

Overview.....	1
Call Pick Up .....	1
Call Waiting.....	2
Putting a Call On Hold.....	3
Call Transfer .....	3
3 Way Calling.....	4

## Overview

You can use FeaturePlus with either the supplied IP Phone (Linksys 942 IP Phone) or with an analogue telephone which is attached to the silver Analogue Terminal Adaptor box.

The way you manage your calls varies depending on whether you have an analogue phone or an IP Phone.

Please refer to **SPA941-2 Set Up and User Guide Version 1.0 for full instructions for the IP Phone**. This can be found by selecting DOWNLOADS from the SUPPORT menu of the Featureplus portal at [www.featureplus.com](http://www.featureplus.com).

If you are using an analogue phone, you can use the 'recall' button to use the features described below.

## Call Pick Up

If you are a member of a call pick up group, you can pick up another member's phone remotely from yours:

### Analogue Phone with ATA:

1. Pick up the handset
2. Dial \* 8 8 # and you will hear the engaged tone
3. Hang up immediately

Your line will now ring and when you pick up the handset the call is immediately transferred to you.

## **IP Phone:**

1. Dial \* 8 8 # **without picking up the handset**. You will see the screen say 'busy' and you will hear the dial tone for one second.

Your line will now ring and when you pick up the handset the call is immediately transferred to you.

## **Call Waiting**

This feature is deactivated by default. To switch it on:

### **Analogue Phone with ATA:**

1. Dial \* 56 from your handset to activate Call Waiting on your phone. You will hear a discreet beeping noise to alert you that there is a call waiting.
2. To speak to this caller, press the 'RECALL' button.
3. To speak to the original caller, press the 'RECALL' button again.
4. You can swap between callers by using the 'RECALL' button.

## **IP Phone:**

1. Dial \* 56 from your handset to activate Call Waiting on your phone. A second incoming call is notified in a number of ways. The second line button flashing red, the over-display light flashing red or a single beep from the handset
2. To switch to the second call, press the flashing red line button. At this point the active call is indicated by the line button flashing red and an arrow icon displayed next to it on LCD screen.
3. The first call is now on hold, the relevant line button will be illuminated a constant red and a double-headed arrow icon will be displayed next to it on the LCD screen

### **To switch off Call Waiting on your phone.**

### **Analogue Phone with ATA:**

1. Dial \* 57 from your handset

## **IP Phone:**

1. Dial \* 57 from your handset

## Putting a Call On Hold

### Analogue Phone with ATA:

1. Press the 'RECALL' button to put the caller on hold. You will hear a secondary dial tone when the caller is put on hold, and you can then make a second call if necessary.
2. To take the original caller off hold, press the 'RECALL' button again.

### IP Phone:

1. Press the 'HOLD' Button. While on the phone you can put a caller on hold. The caller will hear silence and a small flashing arrow will appear next to the line button (which will also flash red).
2. Press the hold button again to take the caller off hold.

## Call Transfer

Using FeaturePlus you have 2 options to transfer the call. You can either do an Attended Transfer (where you speak to the called party before transferring the call) or Blind Transfer (where you simply transfer the call to required phone)

### Call Transfer using an Analogue Phone with ATA:

You can transfer any call that you have made or receive during the call.

1. Press 'RECALL' to put the caller on hold. You will hear a secondary dial tone.
2. Dial the number you require and you will hear the line ringing.
3. To transfer the call without announcing the call (blind transfer), simply replace the handset once you've heard the line ringing.
4. If you wish to announce the caller, wait until the call has been answered and then hang up.
5. If the called party does not wish to take the call, simply wait until they have disconnected and then press 'RECALL' to advise the original caller.

## **Call Transfer using the IP Phone**

1. Press the “xfer” soft button when a call is in progress. The caller will now be put on hold. You will now hear a secondary dial tone.
2. Dial the number you wish to transfer the call to. Once the call connects, you can then talk to the called party.
3. Press the “xfer” soft button, the call will now be successfully transferred.
4. If you do not wish to announce the call, as soon as you hear the second call ringing press the “xfer” soft button, the call will transfer

## **3 Way Calling**

This allows you to speak to 2 people in the same call in a 3-way conversation.

### **3 Way Calling using an Analogue Phone with ATA:**

1. During the call, press ‘RECALL’ This will place the original caller on hold and you will hear a secondary dial tone.
2. Dial the number you wish to conference in.
3. Once the call is connected, press ‘RECALL’ a second time and this will connect all 3 callers.

### **3 Way Calling using the IP Phone**

1. To start a three-way conference press the “conf” soft button once the first call connects. This places the first call on hold and you will hear a secondary dial tone
2. Dial the number you wish to conference in. Once the call connects you will now be having a private conversation with the party you called
3. Press the “conf” soft button to conference in both parties
4. As soon as you end your call, the conference call will end. If you wish to leave the call, but allow the other conference parties to continue their call, press the “join” soft button.