

CONNECT PHONE FEATURES

Feature	Star Code	Description
Anonymous Call Rejection	*77 to Enable; *87 to Disable <i>System will acknowledge activation/deactivation.</i>	Allows user to reject incoming calls from callers who have blocked caller ID information.
Call Forward All	*72+desired TN to Enable; *73 to Disable <i>You must dial the star code & telephone number together for this feature to work.</i>	Allows the user to forward all calls to a specified destination. This can also be configured in web portal.
Call Forward Busy	*90+desired TN to Enable; *91 to Disable <i>You must dial the star code & telephone number together for this feature to work.</i>	Allows the user to forward incoming calls when the line is busy to a specified destination. This can also be configured in web portal.
Delayed Call Forwarding (Call Forward No Answer)	*92+desired TN to Enable; *93 to Disable <i>You must dial the star code & telephone number together for this feature to work. Once dialed, a test call will be made automatically to the forwarded number.</i>	Allows the user to forward incoming calls when there is no answer on the line to a specified destination. This can also be configured in web portal.
Selective Call Forwarding	*63 to Enable; *83 to Disable <i>This feature must be configured in web portal with the numbers you want to forward for the feature to work as designed.</i>	Allows the user to forward specific inbound calls to a specified destination. This is configured in web portal.
Automatic Recall	*69 <i>This feature only works if the last incoming call was from a local number.</i>	Allows the user to return the last incoming call from a star code rather than dialing the full number.
Caller ID Presentation	*67+desired TN (block per call) <i>This has to be done on each outbound call.</i> *82+desired TN (allow per call if CID is blocked by default)	Allows the user to block/allow outgoing caller ID on a call by call basis.
Voicemail	*09 & Follow the system prompts <i>Upon first login, user will be prompted to enter password followed by #, record name, & set up the greeting before the system will allow them to listen to any voicemails. They can bypass all of this by selecting **.</i>	Allows callers to leave an audio message for the user.
Selective Call Rejection	*60 to Enable from phone; *80 to Disable <i>This feature must be configured in web portal to work. It can only be disabled through web portal once enabled.</i>	Allows the user to reject incoming calls from specific numbers.
Speed Dial	*74+code+TN desired for Single Digit Codes; *75+code+TN desired for Double Digit Codes. <i>If accepted, call will disconnect after dialing the above.</i>	Allows the user to dial frequently dialed numbers through a single or double digit code.
Do Not Disturb (DND)	*04 to Enable; *05 to Disable	Sends all incoming calls directly to VM when enabled.
Call Waiting	Enabled by default if feature is subscribed <i>If disabling, will need to be removed from package completely.</i>	Allows the user to receive a tone when another call is coming through to their line versus resulting to VM or busy tone.
Find Me Follow Me	*371 to enable; *372 to disable <i>This feature must be configured in web portal to define the locations.</i>	Allows the user configure incoming calls to ring multiple destinations.

ADDITIONAL BUSINESS CONNECT PHONE FEATURES

Feature	Star Code	Description
Call Park	*68 to park call; *88+orbit code to retrieve call <i>After dialing *68, a recording will announce the orbit code that the call was parked too. This must be used to retrieve the call & can be used from any phone within the same group.</i>	Allows user to place a call on a “hold” and then pick up the call again from any phone within the same group.
Directed Call Pick Up	*12+extension that is ringing <i>Dialing this code will immediately pick up the incoming call</i>	Allows user to pick up a call ringing at another station within the same group that also has this feature.
Group Pick Up	*11 to answer incoming call	Allows user to pick up a call ringing at any station within the same group that is also subscribed to group pick up.
Call Forwarding CLID	No Code	When this feature is subscribed & forwarding is in place, the calling number delivered to the terminating/forwarded destination will be the number the originator dialed versus their true CID.
Override Calling Number	No Code; designated in Crosssoft	Allows business customers to choose what number should display on outbound calls instead of the actual station number. For example, the main number of the business.
Billing Codes	Codes are configured in web portal	Allows the user or an admin user to set specific dialing codes that must be used in order to make certain calls. For example, this code would need to be dialed before being able to complete an LD call.
Multi Line Hunt Group (MLHG)	*96 to log in/out <i>Recording will advise which action was taken in case the user was to forget.</i>	Allows multiple calls into one pilot number that rings to the desired number of phones. MLHG can have a distinctive ring as well to identify a MLHG call from a call directly into the station.
Multi Address Directory Number (MADN)	No Code	Allows multiple calls into one pilot number that rings to the desired number of phones.
Premium Attendant	No Code	Web application for auto attendant. Menu configurations as well as recording announcements & setting schedules are all accomplished within the portal allowing the user to have control over their own call flow.