Feature Activator Code Summary

<table>
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<th>Feature</th>
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<td>Directed Call Pickup</td>
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<td>Unpark (Retrieve) Call</td>
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**Call Swipe**

Call Swipe moves an active call to another device that has a line appearance of your UC phone number.

- On the phone device that you want to move the call to, dial *9.
- The call will be moved to this device after you hear a brief message.
- Call Swipe is transparent to the party that you are connected to. The call will not be interrupted.

**Holding Calls**

- Press the HOLD key or another Line Appearance key to place the currently connected call on hold.
- Press the held Line Appearance key or the HOLD key to return to the call.

**Voice Mail**

Your phone’s message indicator lights when you have new messages.

- To access your voice mailbox, press the VOICE MAIL key or dial #. Enter your password if prompted.
- Follow the voice prompts or use these feature access codes:
  
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<tr>
<th>Feature Access Code</th>
<th>Description</th>
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<tr>
<td>1</td>
<td>Play/Replay</td>
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<tr>
<td>7</td>
<td>Rewind</td>
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<td>8</td>
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<td>9</td>
<td>Fast Forward</td>
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<tr>
<td>#</td>
<td>Skip to Next</td>
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<td>2</td>
<td>Play Saved/Save</td>
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<td>5</td>
<td>Forward Message</td>
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<td>4</td>
<td>Return Call</td>
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<td>3</td>
<td>Erase Message</td>
</tr>
<tr>
<td>*0</td>
<td>Mailbox Options</td>
</tr>
</tbody>
</table>

- To return to the previous menu or to exit voice mail, press *.
Directed Call Pickup

- Dial \(*0 + \) the extension number of the phone where the call is ringing.

Transferring Calls

- Press the TRANSFER key while on an active call.
- Dial the party you want to transfer the call to, and then press the SEND key.

Blind Transfer

- Press the TRANSFER key immediately to complete the transfer.

Consultative Transfer

- Wait until the called party answers.
- Announce the call.
- Press the TRANSFER key to complete the transfer, or press the HOLD key to return to the caller.

Transfer to Voice Mail

- Press the TRANSFER key.
- Dial \(# + \) the extension number of the voice mailbox, and then press the TRANSFER key.

Parking Calls

- Press the TRANSFER key. Dial \(*71 + \) an extension number, and then press the TRANSFER key.
- If your phone is configured with a PARK feature key, press PARK, enter an extension number, and then select SEND or OK.

Retrieving a Parked Call

- Dial \(*72 + \) the parked extension number, and then press the SEND key.
- If your phone is configured with an UNPARK feature key, press UNPARK, enter the parked extension number, and then select SEND or OK.
Conference Calls

Conferencing a New Call
- Press the CONF key while on an active call.
- Dial the party you wish to add to the conference, and then press the SEND key.
- After the added party answers, press the CONF key to conference all parties together.

Conferencing a Held Call (multiline phones only)
- Press the CONF key while on an active call with another call on hold.
- Press the Line Appearance key for the held call you wish to add to the conference.
- Press the CONF key to conference all parties together.

Dropping the Last Party
- Press the DROP key to remove the last party added.

Disconnecting from a Conference
- Replace the handset, press the SPEAKER key, or press the HEADSET key to remove yourself from a conference.

Recording Calls

On Demand call recording must be enabled and configured for your extension. This can be configured by your system administrator or on the Account Information screen in your UCM User Portal.
- Inform the other party that you will be recording the call.
- Dial *2 during a call to begin recording. The remainder of the call will be recorded.
- The call recording will appear in the Call Activity Log in your UCM User Portal. If enabled, the call recording will be emailed to you.