and call waiting services.

1.3.4 CFB

If a user who enables the call forwarding busy (CFB) service is busy, all incoming calls are forwarded to a specified number.

Prerequisite

By default, the CFB service is enabled for all users. Only the administrator has the right to enable the CFB service on the SoftCo.

Service Application

The following describes how to use the CFB service.

- Registering the CFB service
User A picks up the phone, dials *40*TN#, and hears an announcement indicating that the CFB service is registered. In the access code, TN is the number of the forward-to user B.
- Using the CFB service
User C makes a call to user A. If user A is busy, the call is forwarded to user B. If user B is busy, the call is released.
- Canceling the CFB service
The CFB service can be canceled in either of the following ways:
 - User A picks up the phone, and dials #40#.
 - User B who is in the same enterprise as user A picks up the phone, dials #40*DN#, and hears an announcement indicating that the CFB service is disabled. In the access code, DN indicates user A's phone number.

Precautions

- If users A and B belong to different enterprises, user A must dial *Outgoing prefix + User B's phone number* to register the CFB service, for example, 0 + User B's phone number.
- If both users A and B enable the CLIP service, user C's phone number is displayed only on user B's phone.
- The priority of the CFB service is lower than that of the CFU, CTVMU, and call transfer to voice message on busy (CTVMB) services.

1.3.5 CFO

If a user who enables the call forwarding offline (CFO) service is offline, all incoming calls are forwarded to a specified number.

Prerequisite

By default, the CFO service is enabled for all users. Only the administrator has the right to enable the CFO service on the SoftCo.

Service Application

The following describes how to use the CFO service.

- Registering the CFO service
User A picks up the phone, dials *45*TN#, and hears an announcement indicating that the CFO service is registered. In the access code, TN is the number of the forward-to user B.
- Using the CFO service

User C makes a call to user A. If user A is offline, the call is forwarded to user B. If user B is busy, the call is released.

- Canceling the CFO service

The CFO service can be canceled in either of the following ways:

- User A picks up the phone, and dials #45#.
- User B who is in the same enterprise as user A picks up the phone, dials #45*DN#, and hears an announcement indicating that the CFO service is disabled. In the access code, DN indicates user A's phone number.

Precautions

- If users A and B belong to different enterprises, user A must dial *Outgoing prefix + User B's phone number* to register the CFO service, for example, 0 + *User B's phone number*.
- If both users A and B enable the CLIP service, user C's phone number is displayed only on user B's phone.
- The priority of the CFO service is lower than that of the CFU and CTVMU services.

1.3.6 Call Transfer Service

A user who enables the call transfer service can press the hook flash button or Transfer key to transfer a call to a third party. After the call is transferred, the user automatically quits the call.

Prerequisite

By default, the call transfer service is enabled for all users. Only the administrator has the right to enable the call transfer service on the SoftCo.

Service Application

The following describes how to use the call transfer service.

- On a POTS phone
User B enables the call transfer service and wants to transfer a call to user C.
The process of transferring a call on a POTS phone is as follows:
 1. User A makes a call to user B. User B answers the call.
 2. User B presses the hook flash button, and dials user C's phone number after hearing the dialing tone or special dialing tone.
User A hears the call waiting tone.
 3. User B performs any of the following operations:
 - Hangs up directly
 - If user C's phone is connected, user C's phone rings, and user A hears the ring back tone. User C can pick up the phone and talk with user A.
 - If user C's phone is not connected, user A hears the busy tone.
 - Hangs up after user C's phone is connected
User C's phone rings, and user A hears the ring back tone. User C can pick up the phone and talk with user A.
 - Hangs up after talking with user C
Users A and C start talking with each other.

- Resumes the talk with user A

If user C is busy or does not answer the call, user B presses the hook flash button to resume the talk with user A. If user B does not perform any operations within 25 seconds after hearing the busy tone, the talk with user A is automatically resumed.

- On a SIP phone

User B enables the call transfer service and wants to transfer a call to user C.

The process of transferring a call on a SIP phone is as follows:

1. User A makes a call to user B. User B answers the call.

The call occupies one line (such as line 1) of user B's phone. The corresponding indicator is lit.

2. User B presses the key corresponding to an idle line (such as line 2).



If the indicator corresponding to a line is off, the line is idle.

The call between users A and B is held, and user A hears the call waiting tone.

3. User B dials user C's phone number and presses the Send key.

User B hears the ring back tone, and user C's phone rings.



If user C is busy, user B hears the busy tone. By pressing the key corresponding to the line (line 1 in this case) through which user B talks with user A, user B can resume the talk with user A.

4. User C picks up the phone, and talks with B.

The call occupies another line (line 2 in this case) on user B's phone.

5. User B presses the Transfer key and presses the key corresponding to the line (line 1 in this case) through which user B talks with user A.

The call between users A and C is set up, and user B automatically quits the call. Then, users A and C start talking.

1.3.7 Call Hold Service

Through the call hold, a user can stop an ongoing conversation, and then the user can resume the conversation when necessary.

Service Application

When user A is talking with user B, A can hold the call in one of the following ways:

- For a POTS phone, press the hookflash key.
- For a SIP phone, press the **Hold** button.

If the call is held, user B hear music. User A can resume the call through the following methods:

- For a POTS phone, press the hookflash again.
- For a SIP phone, press **line** of the target line, and then press **Hold**.



SIP intelligent terminals supports multi-party call hold.

1.3.8 Call Park Service

A user who enables the call park service can hold the current call and resume the held call on another intra-enterprise phone. If the user does not resume the call in the preset period, the system releases the call, and the held party hears the busy tone.

Prerequisite

By default, the call park service is enabled for all users. Only the administrator has the right to enable the call park service on the SoftCo.

Service Application

The following describes how to use the call park service.

- Using the call park service

Users A and B belong to the same enterprise, and user C belongs to another enterprise. The call park duration is 5 minutes.

User A is talking to user C and wants to talk with user C over another phone or park the call for user B. The call park process is as follows:

1. User A presses the hook flash button on a POTS phone or presses the Transfer key on a SIP phone, dials *95#, and hangs up.

Then the call with user C is held, and user C hears the waiting tone.

2. User A or B dials *95**TN*# on another phone to resume the held call within 5 minutes after hang-up. In the access code, *TN* indicates user A's phone number.



NOTE

If the call is not resumed by any users belong to the A's enterprise within 5 minutes, user B hears the busy tone.

1.3.9 CW Service

When a user is in a conversation and a third party calls the user, the user will hear a call waiting prompt tone, which indicates that another call is waiting for the user.

Prerequisite

By default, the user has the CW service. Otherwise, the CW service needs to be added for the user on the SoftCo.

Service Application

The following describes how to use the CW service.

- Registering the service

Assume that user A has been assigned the right to use the CW service, and the user A's phone number is *DN*.

1. User A picks up the phone.
2. User A dials *58#.

User A hears an announcement indicating that the CW service is registered successfully.

- Using the service (originator is a POTS phone)

If user A uses a POTS phone, the operation procedure is as follows:

When user A is in a conversation with user B, user C calls user A. User A hears the call waiting tone. User C hears the ring back tone. User A can make one of the following choices in 15 seconds:

- Rejecting the new incoming call. User A does not perform any operations. After 15 seconds, user C hears the busy tone. User A continues talking with user B.
 - Ending the conversation with user B and starting a conversation with user C. User A presses the hook flash button, and presses **1** after hearing the announcement.
 - Holding the call with user B and answering the call from user C. User A presses the hook flash button, and presses **2** after hearing the announcement.
 - When user A is in the conversation with user C, user A can switch to the conversation with user B by pressing hook flash button and then **2**. User C hears the music tone.
 - When user A is in the conversation with user C, if user C hangs up the phone, user A can press the hook flash button to resume the conversation with user B after hearing the announcement. If user A hangs up the phone, both user B and user C hear the busy tone.
- Using the service (originator is an SIP phone)
If user A uses a SIP phone that supports the CW service, such as an eSpace6850 terminal, the operation procedure is as follows:
 1. User A and user B are talking over the phone.
The call occupies a line (such as Line1). The corresponding indicator is on.
 2. User C calls user A.
The indicator of another line (such as Line2) is on.
 3. If user A wants to talk with user C, user A presses the corresponding key (Line2 in this case). User A and user C start talking.
The call between user A and user B is held, and user B hears the music tone. During the conversation with user C, user A can resume the conversation with user B by pressing the corresponding key (Line1 in this case). The call between user A and user C is held.
 - Canceling the service
User A picks up the phone, and dials #58#.

Precautions

- The priority of the CW service is lower than that of the DDS service, the alarm service, and the absent user service.
- A user cannot be notified of an incoming call when querying the phone number or One Number Link You (ONLY) number.

1.3.10 Three-Party Conversation

A user who has the three-party conversation right can dial the number of a third party without interrupting the current conversation, and start a three-party conversation or talk with the other two parties respectively.

Prerequisite

The user must have the three-party conversation right. Otherwise, apply to the administrator for enabling the three-party conversation service.

Service Application

The following describes how to use the three-party conversation service.

- On a POTS phone

The process of using the three-party conversation service on a POTS phone is as follows:

1. User A presses the hook flash button during the conversation with user B.
2. After hearing the dialing tone, user A dials user C's phone number.
 - If the call is connected, user A can perform any of the following operations:
 - Press the hook flash button, and press **1** to release user C and talk with user B.
 - Press the hook flash button, and press **2** to hold user C and talk with user B.
 - Press the hook flash button, and press **3** to start a three-party conversation.
 - If the call is not connected, user A can press the hook flash button and talk with user B.



NOTE

- After either user A or user C hangs up, the other party can talk with user B.
- In the three-party conversation, if user B or C hangs up, user A can continue to talk with the remaining party; if user A hangs up, both users B and C hear the busy tone.

- On a SIP phone

The process of using the three-party conversation service on a SIP phone that supports the three-party conversation service (for example, eSpace 6850) is as follows:

1. During the call with user B, user A wants to communicate with user C.
The call between users A and B occupies a line (such as line 1), and the indicator corresponding to this line is lit.
2. User A presses the key corresponding to an idle line (such as line 2).
The call between users A and B is held, and user B hears the call waiting tone.
3. User A dials user C's phone number and presses the Send key.
User A hears the ring back tone, and user C's phone rings.
4. User C picks up the phone, and talks with user A.
The call between users A and C occupies another line (line 2 in this case).
5. User A presses the Conference key and presses the key corresponding to the line (line 1 in this case) through which user A talks with user B.
A three-party conversation among users A, B, and C is set up.

1.3.11 Call-out Restriction Service

The call-out restriction service allows a user to restrict the outgoing calls made on a phone.

Prerequisite

By default, the user has the call-out restriction service. Otherwise, the call-out restriction service needs to be added for the user on the SoftCo.

Service Application

This topic describes how to use the call-out restriction service.

- Registering the Service

- User A picks up the phone, and then dials *54#. After hearing the special dialing tone consisting of beeps, user A dials **KSSSS#**.
- User A picks up the phone, and then dials #54*KSSSS#.



NOTE

- Assume user A has the call-out restriction service enabled.
- SSSS is a four-digit service password. The initial password is **1234**. To change the password, see [1.3.13 Password Changing](#).
- *K* is the option of the call-out restriction. There are three values for *K*:
 - K=1*: It limits all the outgoing calls, including local calls.
 - K=2*: It limits international toll calls and national toll calls, but does not limit local calls.
 - K=3*: It limits international toll calls.
- Using the service
When a user makes a restricted call, the user will hear an announcement indicating that the call is restricted. When the user makes a call that is not restricted, the call can be connected properly.
- Canceling the Service
The call-out restriction service can be canceled in either of the following ways:
 - User A picks up the phone, and then dials #54*KSSSS#.
 - User A picks up the phone, and then dials #54#. After hearing the special dialing tone consisting of beeps, user A dials **KSSSS#**.

Precautions

- The service can be canceled only when the entered value of *K* is the same as the registered value and the password is correct.
- The incoming call is not limited for the phone with the call-out restriction service configured.

1.3.12 Password-based Call Restriction Service

The password-based call restriction service allows a user to set a password to prevent other users from making outgoing calls on a phone. The user can make outgoing calls by entering the password.

Prerequisite

The user must have the password-based call restriction service right. Otherwise, apply to the administrator for enabling the password-based call restriction service.

Service Application

The following describes how to use the password-based call restriction service.

- Using the service
Assume that user A has been assigned the right to use the password-based call restriction service, and the password-based call restriction prefix is 369. The procedure for using the password-based call restriction service is as follows:
 - If user A wants to call the intra-enterprise user B, user A needs to dial only user B's number.

- If user A wants to call the outer-enterprise user C, user A needs to dial 369, SSSS, and user C's number sequentially.
- If user D dials an outer-enterprise user's number on user A's phone, the system plays a call restriction announcement.



NOTE

SSSS is the 4-digit service password. The initial password is **1234**. For details on how to change the password, see [1.3.13 Password Changing](#).

1.3.13 Password Changing

A user can change the service password. The service password is used in the call-out restriction service, password-based call restriction service, and ONLY service, and cancellation of all services.

Service Application

Using the password changing service

User A picks up the phone, and dials *89*SSSS*NNNN#. If SSSS is correct and NNNN is valid, user A hears a prompt tone indicating that the password is changed successfully.



NOTE

- In the access code, SSSS indicates the four-digit old password; NNNN indicates the four-digit new password. The initial password is 1234.
- The old password and new password must consist of four digits.

1.3.14 Simple-Card-Number-based Call Restriction

Users can make calls on any phones in the office based on the authorized call restriction number and password.

Prerequisite

- The user must have the Simple-Card-Number-based Call Restriction right. Otherwise, apply to the administrator for enabling the Simple-Card-Number-based Call Restriction service.
- The call restriction prefix, ID, password, and outgoing prefix have been obtained.

Service Application

Assume that: user A's call restriction ID is 1000; the call restriction password is 1234; the call restriction prefix is 369; the outgoing prefix is 0; outer-enterprise user B's number is 13588888888.

- Voice navigation dialing mode
 1. User A picks up the phone, and dials 369.
 2. User A enters 1000# as prompted.
 3. User A enters 1234# as prompted.
 4. User A enters the outgoing prefix 0 and user B's number 13588888888 as prompted.
- Continuous number dialing mode

User A picks up the phone, and dials 0*1000*1234*1358888888#.



NOTE

The initial password is set by the administrator. Users can change the password as required. Dial the call restriction prefix and perform operations as prompted. The system plays an announcement indicating the operation result. The password consists of four to eight digits.

Precautions

- Dialing fails if a user enters incorrect passwords three consecutive times.
- The system plays an announcement indicating that the call is restricted if the user does not have the corresponding outgoing call permission.

1.3.15 RCB

When a user who enables the registered call on busy (RCB) service dials a number and the called party is busy, the number is registered on the SoftCo. If the user picks up the phone and does not dial any numbers within 5 seconds the next time, the system automatically dials the number.

Prerequisite

- The user must have the RCB service right. Otherwise, apply to the administrator for enabling the RCB service.
- Only POTS users can use the RCB service.
- The calling party and called party belong to the same enterprise.

Service Application

The following describes how to use the RCB service.

- Registering the RCB service
The RCB service has been enabled for user A.
 1. User A picks up the phone, and dials user B's number.
User A hears the busy tone (user B is busy).
 2. User A presses the hook flash button.
User A hears a special dialing tone.
 3. User A dials *53#.
The SoftCo plays an announcement indicating that the RCB service is registered.
- Using the RCB service
User A picks up the phone, and waits for 5 seconds. User A's phone automatically dials user B's phone number.
 - If user B is not busy, the call is connected. The registered number on the SoftCo is canceled.
 - If user B is still busy, the number is still registered on the SoftCo. The registered number is valid for 20 minutes.
- Canceling the RCB service
The RCB service is canceled automatically in either of the following scenarios:
 - User A picks up the phone, and dials #53#. The SoftCo plays an announcement indicating that the RCB service is canceled.

- The RCB service is canceled automatically 20 minutes after it is registered.

Precautions

The priority of the RCB service is lower than that of the instant hotline service.

1.3.16 CBB

If a user who enables the call back on busy (CBB) service makes a call to another intra-enterprise user and the called party is busy, the system calls back the calling party when the called party is available.

Prerequisite

- The user must have the CBB service right. Otherwise, apply to the administrator for enabling the CBB service.
- The calling party and called party belong to the same enterprise.

Service Application

The following describes how to use the CBB service.

- Registering the CBB service on a POTS phone
Assume that:
 - The CBB service has been enabled for use A. User A uses a POTS phone.
 - User B is an intra-enterprise user.
 1. User A picks up the phone, and dials user B's number.
User A hears the busy tone (user B is busy).
 2. User A presses the hook flash button.
User A hears a special dialing tone.
 3. User A dials *59#.
The SoftCo plays an announcement indicating that the CBB service is registered.
- Registering the CBB service on a SIP phone
Assume that:
 - The CBB service has been enabled for user A. User A uses a SIP phone that supports the CBB service, such as eSpace 6850.
 - User B is an intra-enterprise user.
 1. User A picks up the phone, and dials user B's number.
User A hears the busy tone (user B is busy).
 2. User A presses the key corresponding to an idle line.
 3. User A dials *59#.
The SoftCo plays an announcement indicating that the CBB service is registered.
- Using the CBB service
After user A registers the CBB service, the system monitors user B's status. When user B is available, the system calls back user A. When user A picks up the phone, the system makes a call to user B.
- Canceling the CBB service
 1. User A picks up the phone.

2. User A dials #59#.
The SoftCo plays an announcement indicating that the CBB service is canceled.

Precautions

If user A does not pick up the phone within one minute, the CBB service is canceled automatically.

1.3.17 CBNR

If a call initiated by a user who enables the call back on no reply (CBNR) service is not answered but the SoftCo detects that the called user has call records, the SoftCo automatically makes calls to the calling user and establishes a connection between the two parties.

Prerequisite

- The user must have the CBNR service right. Otherwise, apply to the administrator for enabling the CBNR service.
- The calling party and called party belong to the same enterprise.

Service Application

The following describes how to use the CBNR service.

- Registering the CBNR service on a POTS phone
The procedure for registering the CBNR service on a POTS phone is as follows:
 1. User A makes a call to an intra-enterprise user.
The called user does not answer the call and user A hears the ring back tone.
 2. User A presses the hook flash button, and dials *60# after hearing the special dialing tone.
The SoftCo plays an announcement indicating that the CBNR service is registered.
- Registering the CBNR service on a SIP phone
The procedure for registering the CBNR service on a SIP phone such as eSpace 6850 is as follows:
 1. User A makes a call to an intra-enterprise user.
The called user does not answer the call and user A hears the ring back tone.
 2. User A presses the key corresponding to an idle line.
 3. User A dials *60#.
The SoftCo plays an announcement indicating that the CBNR service is registered.
- Using the CBNR service
After user A registers the CBNR service, the SoftCo checks the phone status of the called user. When detecting that the called user has call records, the SoftCo makes a call to user A. After user A picks up the phone, the SoftCo makes a call to the called user.
- Canceling the CBNR service
User A picks up the phone, dials #60#, and hears an announcement indicating that the CBNR service is canceled.

Precautions

If a user registers the CBNR service and the SoftCo makes a call to the user but the user does not pick up the phone within one minute, the CBNR service is automatically canceled.

1.3.18 Co-Group Pickup Service

Through the co-group pickup service, a user can pick up calls of other users by dialing the pickup access code.

Prerequisite

The user must have the Co-Group Pickup Service right. Otherwise, apply to the administrator for enabling the Co-Group Pickup Service.

Service Application

This section describes how to use the service of co-group pickup.

- Using the Service
Assume that user A has the co-group pickup service, user B and A are in the same pickup group. C is another user.
 1. C dials the phone number of B.
The phone of B rings.
 2. A picks up the phone and dials *11#.
The phone of B stops ringing.
 3. A and C begin to talk over the phone.



NOTE

If several phones in the same pickup group ring, the phone that rings first is picked up first.

1.3.19 Designated Pickup Service

Through the designated pickup service, a user can pick up calls for another user by dialing the pickup access code and the number of the picked-up user.

Prerequisite

The user must have the designated pickup service right. Otherwise, apply to the administrator for enabling the designated pickup service.

Service Application

This section describes how to use the service of designated pickup.

- Using the Service
Assume that user A has the designated pickup service; user B and A are in the same pickup group. C is another user.
 1. C dials the phone number of B.
The phone of B rings.
 2. A picks up the phone and dials *11*TN# (TN indicates the phone number of B).
The phone of B stops ringing.

3. A and C begin to talk over the phone.
Assume that user A has the designated pickup service; user B and A are not in any pickup group. C is another user.
1. C dials the phone number of B.
The phone of B rings.
2. A picks up the phone and dials *11*TN# (TN indicates the phone number of B).
The phone of B stops ringing.
3. A and C begin to talk over the phone.

1.3.20 Delay Hotline Service

If a user who enables the delay hotline service does not dial any numbers within 5 seconds after picking up the phone, the phone will automatically dial a preset number.

Prerequisite

- The user must have the delay hotline service right. Otherwise, apply to the administrator for enabling the delay hotline service.
- Only POTS users can use the delay hotline service.

Service Application

The following describes how to use the delay hotline service.

- Registering the delay hotline service
The delay hotline service has been enabled for user A.
To register user B whose number is TN as the hotline user, user A can proceed as follows:
 1. User A picks up the phone.
 2. User A dials *52*TN#.
The SoftCo plays an announcement indicating that the delay hotline service is registered.
- Using the delay hotline service
 1. User A picks up the phone, and waits for 5 seconds.
The system automatically initiates a call to user B.
 2. User A hears the ring back tone. When user B picks up the phone, the call is connected.
- Canceling the delay hotline service
To cancel the delay hotline service, user A picks up the phone, and dials #52#.

Precautions

- The value of *K* in the call-out restriction service cannot be 1. If the value of *K* is 1, all outgoing calls are restricted and the delay hotline service cannot be used. For details about the call-out restriction service, see [1.3.11 Call-out Restriction Service](#).
- If users A and B belong to different enterprises, user A must dial *Outgoing prefix + User B's phone number* to register the delay hotline service for user A, for example, 0 + *User B's phone number*.
- The priority of the delay hotline service is lower than that of the instant hotline service and the RCB service.

1.3.21 Instant Hotline Service

When a user who enables the instant hotline service picks up the phone, the user's phone automatically dials a preset number.

Prerequisite

- The user must have the instant hotline service right. Otherwise, apply to the administrator for enabling the instant hotline service.
- Only POTS users can use the instant hotline service.

Service Application

The following describes how to use the instant hotline service.

- Registering the instant hotline service
The instant hotline service has been enabled for user A. User A's number is *DN*.
To register user B whose number is *TN* as the hotline user, user A can proceed as follows:
 1. User A picks up the phone.
 2. User A dials *61**TN*#. The SoftCo plays an announcement indicating that the instant hotline service is registered.
- Using the instant hotline service
 1. User A picks up the phone.
 2. User A hears the ring back tone.
When user B picks up the phone, the call is connected.
- Canceling the instant hotline service
User A cannot cancel the instant hotline service personally.
Another user who enables a hotline service in the enterprise can pick up the phone and dial #61**DN*# to cancel the instant hotline service for user A.

Precautions

- The value of *K* in the call-out restriction service cannot be **1**. If the value of *K* is **1**, all outgoing calls are restricted and the instant hotline service cannot be used. For details about the call-out restriction service, see [1.3.11 Call-out Restriction Service](#).
- If users A and B belong to different enterprises, user A must dial *Outgoing prefix + User B's phone number* to register the instant hotline service for user A, for example, 0 + *User B's phone number*.
- The priority of the instant hotline service is lower than that of the RCB service.

1.3.22 Do-not-Disturb Service

If you want to block all incoming calls, you can register the do-not-disturb service (DND). In this case, when others call you, they hear the DND prompt tone or busy tone. The user's phone registers the DND service. When other users dial this phone number, the users hear the DND prompt tone, and no calls are got through to the user. But the DND service does not affect outgoing calls, and the user can call other users normally.

Prerequisite

By default, the user has the DND service. Otherwise, the DND service needs to be added for the user on the SoftCo.

Service Application

This section describes how to use the service of DND.

- Registering the Service
Assume that A is a user with the right of the DND service, and the phone number of A is *DN*.
 1. A picks up the phone.
 2. A dials ***56#**.
A hears the prompt tone that the DND service is registered successfully.
- Using the Service
If you register the DND service, when others call you, they hear the DND prompt tone or busy tone. When you pick up the phone, you hear a special dialing tone and the outgoing call is not restricted.
- Canceling the Service
A picks up the phone, and then dials **#56#**.

Precautions

- If the phone of A is a POTS phone connected to the SoftCo or a user box, after registering the DND service, A will hear the special dialing tone consisting of beeps when A picks up the phone.
- When the DND service is registered, the call waiting service cannot be used.
- The DND service cannot be registered together with the call back on busy service, absent user service.

1.3.23 Absent User Service

If you register the absent user service, when others call you, they hear the prompt tone that you are absent. The absent user service can be used when you are occupied in doing other things.

Prerequisite

By default, the user has the absent user service. Otherwise, the absent user service needs to be added for the user on the SoftCo.

Service Application

This section describes how to use the absent user service.

- Registering the Service
Assume that A is a user with the absent user service, and the phone number of A is *DN*.
 1. A picks up the phone.
 2. A dials ***50#**.
A hears the prompt tone that the absent user service is registered successfully.

- Using the Service
When B calls A who has registered the absent user service, B hears the absence prompt tone. The absent user service do not restrict you from making calls.
- Canceling the Service
A picks up the phone, and then dials **#50#**.

1.3.24 Alarm Clock Service


The phone that has registered the alarm clock service can ring at the preset time.

Prerequisite

By default, the user has the alarm clock service. Otherwise, the alarm clock service needs to be added for the user on the SoftCo.

Service Application

The following describes how to use the alarm clock service.

- Registering the service
Assume that the alarm clock service has been enabled for user A, and user A's number is *DN*.
 1. User A picks up the phone.
 2. User A dials ***55* $H_1H_2M_1M_2$ #**.
User A hears an announcement indicating that the alarm clock service is registered successfully.
-  **NOTE**
- H_1H_2 represents hour, in two digits. The value range is 00-23.
 - M_1M_2 represents minute, in two digits. The value range is 00-59.
- Using the service
 - When the preset time of the alarm clock service is due, user A's phone rings. When user A picks up the phone, user A hears an announcement. The alarm clock service is canceled.
 - When the preset time of the alarm clock service is due, user A's phone rings. If user A is busy or does not answer the call (that is, the call is not answered within one minute after the phone rings), the system initiates another call to user A five minutes later. If user A is still busy or does not answer the call, the alarm clock service is canceled automatically.
 - Canceling the service
User A picks up the phone, and dials **#55#**.

Precautions

- If you have registered several alarm clock services, only the last alarm clock service is valid.
- Set the hour or minute of the alarm time to two digits. For example, enter **0102** for the time **01:02**.
- If the registered alarm time is earlier than the current time, the alarm service will be performed on the second day.

1.3.25 Multi-Number Service

In the multi-number service, a user has multiple numbers including one primary number, one or more standby numbers. To call the user, other users can dial any number of the user.

Prerequisite

The user must have the multi-number service right. Otherwise, apply to the administrator for enabling the multi-number service.

Service Application

This section describes how to use the multi-number service.

- Registering the Service

Assume that A is a multi-number user, and TN is a standby number.

If A wants the standby number *TN* is displayed on the phone of the callee when making a call, do as follows:

1. A picks up the phone.
2. A dials the access code ***88*TN#**.

A hears the prompt tone that the service is registered successfully.

- Using the Service

Assume that A has the primary number *TN1* and the standby number *TN*. A has registered that the display number is *TN*. B is an intra-enterprise or outer-enterprise user.

- B can get through to A by dialing either *TN1* or *TN*.
- A dials the phone number of B. The calling number is displayed as *TN* on the phone of B.

- Canceling the Service

A picks up the phone, and then dials **#88#**.

After that, the primary number is displayed on the phone of the callee when A makes a call.

Precautions

A maximum of 10 standby numbers can be set for a primary number. That is, a user can register 11 numbers (including the primary number and secondary numbers).

1.3.26 Number Portability

A user who enables the number portability service can use the same phone number even when the location of the user changes.

Context

Phone numbers involved in the number portability service are ONLY numbers. To determine whether an ONLY number is configured for a phone, proceed as follows:

- Pick up a phone and dial ***128#**. Then the system plays the phone number.
- Pick up a phone and dial ***125#**. Then the system plays the ONLY number.

If the local phone number and the ONLY number are the same, no ONLY number is configured for the phone.

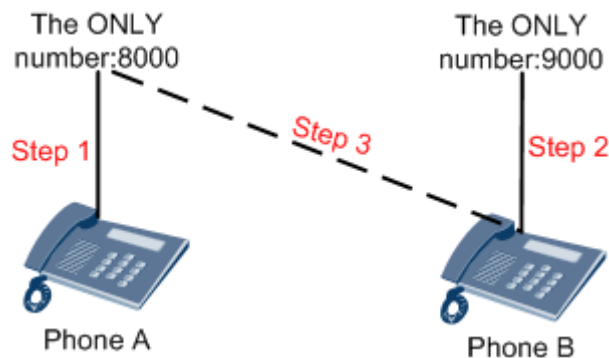
Prerequisite

The user's phone has the ONLY number.

Service Application

Assume that you will move from office A (where phone A resides) to office B (where phone B resides), as shown in [Figure 1-1](#).

Figure 1-1 Scenario



If you want to keep the original number 8000 after moving to office B, proceed as follows:

- Before leaving office A:

Dial `#85*password#` on phone A to unbind phone A from the ONLY number 8000, where **password** specifies the password of the ONLY number.

The default password is 1234. You can change the password. For details, see [Service Application](#).

- After moving to office B:
 1. Dial `#85*password#` on phone B to unbind phone B from the ONLY number 9000, where **password** specifies the password of the ONLY number. The default password is 1234.
 2. Hang up the phone.
 3. Dial `*85*TN*password#` on phone B, where **TN** specifies the original ONLY number 8000, and **password** specifies the password of the ONLY number 8000.

NOTE

After the preceding operations are performed, the original phone number becomes the number of the new phone with all services and rights remained.

1.3.27 Abbreviated Dialing

To facilitate dialing, a user can set an abbreviated number of one digit or two digits for a frequently-called phone number. The user simply needs to dial the abbreviated number to make a call to the phone number.

Prerequisite

By default, the abbreviated dialing service is enabled for all users. Only the administrator has the right to enable the abbreviated dialing service on the SoftCo.

Service Application

The following describes how to use the abbreviated dialing service.

- Registering the abbreviated dialing service
The abbreviated dialing service has been enabled for user A. User A's number is *DN*.
The procedure for configuring an abbreviated number *MN* (two digits in the range of 0 to 99) for the phone number *TN* is as follows:
 1. User A picks up the phone.
 2. User A dials *51**MN***TN*#.The SoftCo plays an announcement indicating that the abbreviated dialing service is registered.
- Using the abbreviated dialing service
 1. User A picks up the phone.
 2. User A dials ***MN*.User A makes a call to the phone number *TN*.
- Canceling the abbreviated dialing service
 - To cancel an abbreviated number, user A picks up the phone, and dials #51**MN*#.
 - To cancel all abbreviated numbers, user A picks up the phone, and dials #51#.

Precautions

- If users A and B belong to different enterprises, user A must dial *Outgoing prefix + User B's phone number* to register the abbreviated dialing service, for example, 0 + *User B's phone number*.
- A user can register a maximum of 8 one-digit abbreviated numbers and 30 two-digit abbreviated numbers.

1.3.28 ONLY

The One Number Link You (ONLY) service allows multiple terminals to share the same number and supplementary services.

Prerequisite

By default, the ONLY service is enabled for all users. Only the administrator has the right to enable the ONLY service on the SoftCo.

Service Application

The following describes how to use the ONLY service.

- Registering the ONLY service

Assume that user A's ONLY number is *TN* and that the password is *SSSS*.

If user A needs to use the ONLY number on a new terminal, user A dials `*85*TN*SSSS#` on the terminal. The system binds the ONLY number *TN* to the terminal, and sets the priority to **0**.



NOTE

- The initial password is 1234. For details on how to change the password, see [1.3.13 Password Changing](#).
- The terminal cannot be bound to other ONLY numbers. Otherwise, a failure message is displayed.

- Using the ONLY service

Assume that user A sets the office phone (SIP terminal) as the primary phone, and the number of the primary phone is 8000. In addition, the laboratory phone and mobile phone are bound to the number.

When user B makes a call to user A, the office phone, laboratory phone, and mobile phone ring at the same time. User A can answer the call on the office phone, laboratory phone, or mobile phone.

When user A initiates a call on the office phone or laboratory phone, the ONLY number is displayed on the called party's terminal; when user A initiates a call on the mobile phone, the mobile number is displayed on the called party's terminal.

- Canceling the ONLY service

User A can unbind the ONLY number from an intra-enterprise terminal B (non-primary phone) in either of the following ways:

- Dial `#85*SSSS#` on terminal B.
- Dial `#85*DN*SSSS#` on an intra-enterprise terminal that is bound to the ONLY number. In the access code, *DN* indicates the number of terminal A.



NOTE

To query the number of a terminal, dial `*128#` on the terminal. To query the ONLY number to which the terminal is bound, dial `*125#`.

Precautions

The ONLY service conflicts with the number replacement service, the number change announcement service, and the advanced manager and secretary service. If any of the number replacement service, number change announcement service, and advanced manager and secretary service is enabled for a user, the ONLY service cannot be enabled for the user.

1.3.29 Remote Activation

A user who enables the remote activation service can dial a specified prefix on a local phone to register or cancel the advanced manager and secretary service and forwarding services for other phones as prompted.

Prerequisite

- The user must have the remote activation service right. Otherwise, apply to the administrator for enabling the remote activation service.

- The VU prefixes for registering and canceling the advanced manager and secretary service and forwarding services and the remote user's phone number and password have been obtained.

Service Application

Assume that: The remote activation service is configured on the SoftCo; the VU prefix for registering a forwarding service is 100; the VU prefix for canceling a forwarding service is 101; the VU prefix for registering or canceling the advanced manager and secretary service is 102; user B is an intra-enterprise user; user A is an outer-enterprise user, for example, a PSTN user.

- Registering the forwarding service
 - User A dials VU prefix 100 to register the forwarding service. The SoftCo plays the announcement "Please dial the number you want to set, and press # to confirm."
 - User A makes a call to user B. The SoftCo plays the announcement "Please input your called password then press # to confirm."
 - User A enters user B's phone password. The SoftCo plays the announcement "Please choose the call forward type."
 - User A selects a forwarding type as prompted. The SoftCo plays an announcement indicating that the forwarding service is registered.
- Canceling the forwarding service
 - User A dials VU prefix 101 to register the forwarding service. The SoftCo plays the announcement "Please dial the number you want to set, and press # to confirm."
 - User A makes a call to user B. The SoftCo plays the announcement "Please input your called password then press # to confirm."
 - User A enters user B's phone password. The SoftCo plays the announcement "Please choose the call forward type."
 - User A selects a forwarding type as prompted. The SoftCo plays an announcement indicating that the forwarding service is canceled.
- Registering or canceling the advanced manager and secretary service
 - User A dials VU prefix 102 to register the advanced manager and secretary service. The SoftCo plays the announcement "Please dial the number you want to set, and press # to confirm."
 - User A makes a call to user B. The SoftCo plays the announcement "Please input your called password then press # to confirm."
 - User A enters user B's phone password. The SoftCo plays the announcement "Please choose the operation type." To register the advanced manager and secretary service, press **1**. To cancel the advanced manager and secretary service, press **2**.
 - User A hears an announcement indicating that the operation is successful.

1.4 Secretary Services

This topic describes how to use secretary services.

1.4.1 Secretary Service

With the secretary service, all incoming calls of a manager are transferred to the secretary. Only the secretary can directly connect the manager.

Prerequisite

The user must have the secretary service right. Otherwise, apply to the administrator for enabling the secretary service.

Service Application

The following describes how to use the secretary service.

- Registering the secretary service

Assume that:

- User A is a manager. The secretary service has been enabled for user A. User A's phone number is *DN*.
- The call transfer service has been configured for user B. User B's number is *TN*.

To register user B as the secretary, user A can proceed as follows:

1. User A picks up the phone.
2. User A dials *77**TN*#.

The SoftCo plays an announcement indicating that the secretary service is registered.

- Using the secretary service (secretary's phone is a POTS phone)

If user B uses a POTS phone, the process is as follows:

1. User C makes a call to user A. User B's phone rings.
2. User B picks up the phone, and talks with user C. User B presses the hook flash button.

User C hears the ring back tone. User B hears the busy tone if user B does not perform any operations in 10 seconds.

- User B can press the hook flash button when hearing the busy tone to resume the conversation with user C.
- If user B does not perform any operations in 5 seconds after hearing the busy tone, the conversation between user B and user C is automatically resumed.

3. User B dials user A's phone number.

If user B presses the hook flash button when user B is being connected to user A, the connection between user B and user A will be released, and the conversation between user B and user C is resumed.

4. User A picks up the phone, and talks with user B.

- If user A hangs up the phone first, user B does not need to perform any operations after hearing the busy tone, the conversation between user B and user C is automatically resumed 5 seconds later.
- If user B hangs up the phone first, user A and user C can talk with each other.

- Using the secretary service (secretary's phone is a SIP phone)

If user B uses a SIP phone that supports the call transfer service, the process is as follows:

1. User C makes a call to user A. User B's phone rings.
2. User B picks up the phone, and talks with user C.

Assume that the call occupies line 1.

3. User B presses the key corresponding to an idle line (such as line 2).

Then the call with user C is held, and user C hears the waiting tone. By pressing the key corresponding to the line (line 1 in this case) through which user B talks with user C, user B can resume the conversation with user C.

4. User B dials user A's phone number and presses the Send key.
During the call connection with user A, if user B presses the key corresponding to the line (line 1 in this case) through which user B talks with user C, the call connection between user B and user A is released and the conversation between user B and user C is resumed.
5. User A picks up the phone, and talks with user B.
 - If user A hangs up the phone, user B hears the busy tone. By pressing the key corresponding to the line (line 1 in this case) through which user B talks with user C, user B can resume the conversation with user C.
 - If user B presses the Transfer key and presses the key corresponding to the line (line 1 in this case) through which user B talks with user C, user B's phone automatically hangs up, and user A starts to talk with user C.
- Canceling the secretary service
The secretary service can be canceled in either of the following ways:
 - User A picks up the phone, and dials #77#.
 - User B picks up the phone, and dials #77*DN#.

Precautions

- In the secretary service, if another user makes a call to the manager when the secretary is calling the manager, the user hears the busy tone.
- The manager and secretary involved in the secretary service must be in the same enterprise.

1.4.2 Secretary Station Service

The secretary station service provides the queuing function. That is, when a user is busy and others call the user, the new incoming calls are held. When the user is free, the calls will be connected. The secretary station service is usually used together with the secretary service.

Prerequisite

The user must have the secretary station service right. Otherwise, apply to the administrator for enabling the secretary station service.

Service Application

The following describes how to use the secretary station service.

- Registering the service
Assume that:
 - User A is a manager. The secretary service has been configured for user A. *DN* is user A's number.
 - User B is a secretary. The call transfer service has been configured for user B. *TN* is user B's number.The secretary service can be registered in the following way: user A picks up the phone, and dials *77**TN*#. The secretary station service can be registered in the following way: user B picks up the phone, and dials *78#.
- Using the service

Assume that user C and user D are other users, who can be intra-enterprise or outer-enterprise user. The procedure for using the secretary station service is as follows:

1. User C calls user A.
User B's phone rings.
 2. User B picks up the phone, and talks with user C.
 3. User B chooses whether to transfer the call to user A. During the period, user D calls user A.
User D hears the ring back tone.
 4. After user B hangs up, user B's phone rings. User B picks up the phone, and talks with user D.
If user B does not hang up within one minute after user D starts to hear the ring back tone, user D hears the busy tone.
- Canceling the service
 - The secretary service can be canceled in the following way: user A picks up the phone, and dials #77#.
 - The secretary station service can be canceled in the following way: user B picks up the phone, and dials #78#.

Precautions

In the secretary station service, if another user calls the manager when the secretary is calling the manager, the user hears the ring back tone.

1.4.3 Advanced Manager and Secretary Service

When a user dials the manager's number, the secretary's phone rings. The secretary determines whether to transfer the call to the manager. The secretary and manager can view the status of each other from indicators on the phones of themselves.

Service Application

The following describes how to use the advanced manager and secretary service.

- Using the service
 - Scenario 1: There are a manager and a secretary.
 1. When a user calls the manager, the secretary's phone rings and the manager's phone is in mute mode (which can also be set to ringing mode).
 2. The secretary picks up the phone, and talks to the user.
 3. The secretary presses a shortcut key (which is INTERCOM on eSpace6850) to call the manager when holding the user's call.
 4. The manager's phone answers the call automatically.
 5. The manager answers the incoming call from the user.
 6. The Manager or the user hangs up the phone.
 - Scenario 2: There are one manager and two secretaries.
 1. When a user calls the manager, phones of secretaries 1 and 2 ring and the manager's phone is in mute mode (which can also be set to ringing mode).
 2. Secretary 1 or 2 picks up the phone, and talks to the user.

3. Secretary 1 or 2 presses a shortcut key (which is INTERCOM on ET635) to call the manager when holding the user's call.
4. The manager's phone answers the call automatically.
5. The manager answers the incoming call from the user.
6. The Manager or the user hangs up the phone.

Precautions

The advanced manager and secretary service conflicts with the ONLY service. When the ONLY service is configured for a user, then the advanced manager and secretary service cannot be configured for the user.

1.5 Attendant Services

This topic describes how to use attendant services.

1.5.1 Break-in

The break-in service allows an attendant to break in on an intra-enterprise or outer-enterprise conversation and start a three-party conversation.

Prerequisite

The user must have the break-in service right. Otherwise, apply to the administrator for enabling the break-in service.

Service Application

The following describes how to use the break-in service.

- Using the break-in service
User A is an attendant who has the break-in permission; user B whose number is *TN* is an intra-enterprise user; user C is an outer-enterprise user.
When users B and C are in a conversation, user A dials **80*TN#* to break in on the call and start a three-party conversation. If any party hangs up, the other two parties can continue the conversation.

Precautions

The break-in function is applicable only to a single phone.

- If both users B and C have the break-in overriding permission, user A fails to break in on the call and hears the busy tone. The conversation between users B and C continues normally.
- Either user B or user C has the break-in override permission.
 - If user A attempts to break in on the call by dialing **80*TN of the user with the break-in overriding permission#*, user A hears the busy tone, and the conversation between B and C continues normally.

- If user A attempts to break in on the call by dialing **80*TN of the user without the break-in overriding permission#*, user A hears the break-in tone and starts a three-party conversation.

1.5.2 Forced Release

An attendant can forcibly release an ongoing conversation of an intra-enterprise user when necessary, for example, the intra-enterprise user is making a toll call or for other causes.

Prerequisite

The user must have the forced release service right. Otherwise, apply to the administrator for enabling the forced release service.

Service Application

The following describes how to use the forced release service.

Using the forced release service

User A is an attendant who has the forced release permission; user B whose number is *TN* is an intra-enterprise user; user C is an outer-enterprise user.

Users B and C are in a conversation. User A dials **81*TN#* to forcibly release the conversation. Then user A hears the forced release tone; users B and C hear the busy tone.

Precautions

The forced release operation is applicable only to a single phone.

- If both users B and C have the forced-release overriding permission, user A fails to release the conversation and hears the busy tone. The conversation between users B and C continues normally.
- Either user B or C has the forced-release overriding permission.
 - If user A attempts to forcibly release the conversation by dialing **81*TN of the user with the forced-release overriding permission#*, user A hears the busy tone, and the conversation between users B and C continues normally.
 - If user A attempts to forcibly release the conversation by dialing **81*TN of the user without the forced-release overriding permission#*, the attendant hears the forced release tone, and users B and C hear the busy tone.

1.5.3 Privilege User

A user who enables the privilege user service can forcibly talk with users in an ongoing conversation.

Prerequisite

The user must have the privilege user service right. Otherwise, apply to the administrator for enabling the privilege user service.

Service Application

The following describes how to use the privilege user service.

- Registering the privilege user service
The privilege user service has been enabled for user A.
 1. User A picks up the phone.
 2. User A dials *82#.
The SoftCo plays an announcement indicating that the privilege user service is registered.
- Using the privilege user service
User B is an intra-enterprise user, and user C is an outer-enterprise user. Users B and C are in a conversation.
To talk with user B, user A dials user B's number. User C hears the waiting tone. User A and user B begin to talk with each other.
 - If user A hangs up first, the conversation between users B and C resumes.
 - If user B hangs up first, users A and C hear the busy tone.
- Canceling the privilege user service
User A dials #82#.
The SoftCo plays an announcement indicating that the privilege user service is canceled.

1.5.4 Voice Playing

An attendant can listen to the announcements in the specific channels.

Prerequisite

A user must have the voice playing right. Otherwise, apply to the administrator for enabling the voice playing service.

Service Application

1. User A picks up the phone.
2. User A dials #79*N#.
User A hears the announcement of channel *N*.



NOTE

- User A has the attendant right.
- In the access code, *N* is the voice channel ID ranging from 0 to 311.

1.6 Call Conference User Services

This topic describes how to use call conference user services.

1.6.1 CC Through Individual Dialing-in

This topic describes how to join a CC based on the preset access code and password.

Prerequisite

The access code, conference ID, and password required for joining a CC have been obtained.

Service Application

The procedure for joining a CC through individual dialing-in is as follows:

1. Dial the conference access code.
2. Press **1** after hearing the prompt tone.
3. Enter the conference ID.
4. Enter the password.
5. Speak out your name after the system plays the announcement "Please answer your name after hearing a beep, and then press the pound key."

Then the participant joins the conference.



NOTE

To mute the terminal, press 8#; to unmute the terminal, press 7#.

Precautions

- To join a CC through individual dialing-in, a participant must join the conference five minutes before the scheduled time.
- When the number of participants in a conference reaches the maximum, the system displays a message indicating that the number of participants reaches the maximum and the host cannot convene more participants.
- If more than two participants, including the moderator, quit a conference when the conference is going, the conference will end automatically 15 minutes later.
- If conference resources are available, participants can start the conference five minutes earlier or prolong the conference without modifying the start time or end time.

1.6.2 CC Through Host Convening

The host can create a CC and make calls to invite participants to join the CC.

Prerequisite

The access code, conference ID, and password required for joining a CC have been obtained.

Service Application

In a CC through host convening or a CC through system convening, the procedure for convening participants is as follows:

1. After joining the conference, the host presses the hook flash button on a POTS phone or presses the star key on a SIP phone.
2. The host performs any of the following operations:
 - Press **1** and dial a user's phone number to invite the user to join the conference. After the user answers the call, the host presses the hook flash button and accepts or rejects the user.
 - Press **1** to allow the user to join the conference. Both the host and the user join the conference.
 - Press **2** to reject the user to join the conference. The host returns to the conference, while the user hears the busy tone.
 - Press **2** to use supplementary services. By dialing a supplementary service prefix and a participant's phone number *TN*, the host can perform operations on the participant.

- Dial *33*TN# to remove a participant from the conference.
 - Dial #34*TN# to grant the listen and speech permissions to a participant.
 - Dial *34*TN# to grant only the listen permission to a participant.
 - Dial *35*TN# to grant only the speech permission to a participant.
 - Dial *36*TN# to isolate the participant. The participant cannot listen nor talk.
 - Dial *38# to end the conference.
 - Dial *39# to hold the conference ahead of schedule.
3. Press the hook flash button again to return to the conference.

Precautions

- A conference has only one host.
- When the number of participants in a conference reaches the maximum, the system displays a message indicating that the number of participants reaches the maximum and the host cannot convene more participants.
- If more than two participants, including the moderator, quit a conference when the conference is going, the conference will end automatically 15 minutes later.
- If conference resources are available, participants can start the conference five minutes earlier or prolong the conference without modifying the start time or end time.
- The host cannot dial the conference access code when convening a participant.