

## Business Features - ATA

To use a star code pick up the handset off hook and dial



- \*77 Anonymous Call Rejection – On
- \*87 Anonymous Call Rejection – Off
- \*70 Call Waiting – Off
- \*67 Caller ID – Off
- \*09 Voice Mail
- \*69 Call Back

## Customer Support

You can contact WireSpeed professionally trained customer support toll free at **888-525-7106**. Support is available 24 hours a day, 7 days a week, 365 days a year. Due to call volumes your wait time will vary. If you do not get resolution of your issue please contact your sales person directly or the sales manager at 815-209-9061

## 3-Way Conferencing

To create a conference call, follow these steps:

1. Make a call or be engaged in a call.
2. Flash the switchhook.
3. Dial the number of the person that you want to include in the conference.
4. When the person answers, inform the party about the conference and then flash the switchhook to add that party into the conference call.
5. Repeat steps 2-4 to add additional parties to the conference.

## Voice Mail

You can access the voice mail system on your phone by **picking up the handset and dialing \*09** or pressing the **Messages** button, if available.

System settings determine the number (25 by default) and length (1 Min by default) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press "0" while they are "in" your mailbox to transfer to your main number or operator.

1. Play inbox messages
2. Play saved messages
3. Change password
4. Playback personal
5. Record personal greetings
6. Access personal distribution groups
7. Compose a message
8. Manage custom operator (zero out) number.
- \* Exit the voice mail system (star)

### Message Menu

Feature	Before Mail Message	After Mail Message	During Mail Message
Rewind	NA	NA	7
Rewind to beginning	NA	NA	77
Next message	8	8	#
Forward message	6	6	6
Reply message	2	2	2
Dial Back Originator	3	3	3
Replay message	7	7	NA
Delete	4	4	4
Save	5	5	5
Pause/Unpause Play	NA	NA	8
Fast Forward	NA	NA	9
Fast Forward to the End	NA	NA	99
Skip to Previous Menu Options	*	*	*

## **Overall Features: "Star Codes"**

- \*77 Anonymous Call Rejection – On
- \*87 Anonymous Call Rejection – Off
- \*02 Billing
- \*57 Call Trace
- \*70 Call Waiting – Off
- \*67 Caller ID – Off
- \*04 Do Not Disturb
- \*06 Group Pickup
- \*05 Call Park
- \*07 Redial
- \*25 Park Pickup
- \*82 Per Line Call Block
- \*08 Transfer
- \*09 Voice Mail
- \*10 Queue
- \*12 Directed Call Pickup
- \*61 Priority Call
- \*63 Selective Call Forward – On
- \*83 Selective Call Forward – Off
- \*60 Call Block – On
- \*80 Call Block – Off
- \*69 Call Return
- \*88 Privacy Guard
- \*3 Abbrev. Dial – Invoke
- 74# Speed Dial
- 75# Abbrev. Dial – Program Mode
- 1# Speed Dial 1
- 2# Speed Dial 2
- 3# Speed Dial 3
- 4# Speed Dial 4
- 5# Speed Dial 5
- 6# Speed Dial 6
- 7# Speed Dial 7
- 72# Call Fwd All – On
- 73# Call Fwd All – Off
- 76# Call Fwd Busy – On
- 77# Call Fwd Busy – Off
- 78# Call Fwd No Answer – On
- 79# Call Fwd No Answer – Off
- 70# Call Fwd Out of Service – On
- 71# Call Fwd Out of Service – Off