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## Quadro Features on Epygi Tested IP Phones List

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Revision: 3.2

**Abstract:** This document explains how to use Quadro telephony services on IP phones tested with the Quadro

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## Document Revision History

Revision	Date	Description	Valid for models
1.0	15-Jan-07	Split from the Using Quadro Features on IP Phones document	IP PBXs
1.1	24-Aug-07	New tested phones added	IP PBXs
1.2	22-Apr-08	Tested phones update	IP PBXs
1.3	04-Sep-08	Linksys IP phones added	IP PBXs
2.0	22-Sep-08	POLYCOM IP phones added	IP PBXs
2.1	25-Feb-09	Additional Features Supported on Polycom SoundPoint IP chapters added	IP PBXs
2.2	01-Jun-09	Minor revision in Polycom SoundPoint IP chapters	IP PBXs
2.3	11-Sep-09	New tested phones added	IP PBXs
2.4	07-Jul-2010	New tested phones added	IP PBXs
2.5	05-Apr-2011	New tested phones added	IP PBXs
2.6	03-Nov-2011	New Tested phones added (Cisco SPA303, SPA525G2, SPA501G, SPA509G, Grandstream GXV3175/GXP2100/GXP2110/GXP2120 and snom PA1)	IP PBXs
2.7	14-Nov-2011	New Tested phones added (Grandstream GXP1400/GXP1405/GXP1450)	IP PBXs
2.8	22-Dec-2011	Updated	IP PBXs
2.9	4-Apr-2012	New Tested phones added (AudioCodes 310HD/320HD, Panasonic KX-UT136/KX-UT123/KX-TGP550T04, snom m9)  Added Call Intercept feature  Added Find Me/Follow Me welcome message feature codes in the Administrator's Login and Voice Mail Services tables  Added Directed Call Park feature	IP PBXs
3.0	19-Apr-2012	Updated <a href="#">Limitations and Differences</a> Section.	IP PBXs
3.1	25-Jul-2012	New Tested phones added (Yealink SIP T-32G, SIP T-38G, VP530)	IP PBXs
3.2	04-Dec-2012	New Tested phones added (Grandstream GXP2124, Alcatel Temporis IP 200/600/800)  Added new feature code (*84)	IP PBXs



## 1 Introduction

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This document explains the use of Quadro telephony services on SIP phones which have been tested to be used with the Quadro but have not been listed on Epygi fully supported IP phone list. Fully supported IP phones are tightly integrated with the Quadro and are listed in a separate document.

The features and feature codes described in this document are functional regardless of whether the IP phone is connected to the Quadro IP PBX locally when the phone is configured as a local IP extension or remotely, when the phone is configured as a remote extension.

## 2 IP Phone Testing Policy

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In order to maintain compatibility between Epygi IP PBX products and 3rd party IP phones, Epygi will periodically review the available released phone SW from the vendor and test this SW against the IP PBX products for functional compatibility. This review is done for each phone at a minimum of four times per year. Based on the results, the SW may or may not be recommended for use, with or without functional restrictions. Epygi will focus on a phone SW image that maximizes the functionality of the Epygi IP PBX products rather than testing for the latest release. It is possible that the recommended IP phone SW is not the latest released. The testing of the IP phones is done with regards to the functionality and services of the Quadro, and not the independent features of the particular model. Epygi will deviate from this policy on a case-by-case basis and will accelerate testing of a particular IP phone model or SW release when necessary.

Epygi reserves the right to eliminate or add new IP phones from the supported list anytime due to market or technical reasons.

## 3 References

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- Quadro Manual-II: Administrator's Guide for the corresponding release.
- Quadro Manual III: Extension User's Guide for the corresponding release.
- IP Phones and IP Lines Configuration Guide.

## 4 Requirements and Preparations

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- SW 5.2.x and higher running on the Quadro IP PBX.
- Quadro is connected to the network and all network settings are properly configured.
- IP phone is connected to the Quadro, powered up and appropriately configured.

## 5 SIP Phones Tested with the Quadro

The table below lists the SIP phones that have been tested for interoperability with the Quadro.

Vendor	Model	Software Version
CISCO	SPA303	7.4.8
CISCO	SPA525G2	7.4.8
CISCO	SPA501G	7.4.8
CISCO	SPA509G	7.4.8
POLYCOM	SoundPoint IP 330SIP	Application: SIP software 3.3.1.0933
POLYCOM	SoundPoint IP 331SIP	Application: SIP software 3.3.1.0933
POLYCOM	SoundPoint IP 335SIP	Application: SIP software 3.3.1.0933
POLYCOM	SoundPoint IP 450SIP	Application: SIP software 3.3.1.0933
POLYCOM	SoundPoint IP 550SIP	Application: SIP software 3.3.1.0933
POLYCOM	SoundPoint IP 650SIP	Application: SIP software 3.3.1.0933
POLYCOM	Polycom® VVX 1500	Application: SIP software 3.3.1.0933
POLYCOM	SoundStation IP 6000	Application: SIP software 3.3.1.0933
POLYCOM	KIRK wireless server300	PCS08_
snom	PA1	8.4.35
snom	m9	9.4.7
Grandstream	GXP1400	Program- 1.0.1.83
Grandstream	GXP1405	Program- 1.0.1.83
Grandstream	GXP1450	Program- 1.0.1.83
Grandstream	GXP2000	Program- 1.2.5.3
Grandstream	GXP2100	Program- 1.0.1.83
Grandstream	GXP2110	Program- 1.0.1.83

Vendor	Model	Software Version
Grandstream	GXP2120	Program- 1.0.1.83
Grandstream	GXP2124	Program- 1.0.4.10
Grandstream	HT286	Program- 1.1.0.26
Grandstream	GXV3140	Application version: 1.0.7.3
Grandstream	GXV3175	Program- 1.0.3.22
Yealink	SIP T-20P	SW version: 9.50.0.50
Yealink	SIP T-22P	SW version: 7.50.0.50
Yealink	SIP T-26P	SW version: 6.50.0.50
Yealink	SIP T-28P	SW version: 2.50.0.50
Yealink	SIP T-32G	SW version: 32.0.0.130
Yealink	SIP T-38G	SW version: 38.0.0.130
Yealink	VP530	Application version: 23.70.0.15
Alcatel	Temporis IP 200	SW version: 13.60.0.89
Alcatel	Temporis IP 600	SW version: 14.60.0.89
Alcatel	Temporis IP 800	SW version: 15.60.0.89
AudioCodes	310HD	SW version: 1.6.0_build_37
AudioCodes	320HD	SW version: 1.6.0_build_37
Panasonic	KX-UT136	SW version: 01.061
Panasonic	KX-UT123	SW version: 01.061
Panasonic	KX-TGP550T04	SW version: 12.17

## 6 Discontinued SIP Phones

As SIP phones mature, the IP phone vendor may discontinue certain models. Listed below are SIP phones that are no longer tested as part of Epygi's software validation testing. These phones should still work well with the Quadro but support is not guaranteed since they are no longer tested. They are still listed and available for configuration in the Quadro IP Line Settings phone model drop down list.

Vendor	Model	Software Version
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Vendor	Model	Software Version
CISCO	7960	POS3-07-4.00
IpDialog	SipTonell	Application: SipTone 1.2.0 rc Z_21
POLYCOM	SoundPoint IP 300SIP	Application: SIP software 2.1.3
POLYCOM	SoundPoint IP 501SIP	Application: SIP software 3.1.3.0439
POLYCOM	SoundPoint IP 601SIP	Application: SIP software 3.1.3.0439
SIPUra	SPA 841	3.1.4(a)
Thomson	ST2030S	APP Version: V2.69
snom	190	Application: snom190-SIP 3.60s
snom	200	Application version: 3.56m
snom	220	Application version: 3.56m
snom	m3	Application version: 02.02
Swissvoice	IP 10S	Application version: IP10 SP v1.0.1 b3
Grandstream	BT100	Program- 1.1.0.3
Grandstream	BT200	Program- 1.1.6.16
Grandstream	HT386	Program- 1.1.0.3
Linksys	SPA921	SW version: 5.1.8
Linksys	SPA922	SW version: 5.2.8
Linksys	SPA941	SW version: 5.1.8
Linksys	SPA942	SW version: 5.2.8
Yealink	VP-2009	Application version: 22.21.0.40
Aastra	MBU400	Application version: 1.0.8
Telematrix	IP550 Spectrum Plus	SW version: 1.7.252.253
Telematrix	IP3300	SW version: 1.7. 249.248

Vendor	Model	Software Version
Telematrix	IP9600 MWD5	SW version: 1.7. 249.248
Berkshire (ATL)	5000	SW version: 22102154

## 7 Quadro Features on Tested IP Phones

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Most of the Quadro IP PBX telephony services and features are applicable on both IP and FXS (analogue) phones. And most of them are identical to those on FXS (analogue) phones from the configuration and usage perspective. The limitations and differences regarding the configuration and functionality on FXS (analogue) phones are listed in [Limitations and Differences](#).

Some of the advanced services and features are applicable on the supported IP phones only. The configuration options for telephony services and features are out of scope in this document. For information about the Quadro IP PBX services and features, and their configuration refer to **Manual II-Administrator's Guide** published on Epygi Technical Support Web Portal.

Quadro IP PBX telephony services and features available on the tested IP phones are listed below.

- Voice mail system
- Auto-redialing
- Call back to last caller
- Enabling/Disabling and configuring Unconditional Call Forwarding
- Enabling/Disabling and configuring No Answer Call Forwarding
- Call Park/Directed Call Park
- Do Not Disturb
- Block Last Caller
- Line Information
- Administrator login
- Call Routing Management
- Incoming Call blocking
- Outgoing Call blocking
- Call forwarding Unconditionally
- Call forwarding If busy
- Call forwarding If No Answer
- Call forwarding If unregistered/inaccessible
- Call waiting
- Call hold
- 3-way Calling (call conferencing)
- Call pickup
- Speed dialing
- Many extension ringing
- Call hunting
- Find Me / Follow Me
- Kick Back
- Voice Mail fast forward/backward during playback
- Barge In
- Intercept

- Speed Dial Configuration from the Phone Handset
- Outgoing call blocking from the Phone Handset
- Call Emergency Interrupt
- Caller ID
- Hiding Caller ID
- Hold music
- Call Queue
- User Permissions (Password Protection)
- Call Transfer Blindly
- Call Transfer with Consultation
- Distinctive ringing
- Paging
- Intercom
- Receptionist
- Auto Provisioning for IP phones (generating the configuration file based on the MAC address entered from Quadro GUI)
- PnP with Quadro as DHCP server
- PnP with 3d party DHCP server
- Firmware version control
- Call Recording
- DND and CFWD indication
- Auto configuration template modification
- Advanced setting for button assignment
- Watching other extensions
- Rebooting phones with Quadro reboot
- Language pack support on the IP phones
- Expansion module support via receptionist wizard

**Please Note:** Some of the mentioned features may not be supported on specific IP phones. For more details see [Quadro IP PBX features overview for Tested IP phones](#) table below.

## 8 Limitations and Differences

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1. The **Hotline** service of the Quadro is not working on any of the tested SIP phones.
2. Some of the Quadro services are working with some limitations or slight differences on SIP phones compared to the way they are working on analogue phones.

The Voice Mail Indication feature is working with the following limitation:

- Voice Mail Lamp Indication is activated on the Quadro, but the indication type (lamp, tone, or ringing) should be selected on the phone. For more information on the voice mail indication types available on your IP phone and how to activate them, please refer to the User's Manual of the telephone.

The User Password Protection feature is working with the following difference:

- If User Password Protection is activated on the Quadro for outgoing calls, the Quadro will ask for password after dialing the called destination, not upon lifting the handset as it is on analogue phones.
3. snom IP phones do not support multiple call park/retrieve; after retrieving the parked call, it could not be parked again.

For other services of the Quadro not supported by an individual SIP phone, refer to **Limitations Specific to the corresponding Phone** section below.

**Please Note:** If a particular feature is supported both by the Quadro and the SIP phone, the Quadro's feature must be used. Using a SIP phone's feature not supported by the Quadro is left at the user's own risk.

## 9 Quadro Feature Codes on IP Phones

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A feature code is a combination of keys dialed on an analogue or IP phone connected to the Quadro to access Quadro telephony services.

Quadro telephony services are divided into three groups: **PBX**, **Voice Mail**, and **Auto Attendant** services. Each of these groups has its own hierarchy.

PBX services comprise of the following:

- **PBX services accessible at the dial tone.**
- **PBX services accessible during a call.**

The feature codes for **PBX services accessible at the dial tone** and **Auto Attendant services** are the same on all the tested IP phones and are identical to feature codes on analog phones. Please refer to [Appendix 1](#) for those codes.

The feature codes for **PBX services accessible during a call** vary on different IP phones (exception is the Call Park/Directed Call Park). For those codes, please refer to the Feature Codes for the *corresponding* Phone in the section below.



## 10 Quadro PBX Services Accessible during a call

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The feature codes for **PBX services accessible during a call** vary depending on the SIP phone. The exception is the Call Park and Directed Call Park features, which is common for all IP phones discussed below.

### To make a Call Park

*This service requires initial configuration from the Quadro web management. At least one extension should be configured as a call park extension.*

To make a Call Park put the call to park on hold by switching to a free line and dial **\*5**. The system will play the extension number and the SIP username of a call park extension. This is usually the first available extension initially configured for call parking.

### To make a Directed Call Park

To make a Directed Call Park put the call to park on hold, then dial the call park extension number within the five second timeout.

**Attention:** If the 5 second timeout is exceeded, then the Quadro will consider it as an attempt for retrieving the parked call.

To retrieve the parked call locally, dial the prompted call park extension number on any phone locally connected to the Quadro. In case of remote access, dial the SIP username of the extension. The system will ask for authentication. Enter the password of the call park extension or press **#** if the extension does not have a specified password.

**Attention:** Call Park is valid within the specified timeout, during which hold music (if configured) will be played to the held party. When the Call Park timeout expires, the phone initiating call parking will start ringing, and if the parked call is not picked up, or if the phone is off hook, the parked party will automatically be disconnected.

## 11 Quadro IP PBX features overview for Tested IP phones

The table below gives the current status for Quadro IP PBX features related to tested IP phones

Quadro Features/ Tested IP phones	snom m9	Polycom 300/ 330/ 331/ 335/ 450/ 501/ 550/ 601/ 650 IP6000/ VVX1500	Thomson ST2030S	Grandstream GXP1400/ GXP1405/ GXP1450/ GXP2000/ GXP2100/ GXP2110/ GXP2120/ GXP2124/ GXV3140/ GXV3175	Yealink SIP-T20P / SIP-T22P / SIP-T28P / SIP-T26P / SIP-T32G / SIP-T38G	Audicodes 310HD/ 320HD	Alcatel Temporis IP 200/ 600/800	Tele- matrix IP550/ 3300IP/ 9600IPMWD5	Linksys SPA942/ SPA941/ SPA922/ SPA921/ SPA2002/ SPAPAP2T	Panasonic KX-UT136/ KX-UT123/ KX- TGP550T04	Yealink VP-2009/ VP-2009P/ VP530	Cisco SPA303/ SPA525G/ SPA501G/ SPA509G
Voice mail system	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auto-redialing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call back to last caller	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Enabling/Disabling and configuring Unconditional Call Forwarding	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Enabling/Disabling and configuring No Answer Call Forwarding	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Park/Directed Call Park	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Do Not Disturb	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Block Last Caller	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Line Information	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Administrator login	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Quadro Features/ Tested IP phones	snom m9	Polycom 300/ 330/ 331/ 335/ 450/ 501/ 550/ 601/ 650 IP6000/ VVX1500	Thomson ST2030S	Grandstream GXP1400/ GXP1405/ GXP1450/ GXP2000/ GXP2100/ GXP2110/ GXP2120/ GXP2124/ GXV3140/ GXV3175	Yealink SIP-T20P / SIP-T22P / SIP-T28P / SIP-T26P / SIP-T32G / SIP-T38G	Audicodes 310HD/ 320HD	Alcatel Temporis IP 200/ 600/800	Tele- matrix IP550/ 3300IP/ 9600IPMWD5	Linksys SPA942/ SPA941/ SPA922/ SPA921/ SPA2002/ SPAPAP2T	Panasonic KX-UT136/ KX-UT123/ KX- TGP550T04	Yealink VP-2009/ VP-2009P/ VP530	Cisco SPA303/ SPA525G/ SPA501G/ SPA509G
Call Routing Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Incoming Call blocking	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Outgoing Call blocking	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call forwarding Unconditionally	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call forwarding If busy	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call forwarding If No Answer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call forwarding If unregistered/inaccessible	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call waiting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call hold	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3-way Calling (call conferencing)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No (except VP530)	Yes
Call pickup	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Speed Dialing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Quadro Features/ Tested IP phones	snom m9	Polycom 300/ 330/ 331/ 335/ 450/ 501/ 550/ 601/ 650 IP6000/ VVX1500	Thomson ST2030S	Grandstream GXP1400/ GXP1405/ GXP1450/ GXP2000/ GXP2100/ GXP2110/ GXP2120/ GXP2124/ GXV3140/ GXV3175	Yealink SIP-T20P / SIP-T22P / SIP-T28P / SIP-T26P / SIP-T32G / SIP-T38G	Audicodes 310HD/ 320HD	Alcatel Temporis IP 200/ 600/800	Tele- matrix IP550/ 3300IP/ 9600IPMWD5	Linksys SPA942/ SPA941/ SPA922/ SPA921/ SPA2002/ SPAPAP2T	Panasonic KX-UT136/ KX-UT123/ KX- TGP550T04	Yealink VP-2009/ VP-2009P/ VP530	Cisco SPA303/ SPA525G/ SPA501G/ SPA509G
Many extension ringing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call hunting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Find Me / Follow Me	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kick Back	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Voice Mail fast forward/backward during playback	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Barge In	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Intercept	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Speed Dial Configuration from the Phone Handset	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Outgoing call blocking from the Phone Handset	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Emergency Interrupt	Yes (5.2.x)	Yes (5.2.x)	Yes (5.2.x)	Yes (5.2.x)	Yes (5.3.x)	Yes (5.2.x)	Yes	Yes (5.2.x)	Yes (5.2.x)	Yes (5.2.x)	Yes (5.2.x)	Yes (5.2.x)

Quadro Features/ Tested IP phones	snom m9	Polycom 300/ 330/ 331/ 335/ 450/ 501/ 550/ 601/ 650 IP6000/ VVX1500	Thomson ST2030S	Grandstream GXP1400/ GXP1405/ GXP1450/ GXP2000/ GXP2100/ GXP2110/ GXP2120/ GXP2124/ GXV3140/ GXV3175	Yealink SIP-T20P / SIP-T22P / SIP-T28P / SIP-T26P / SIP-T32G / SIP-T38G	Audicodes 310HD/ 320HD	Alcatel Temporis IP 200/ 600/800	Tele- matrix IP550/ 3300IP/ 9600IPMWD5	Linksys SPA942/ SPA941/ SPA922/ SPA921/ SPA2002/ SPAPAP2T	Panasonic KX-UT136/ KX-UT123/ KX- TGP550T04	Yealink VP-2009/ VP-2009P/ VP530	Cisco SPA303/ SPA525G/ SPA501G/ SPA509G
Caller ID	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hiding Caller ID	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hold music	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Queue	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
User Permissions (Password Protection)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Transfer Blindly	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call Transfer w/t Consultation	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Distinctive ringing	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Paging	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No (except VP530)	No
Intercom	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No (except VP530)	No
Receptionist	No	No	No	Yes (except GXP1400, GXP1405, GXP1450, GXP2124, GXV3140,	Yes (except SIP-T20P, SIP-T22P, SIP-T32G)	No	No	No	No	No	No	No

Quadro Features/ Tested IP phones	snom m9	Polycom 300/ 330/ 331/ 335/ 450/ 501/ 550/ 601/ 650 IP6000/ VVX1500	Thomson ST2030S	Grandstream GXP1400/ GXP1405/ GXP1450/ GXP2000/ GXP2100/ GXP2110/ GXP2120/ GXP2124/ GXV3140/ GXV3175	Yealink SIP-T20P / SIP-T22P / SIP-T28P / SIP-T26P / SIP-T32G / SIP-T38G	Audicodes 310HD/ 320HD	Alcatel Temporis IP 200/ 600/800	Tele- matrix IP550/ 3300IP/ 9600IPMWD5	Linksys SPA942/ SPA941/ SPA922/ SPA921/ SPA2002/ SPAPAP2T	Panasonic KX-UT136/ KX-UT123/ KX- TGP550T04	Yealink VP-2009/ VP-2009P/ VP530	Cisco SPA303/ SPA525G/ SPA501G/ SPA509G
				GXV3175)								
Auto Provisioning for IP phones (generating configuration file based on the MAC address entered from Quadro GUI)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes (5.1.x)	Yes	Yes	Yes	Yes
PnP for IP phones with Quadro as DHCP server	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
PnP with 3d party DHCP server	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Firmware version control	No	No	No	No	No	No	No	No	No	No	No	No
Call Recording	Yes	Yes	Yes	No	Yes (except SIP-T20P)	Yes	Yes	Yes	Yes	Yes	Yes (except VP530)	Yes
DND and CFWD indication	Yes	No (except 650)	No	Yes (except GXV3140, GXV3175)	Yes (except SIP-T20P)	Yes	Yes	No	No	No	Yes	No
Auto configuration template modification	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Advanced setting for button Yes assignment	No	Yes (for 4xx, 5xx, 6xx,	No	Yes (except GXV3140,	Yes (except SIP-T20P)	Yes	Yes	No	No	No (except KX- UT136)	No (except VP530)	No

Quadro Features/ Tested IP phones	snom m9	Polycom 300/ 330/ 331/ 335/ 450/ 501/ 550/ 601/ 650 IP6000/ VVX1500	Thomson ST2030S	Grandstream GXP1400/ GXP1405/ GXP1450/ GXP2000/ GXP2100/ GXP2110/ GXP2120/ GXP2124/ GXV3140/ GXV3175	Yealink SIP-T20P / SIP-T22P / SIP-T28P / SIP-T26P / SIP-T32G / SIP-T38G	Audicodes 310HD/ 320HD	Alcatel Temporis IP 200/ 600/800	Tele- matrix IP550/ 3300IP/ 9600IPMWD5	Linksys SPA942/ SPA941/ SPA922/ SPA921/ SPA2002/ SPAPAP2T	Panasonic KX-UT136/ KX-UT123/ KX- TGP550T04	Yealink VP-2009/ VP-2009P/ VP530	Cisco SPA303/ SPA525G/ SPA501G/ SPA509G
		except 501, 601)		GXV3175)								
Watching other extensions	No	Yes (for 4xx, 5xx, 6xx, except 501, 601)	No	Yes (except GXV3140, GXV3175)	Yes (except SIP-T20P)	No	Yes	No	No	Yes	No (except VP530)	No
Rebooting phones with Quadro reboot	No	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Language pack support on the IP phones	Yes	Yes	Yes	Yes (except GXV3140, GXV3175)	Yes	Yes	Yes	No	No	Yes	Yes	No
Expansion module support via receptionist wizard	No	No	No	Yes (except GXP1400, GXP1405, GXP1450, GXP2124, GXV3140, GXV3175)	No	No	No	No	No	No	No	No
Video support	No	No (VVX 1500 supports video only)	No	No (except GXV3140, GXV3175)	No	No	No	No	No	No	Yes	No

## 11.1 snom 190

### 11.1.1 Limitations Specific to snom 190

When configured as a receptionist with the **Password Protection** feature enabled, snom190 cannot pick up a second incoming call from the watched extensions.

To pick up the call press **Hold (R)**, select the call using < ; > buttons and press **OK**.

See also section [Limitations and Differences](#).

### 11.1.2 Feature Codes on snom 190

This section presents the feature codes for **PBX Services accessible during a call** specific to **snom190** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>R/Hold</b>
Call Waiting	<b>Key with a blinking LED</b>
Call Blind Transfer, Call Transfer with Consultation	<b>"Xfer"<sup>1</sup> or Transfer</b>
Call Conference	<b>"Cnf.On"</b>

#### To Put a Call on Hold

During a call, press the **R/Hold** key. This puts the call in progress on hold and provides a dial tone on a free line. To make a new call while another is on hold, dial your desired phone number. To resume a call on hold, press either the **R/Hold** key again or the line key associated with the held call.

You can also put a call on hold and immediately receive a dial tone by pressing any free line key.

#### To Accept a Second Incoming Call

Press the key with a blinking LED. This puts the call in progress on hold and receives an incoming call.

To terminate the call in progress and resume the one on hold, press **Cancel**. To put the call in progress on hold and resume the one on hold, press the key with a blinking LED.

#### To Blind Transfer a Call

During a call, press the soft key **"Xfer"** to put the call party on hold and receive a dial tone.

Dial the phone number that the call is to be transferred to and press **OK**. The call party on hold will be transferred to the specified destination.

#### To Transfer a Call with Consultation

During a call, press the **Hold** key. This puts the call in progress on hold and provides a dial tone.

Dial the phone number that the call is to be transferred to. Consult the called party.

Press the soft key **"Xfer"** or hang up the handset to connect the person on hold to the called party.

<sup>1</sup> The names of soft keys are in quotes.



### To Set up a Conference Call

When the phone is connected with two calls, one on hold and one active, press the function key "**Cnf.On**" to connect all three parties for a conference call.

Pressing the function key "**Cnf.Off**" during a conference call disconnects the conference call and drops the calls.


## 11.2 snom 200

### 11.2.1 Limitations Specific to snom 200

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.2.2 Features Codes on snom 200

This section presents the feature codes for **PBX Services accessible during a call** specific to **snom 200** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	
Call Waiting	<b>Line key with a blinking LED</b>
Call Blind Transfer, Call Transfer with Consultation	<b>"Xfer"</b>
Call Conference	<b>"Cnf.On"</b>

#### To Put a Call on Hold

During a call, press the **R/Hold** key. This puts the call in progress on hold and provides a dial tone on a free line. To make a new call while another is on hold, dial your desired phone number. To resume a call on hold, press either the **R/Hold** key again or the line key associated with the held call.

You can also put a call on hold and immediately receive a dial tone by pressing any free line key.


#### To Accept a Second Incoming Call

Press the key with a blinking LED. This puts a call in progress on hold and receives an incoming call.


To terminate the call in progress and resume the one on hold, press **Cancel**.


#### To Blind Transfer a Call

During a call, press the soft key **"Xfer"**. This puts the call in progress on hold and provides a dial tone.

Dial the phone number that the call is to be transferred to and press the key . The person on hold will be transferred to the specified destination.

#### To Transfer a Call with Consultation

During a call, press the hold key . This puts the call in progress on hold and provides a dial tone.

Dial the phone number that the call is to be transferred to and press the key . Consult the second party.

Press the soft key **"Xfer"** or hook on the handset to connect the person on hold to the called party.

#### To Set up a Conference Call

When the phone is connected with two calls, one on hold and one active, press the function key **"Cnf.On"** to connect all three parties for a conference call. Pressing the function key **"Cnf.Off"** during a conference call disconnects it and drops the calls.

## 11.3 snom 220

### 11.3.1 Limitations Specific to snom 220

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.3.2 Features Codes on snom 220

This section presents the feature codes for **PBX Services accessible during a call** specific to **snom 220** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold or F1</b>
Call Waiting	<b>Key with a blinking LED</b>
Call Blind Transfer, Call Transfer with Consultation	<b>F2</b>
Call Conference	<b>F3</b>

#### To Put a Call on Hold

During a call, press the **Hold** key. This puts the call in progress on hold and provides a dial tone on a free line. To make a call new while another is on hold, dial your desired phone number. To resume a call on hold, press either the **Hold** key again or the line key associated with the held call.

You can also put a call on hold and immediately receive a dial tone by pressing any free line key.

#### To Accept a Second Incoming Call

Press the key with a blinking LED. This puts a call in progress on hold and receives an incoming call.

To terminate the call in progress and resume the one on hold, press **Cancel**. To put the call in progress on hold and resume the one on hold, press the key with a blinking LED.

You may also reject an incoming call by pressing **F4** or **Cancel**.

#### To Blind Transfer a Call

During a call, press the key **F2** to put the call party on hold and receive a dial tone.

Dial the phone number that the call is to be transferred to and press **OK**. The person on hold will be transferred to the specified destination.

#### To Transfer a Call With Consultation

Press the **Hold** key to hold the call and receive a dial tone.

Dial the phone number that the call is to be transferred to. Consult the called party.

Press the function key **F2** to connect the person on hold to the called party.

#### To Set up a Conference Call

When the phone is connected with two calls, one on hold and one active, press the function key **F3** or the **Conf** key to connect the parties for a conference call.

## 11.4 snom PA1

### 11.4.1 Limitations Specific to snom PA1

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.4.2 Features Codes on snom PA1

There are no feature codes specific to **snom PA1** as it is only a paging device. Dial the phone number of the **snom PA1** and, when your phone shows that you are connected, speak your announcement into its handset/headset/casing microphone.

## 11.5 snom m9

### 11.5.1 Limitations Specific to snom m9

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.5.2 Features Codes on snom m9

This section presents the feature codes for **PBX Services accessible during a call** specific to snom m9 and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Options</b> softkey→ <b>Hold Call</b>
Call Waiting	<b>Options</b> softkey→ <b>Accept Call</b>
Call Blind Transfer	<b>Options</b> softkey→ <b>Transfer Call</b> → <i>dial the number</i> → <b>OK</b>
Call Transfer with Consultation	<b>Options</b> softkey→ <b>New Call</b> → <i>dial the number</i> → <i>call establishment</i> → <b>Options</b> → <b>Bridge Calls</b> → <b>OK</b>
Call Conference	<b>Options</b> softkey→ <b>New Call</b> → <i>dial the number</i> → <i>call establishment</i> → <b>Options</b> → <b>Conference</b> → <b>OK</b>

#### To Put a Call on Hold

During an active call, press the **Options** softkey, scroll to **Hold Call** and press the **OK** softkey to place the call on hold. To resume the held call, press the **Resume** softkey.

#### To Accept a Second Incoming Call

When the line is busy, the user hears a call waiting tone notifying the user that a call is waiting and will see a notification about incoming call on the phones display. Press the **Options** softkey, scroll to **Accept Call** and press the **OK** softkey to answer the second incoming call. This automatically places the active call on hold. Press the **Options** softkey again, scroll to **Toggle Calls** and press the **OK** softkey to toggle between the calls.

#### To Blind Transfer a Call

During an active call press the **Options** softkey, scroll to **Transfer Call** and press the **OK** softkey. This puts the call in progress on hold. Dial the number to where you want to transfer the call and press the **OK** button. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During an active call press the **Options** softkey, scroll to **New Call** and press the **OK** softkey. This puts the call in progress on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **Options** softkey, scroll to **Bridge Calls** and press the **OK** softkey to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During an active call press the **Options** softkey, scroll to **New Call** and press the **OK** softkey, which automatically places the active call on hold. Dial the number, once the call is established, press the **Options** softkey, scroll to **Conference** and press the **OK** softkey to begin the conference call.

To end the three-way conference call, hang up the phone.

## 11.6 Polycom SoundPoint IP 330/331/335

### 11.6.1 Limitations Specific to Polycom SoundPoint IP 330/331/335

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.6.2 Features Codes on Polycom SoundPoint IP 330/331/335

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom SoundPoint IP 330/331/335** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> (the key is also possible)
Call Waiting	<b>Hold</b>
Call Blind Transfer	<b>More → Trnsfr → Blind</b>
Call Transfer with Consultation	<b>More → Trnsfr → Dial → Trnsfr</b>
Call Conference	<b>More → Conf → Dial → Conf</b>

#### To Put a Call on Hold

During a call, press either the **Hold** key on the keypad or the **Hold** soft key. To resume the held call, press **Resume**.

#### To Accept a Second Incoming Call

Put a call in progress on hold.

Use the arrow keys on the keypad to receive a second call. Press **Answer** to receive the call.

#### To Blind Transfer a Call

During a call, press the **More** soft key, then **Trnsfr**. This puts the call in progress on hold.

Press **Blind** to receive a dial tone.

Dial the phone number that the call on hold is to be transferred to and press **Dial**. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call, press the **More** soft key, then **Trnsfr**. This puts the call in progress on hold.

Dial the phone number that the call on hold is to be transferred to and press **Dial**. Consult the called party.

Press **Trnsfr** again to transfer the call on hold to the called number. You will be automatically disconnected from both calls.

#### To Set up a Conference Call

During a call, press the **More** soft key, then **Conf**. This puts the call in progress on hold.

Dial the phone number that the call on hold is to be transferred to and press **Dial**.

Press **Conf** to join both calls into a conference call.

### **11.6.3 Additional Features Supported on Polycom SoundPoint IP 330/331/335**

The following additional features are supported:

- Auto Provisioning (we generate configuration file based on the MAC address entered from Quadro GUI);
- PnP with Quadro;
- Paging/Intercom (starting from Quadro 5.1.x software).

## 11.7 Polycom SoundPoint IP 450/501/550

### 11.7.1 Limitations Specific to Polycom SoundPoint IP 450/501/550

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.7.2 Features Codes on Polycom SoundPoint IP 450/501/550

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom SoundPoint IP 450/501/550** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> (the key is also possible)
Call Waiting	<b>Hold → Answer</b>
Call Blind Transfer	<b>Trnsfr → Blnd → Send</b>
Call Transfer with Consultation	<b>Trnsfr → Dial → Send → Trnsfr</b>
Call Conference	<b>Confrenc → Dial → Send → Confrenc</b>

#### To Put a Call on Hold

During a call, press either the **Hold** key on the keypad or the **Hold** soft key. To resume the held call, press **Resume**.

#### To Accept a Second Incoming Call

Put a call in progress on hold. Use the arrow keys on the keypad to receive a second call. Press **Answer** to answer the call.

To switch between the calls, use the **Up** or **Down** navigation keys and press **Resume**.

#### To Blind Transfer a Call

During a call, press the **Trnsfr** soft key. This puts the call in progress on hold.

Press **Blind** to receive a dial tone.

Dial the phone number that the call on hold is to be transferred to and press **Send**. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call, press the **Trnsfr** soft key. This puts the call in progress on hold. Dial the phone number that the call on hold is to be transferred to and press **Send**. Consult the called party.

Press **Trnsfr** again to transfer the call on hold to the called number. You will be automatically disconnected from both calls.

#### To Set up a Conference Call

During a call, press the **Confrenc** soft key. This puts the call in progress on hold.

Dial the phone number that the call on hold is to be transferred to and press **Send**.

Press **Confrenc** to join both calls into a conference.



### **11.7.3 Additional Features Supported on Polycom SoundPoint IP 450/501/550**

The following additional features are supported:

- Auto Provisioning (we generate configuration file based on the MAC address entered from Quadro GUI);
- PnP with Quadro;
- Paging/Intercom (starting from Quadro 5.1.x software).

## 11.8 Polycom SoundPoint IP 601/650

### 11.8.1 Limitations Specific to Polycom SoundPoint IP 601/650

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.8.2 Features Codes on Polycom SoundPoint IP 601/650

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom SoundPoint IP 601** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> (the key is also possible)
Call Waiting	<b>Hold → Answer</b>
Call Blind Transfer	<b>Trnsfr → Blind → Send</b>
Call Transfer with Consultation	<b>Trnsfr → Dial → Send → Trnsfr</b>
Call Conference	<b>Confnc → Dial → Send → Confnc</b>

#### To Put a Call on Hold

During a call, press either the **Hold** key on the keypad or the **Hold** soft key. To resume the held call, press **Resume**.

#### To Accept a Second Incoming Call

Put a call in progress on hold. Use the arrow keys on the keypad to receive a second call. Press **Answer** to accept the call. To switch between the calls, use the **Up** or **Down** navigation keys and press **Resume**.

#### To Blind Transfer a Call

During a call, press the **Trnsfr** soft key. This puts the call in progress on hold.

Press **Blind** to receive a dial tone.

Dial the phone number that the call on hold is to be transferred to and press **Send**. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call, press the **Trnsfr** soft key. This puts the call in progress on hold.

Dial the phone number that the call on hold is to be transferred to and press **Send**. Consult the called party.

Press **Trnsfr** again to transfer the call on hold to the called number. You will be automatically disconnected from both calls.

#### To Set up a Conference Call

During a call, press the **Confnc** soft key. This puts the call in progress on hold.

Dial the phone number that the call on hold is to be transferred to and press **Send**.

Press **Confnc** to join both calls into a conference.

### **11.8.3 Additional Features Supported on Polycom SoundPoint IP 601/650**

The following additional features are supported:

- Auto Provisioning (we generate configuration file based on the MAC address entered from Quadro GUI);
- PnP with Quadro;
- Paging/Intercom (starting from Quadro 5.1.x software).

## 11.9 Polycom® VVX 1500














### 11.9.1 Limitations Specific to Polycom® VVX 1500

In order to make video calls you need to go Quadro's menu and enable video codec of that extension, on which is set your **Polycom® VVX 1500**.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).


### 11.9.2 Features Codes on Polycom® VVX 1500

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom® VVX 1500** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> 
Call Waiting	<b>Hold</b>  → <b>Answer</b>
Call Blind Transfer	 → <b>Blind soft key</b> → <b>number</b> →  or 
Call Transfer with Consultation	 → <b>number</b> ->  or  → 
Call Conference	<b>Confnc</b>  → <b>Dial</b> →  or  → <b>Confnc</b> 

#### To Put a Call on Hold

To place a call on hold, press the **Hold** soft key  or press during an active call. When you place a call on hold, the following happens:

- The hold icon , will display on the Line Key.
- The Line Key status indicator will flash red.
- The call's window is minimized and placed in the inactive call group (above the soft keys). The inactive call window displays "Hold."

The following figure shows a call with Joan Smith on hold. The hold icon, and the flashing red status indicator, display on the Line Key.



Press the **Resume** soft key, or press again, to retrieve the call.

If you have more than one call on hold, press the call you want to resume, and then press the **Resume** soft key. If you press the Line Key, the first call in the inactive call group for the Line Key will automatically resume.

### To Accept a Second Incoming Call

Put a call in progress on hold. Use the arrow keys on the keypad to receive a second call. Press **Answer** to accept the call. To switch between the calls, use the **Up** or **Down** navigation keys and press **Resume**.

### To Blind Transfer a Call

When you use a blind transfer, you transfer a call without speaking to the party to whom you are transferring the call. The call is automatically transferred as soon as you dial the party's number.

#### To perform a blind transfer:

1. During a call, press the **Transfer** soft key or press . The Transfer to: screen displays, with the Blind soft key.




2. Press the **Blind** soft key. The Blind transfer to: screen displays.





3. Place a call to the party to whom you want to transfer the call. (If you want to cancel the transfer [before the call is placed], and return to the original call, press the **Cancel** soft key.) The call automatically transfers to the party you specified.

### To Transfer a Call with Consultation

1. During a call, press the **Transfer** soft key or press . The active call is placed on hold. The Transfer to: screen displays.





2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound, press the **Transfer** soft key or press . If you want to talk privately to the person to whom you are transferring the call before the transfer is complete, wait until the person answers the call, talk to the person, and then press the **Transfer** soft key or press .

If you are using a handset, the transfer can be completed by putting the handset on the cradle. You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

### To Set up a Conference Call

You can set up a conference in one of two ways:

- Using the **Conference** soft key or. The participant with whom you will exchange video is the participant you most recently added to the conference (if the party can exchange video).
  1. Call the first party.
  2. Press the **Conference** soft key or press  to create a new call. The active call is placed on hold.  
The Conference with: screen displays.
  3. Call the second party.
  4. When the second party answers, press the **Conference** soft key or press  again to join all parties in the conference.
- Using the **Join** soft key, if you have an active call and one call on hold (on the same or another Line Key). The participant with whom you will exchange video is the party who was previously on hold (if the party can exchange video).

If you have an active call and a call on hold (either on the same Line Key or a different Line Key), press the **Join** soft key.

#### To end a conference call:

During a conference call, press the **End Call** soft key.  
The other parties remain connected.

## 11.9.3 Additional Features Supported on Polycom® VVX 1500

The following additional features are supported:

- Auto Provisioning (we generate configuration file based on the MAC address entered from Quadro GUI);
- PnP with Quadro;
- Paging/Intercom (starting from Quadro 5.1.x software).




## 11.10 Polycom SoundStation IP 6000

### 11.10.1 Limitations Specific to Polycom SoundStation IP 6000

There are no additional limitations except for those mentioned in [Limitations and Differences](#).


### 11.10.2 Features Codes on Polycom SoundStation IP 6000

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom SoundStation IP 6000** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> soft key 
Call Waiting	<b>Hold</b> soft key  → <b>Answer</b>
Call Blind Transfer	<b>Trnsfer</b> soft key → <b>Blind</b> soft key → <b>number</b> → <b>Send/Dial</b> soft key
Call Transfer with Consultation	<b>Trnsfer</b> soft key → <b>number</b> -> <b>Send/Dial</b> soft key → <b>Trnsfer</b> soft key
Call Conference	<b>Confrnc</b> soft key  → <b>Dial</b> → <b>Send</b> soft key → <b>Confrnc</b> soft key

#### To Put a Call on Hold

##### To place a call on hold:

During a call, press the **Hold** soft key . The console LEDs flash red to indicate that a call is on hold.

The following screen shows Jane Smith on hold. The Resume soft key now displays on the screen.

##### To resume a call on hold:

While a call is on hold, press the **Resume** soft key.

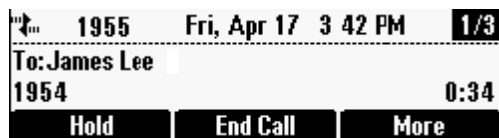
Note\* to end a call on hold, you must resume the call first.

#### To Accept a Second Incoming Call

Your phone screen can display information for multiple calls, and you can handle active and held calls at the same time. Your phone can handle a maximum of eight different calls, or eight “appearances” at one time.

If two or more calls are taking place, the phone displays a counter at the top right of the display. For example, in the following figure, “1/3” indicates that the call to James Lee is the first one out of a total of three.

To display the other two calls on hold, use the scroll keys.



#### To Blind Transfer a Call

##### To perform a blind transfer:

1. During a call, press the **Trnsfer** soft key.

The following screen, with the Blind soft key, displays.



2. Press the **Blind** soft key, and then place a call to the party to whom you want to transfer the call. (If you want to cancel the transfer before the call is placed, and return to the original call, press the **Cancel** soft key.)


The call automatically transfers to the party you specified.

## To Transfer a Call with Consultation

1. During a call, press the **Trnsfer** soft key. The active call is placed on hold.
2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound, press the **Trnsfer** soft key. The transfer is complete. If you want to talk privately to the person to whom you are transferring the call before the transfer is complete, wait until the person answers the call, talk to the person, and then press the **Trnsfer** soft key. To cancel the transfer before the call connects, press the **Cancel** soft key.

## To Set up a Conference Call



You can set up a conference in one of two ways:

- Using the **Confrnc** soft key .
- Using the **Join** soft key, if you have an active call and a call on hold.

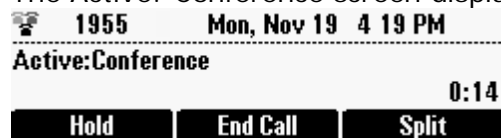
**Note\*** to end a call on hold, you must resume the call first.

### Setting Up a Conference Using the Conference Soft Key

To set up a conference using the Conference soft key:

1. Call the first party.
2. Press the **Confrnc** soft key . The active call is placed on hold.
3. Enter the number of the second party, and then press the **Send** soft key.
4. When the second party answers, press the **Confrnc** soft key  to join all parties in the conference.

The Active: Conference screen displays.



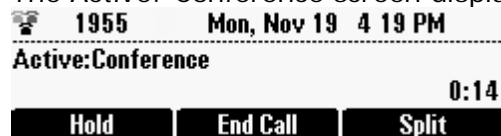
### Setting Up a Conference with an Active Call and a Call on Hold

If you are currently in an active call, and you have another call on hold, you can create a conference call between the active call, the call on hold, and yourself, by pressing the **Join** soft key.

To set up a conference call with an active call and a call on hold:

If you have an active call and a call on hold, scroll to either call, and then press the **Join** soft key.

The Active: Conference screen displays.



A conference is created with the active call, the call on hold, and yourself.



### **11.10.3 Additional Features Supported on Polycom SoundStation IP 6000**

The following additional features are supported:

- Auto Provisioning (we generate configuration file based on the MAC address entered from Quadro GUI);
- PnP with Quadro;
- Paging/Intercom (starting from Quadro 5.1.x software).

## 11.11 Cisco IP Phone 7960

### 11.11.1 Limitations Specific to Cisco IP Phone 7960

The phone does not support the speed dialling feature of Quadro. It gets a busy tone after pressing the pound sign (#). See also section [Limitations and Differences](#).

### 11.11.2 Feature Codes on Cisco IP Phone 7960

This section presents the feature codes for **PBX Services accessible during a call** specific to **Cisco IP Phone 7960** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Answer</b>
Call Blind Transfer	<b>More → BldXfer</b>
Call Transfer with Consultation	<b>More → Trnsfr</b>
Call Conference	<b>Conf</b>

#### To Put a Call on Hold

During a call, press the **Hold** soft key. To make a new call while another one is on hold, press the **New Call** soft key. To resume the held call, press the **Resume** soft key.

#### To Accept a Second Incoming Call

**Please Note:** To accept an incoming call while in a call, make sure that the call waiting service for that extension is activated both on the Quadro (**Supplementary Services→Basic Services**) and on the phone (**Settings→Call Preferences→Call Waiting**).

During a call, press the **Answer** soft key to put the call in progress on hold and receive an incoming call. To switch between the calls, use the arrow keys in the middle of the base unit. To terminate a call, press the **End Call** soft key.

#### To Blind Transfer a Call

During a call, press the **More** then **BldXfer** soft keys. This puts the call in progress on hold and provides a dial tone on the line.

Dial a phone number that the held call is to be transferred to and press the **Dial** soft key. You will be disconnected automatically as soon as the call is set up.

#### To Transfer a Call with Consultation

During a call, press the **More** then **Trnsfr** soft keys. This puts the call in progress on hold and provides a dial tone on the line.

Dial the phone number that the held call is to be transferred to and press the **Dial** soft key. Consult the called party, i.e. to announce the call.

Press the soft key **Trnsfr** again to transfer the call on hold. You will be automatically disconnected from both calls.

## To Set up a Conference Call

During a call, press the soft key **Conf**. This puts the call in progress on hold.

Dial a third participant's phone number and press the soft key **Dial**. Consult the called party.

Press **Join** to set a conference call with both parties. If you choose to terminate the conference call by pressing **End Call**, the other two parties in the conference can still continue the call.

## 11.12 Cisco IP Phone SPA303

### 11.12.1 Limitations Specific to Cisco IP Phone SPA303

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.12.2 Feature Codes on Cisco IP Phone SPA303

This section presents the feature codes for **PBX Services accessible during a call** specific to **Cisco IP Phone SPA303** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line key with a blinking LED</b>
Call Blind Transfer	<b>more</b> → <b>Xfer</b> → <i>dial the number</i> → <b>dial</b>
Call Transfer with Consultation	<b>Xfer</b> → <i>dial the number</i> → <b>dial</b> → <b>Xfer</b>
Call Conference	<b>Confrn</b> → <i>dial the number</i> → <b>dial</b> → <i>call establishment</i> → <b>Confrn</b>

#### To Put a Call on Hold

During a call, press the **Hold** button to place the call on hold and press the flashing green line button to answer the incoming call. To resume the first call, select it using the **Up/Down** navigation button or the corresponding blinking (red light) **LINE** button.

#### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (red light) **LINE** button, this automatically places the active call on hold.

#### To Blind Transfer a Call

- During an active call, press the **bXfer** softkey.
- Enter the number to which you want to transfer the call and press the **dial** softkey. The call is transferred with no further action required on your part.

#### To Transfer a Call with Consultation

1. During an active call, press **xfer** softkey. The call is placed on hold and a new line is opened to dial the number.
2. Enter the number to which you want to transfer the call, then press the **dial** softkey or wait a few seconds.
3. Press the **xfer** softkey after the phone begins to ring, or at any time after the phone is answered.

#### To Set up a Conference Call

1. During an active call press the **Confrn** softkey. This puts the call in progress on hold.
2. Dial the phone number of the second party and press the **Dial** softkey.

3. Then press the **Confrn** softkey again. Now, all three parties are connected in the conference. When you hang up, the other two parties are disconnected.

You can cancel the conference by pressing the **EndCall** softkey before connecting the calls, then press the corresponding blinking (red light) **LINE** button to resume the original call.

## 11.13 Cisco IP Phone SPA525G2

### 11.13.1 Limitations Specific to Cisco IP Phone SPA525G2

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.13.2 Feature Codes on Cisco IP Phone SPA525G2

This section presents the feature codes for **PBX Services accessible during a call** specific to **Cisco IP Phone SPA525G2** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line key with a blinking LED</b>
Call Blind Transfer	<b>BlindXfer → dial the number → dial</b>
Call Transfer with Consultation	<b>Transfer → dial the number → dial → Transfer</b>
Call Conference	<b>Conf → dial the number → dial → call establishment → Conf</b>

#### To Put a Call on Hold

During a call, press the **Hold** softkey or **Hold** button to place the call on hold. The line button flashes red. To resume the call, press the **Resume** softkey or flashing red line button to re-establish the call.

#### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (red light) **LINE** button or press the **Answer** softkey, this automatically places the active call on hold. Press the blinking (red light) **LINE** button to toggle between the calls.

#### To Blind Transfer a Call

1. During a call, press the **BlindXfer** soft key.
2. Dial the number you want to transfer the call to then press the **Dial** soft key to complete the transfer.
3. The call is transferred with no further action required on your part.

#### To Transfer a Call with Consultation

1. During a call, press the **Transfer** soft key.
2. Dial the number you want to transfer the call to and then press the **Dial** soft key.
3. When the called party answers announce the call.
4. Press the **Transfer** soft key at any time during the conversation.

#### To Set up a Conference Call

During an active call, press the **Conf** button to create a new call. This puts the call in progress on hold. Dial the phone number of the second party then press the **Dial** soft key. When the second party answers, press the **Conf** button again to join all parties in the Conference. When you hang up, the other two parties are disconnected. To keep the other parties in a call, but disconnect you from the call, press **Join**.

## 11.14 Cisco IP Phone SPA501G

### 11.14.1 Limitations Specific to Cisco IP Phone SPA501G

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.14.2 Feature Codes on Cisco IP Phone SPA501G

This section presents the feature codes for **PBX Services accessible during a call** specific to **Cisco IP Phone SPA501G** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line key with a blinking LED</b>
Call Blind Transfer	<b>BlindXfer → dial the number → dial</b>
Call Transfer with Consultation	<b>Transfer → dial the number → dial → Transfer</b>
Call Conference	<b>Conference → dial the number → dial → call establishment → Conference</b>

#### To Put a Call on Hold

During a call, press the **Hold** button to place the call on hold. A series of beeps or music on hold plays for the caller to indicate that the call is on hold. Only one call can be active at a time. To resume the call, press the flashing red line button for the call.

#### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (red light) **LINE** button, this automatically places the active call on hold.

#### To Blind Transfer a Call

1. During a call, press the **Transfer** soft key.
2. Dial the number you want to transfer the call to then press the **Dial** soft key followed by the **Transfer** soft key to complete the transfer.

#### To Transfer a Call with Consultation

1. During a call, press the **Transfer** button.
2. Dial the number you want to transfer the call.
3. After the phone begins to ring or after the person you are calling answers, press the **Transfer** button again.

#### To Set up a Conference Call

During an active call, press the **Conference** button. The first call is placed on hold, a second line is opened, and you hear a dial tone. Dial the phone number of the second party. When the second party answers, press the **Conference** button again to join all parties in the Conference. When you hang up, the other two parties are disconnected.

## 11.15 Cisco IP Phone SPA509G

### 11.15.1 Limitations Specific to Cisco IP Phone SPA509G

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.15.2 Feature Codes on Cisco IP Phone SPA509G

This section presents the feature codes for **PBX Services accessible during a call** specific to **Cisco IP Phone SPA509G** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line key with a blinking LED</b>
Call Blind Transfer	<b>Trnsfer</b> → <i>dial the number</i> → <b>dial</b>
Call Transfer with Consultation	<b>Trnsfer</b> → <i>dial the number</i> → <b>dial</b> → <b>Trnsfer</b>
Call Conference	<b>Conf</b> → <i>dial the number</i> → <b>dial</b> → <i>call establishment</i> → <b>Conf</b>

#### To Put a Call on Hold

During a call, press the **Hold** button to place the call on hold. A series of beeps or music on hold plays for the caller to indicate that the call is on hold. Only one call can be active at a time. To resume the call, press the flashing red line button for the call.

#### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (red light) **LINE** button, this automatically places the active call on hold.

#### To Blind Transfer a Call

1. During a call, press (right arrow) then press the **Trnsfer** soft key.
2. Dial the number you want to transfer the call to then press the **Dial** soft key to complete the transfer.
3. Press the **Trnsfer** soft key after the phone begins to ring, then hang up.

#### To Transfer a Call with Consultation

1. During a call, press the **Trnsfer** soft key.
2. Dial the number you want to transfer the call to and then press the **Dial** soft key.
3. When the called party answers announce the call.
4. Press the **Trnsfer** soft key at any time during the conversation.

#### To Set up a Conference Call

During an active call, press the **Conf** softkey. This puts the call in progress on hold. Dial the phone number of the second party. When the second party answers, press the **Conf** softkey again to join all parties in the Conference. When you hang up, the other two parties are disconnected.



## 11.16 Swissvoice IP 10S

### 11.16.1 Limitations Specific to Swissvoice IP 10S

The **Swissvoice IP 10S** SIP-phone does not support the **Call Conferencing** feature. See also [Limitations and Differences](#).

### 11.16.2 Feature Codes on Swissvoice IP 10S

This section presents the feature codes for **PBX Services accessible during a call** specific to **Swissvoice IP 10S** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>L2/OK</b>
Call Waiting	<b>OK</b>
Call Blind Transfer	<b>Blind Transfer (from Services)</b>
Call Transfer with Consultation	<b>Transfer (from Services)</b>

#### To Put a Call on Hold

There are two options of putting a call on hold:

1. During a call, press the **OK** soft key to put the call on hold and receive a dial tone. You can make a second call while the first one is on hold.
2. During a call, press the key with a white dot and select the **Hold** sub-item by pressing **OK**. The party is put on hold but a dial tone is *not* provided on the line.

To resume the held call, press **OK** again.

#### To Accept a Second Incoming Call

Press the **OK** key to put the call in progress on hold and accept an incoming call.

To terminate the call in progress and resume the held one, press the key **C**. To put the call in progress on hold and resume the held one, go up one level by using the upward arrow key and press **OK**.

#### To Blind Transfer a Call

During a call, press the key with a white dot.

Select the **Blind Transfer** sub-item using the arrow keys and press **OK**. The call in progress is put on hold and a dial tone is provided on the line enabling you to make a call.

Dial a phone number that the call is to be transferred to and press **OK**. The person on hold is transferred to the specified destination.

#### To Transfer a Call with Consultation

During a call, press **OK** to switch to a free line. The call in progress is put on hold.

Dial a number that the held call is to be transferred to.

Press the key with a white dot and select the **Transfer** sub-item followed by **OK**. Use the arrow keys to move up or down through the menu items. The held party will be transferred to the called number.

## 11.17 IpDialog SipTone II

### 11.17.1 Limitations Specific to IpDialog SipTone II

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.17.2 Feature Codes on IpDialog SipTone II

This section presents the feature codes for **PBX Services accessible during a call** specific to **IpDialog SipTone II** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>DND/HOLD</b> or <b>Line1/2</b>
Call Waiting	<b>Line1/2</b>
Call Blind Transfer	<b>VM/XFER</b>
Call Transfer with Consultation	<b>VM/XFER</b>
Call Conference	<b>SET/CONF</b>

#### To Put a Call on Hold

There are two options of putting a call on hold:

1. Press **DND/HOLD** to put the call in progress on hold. To resume a call on hold, press **DND/HOLD** again. To make a new call while another is on hold, press **Line1/2**.
2. Press **Line1/2** to put the call in progress on hold and switch directly to line 2. To terminate the call in progress and resume the held one, press **MENU/HANGUP**. To resume the call on hold without terminating the call in progress, press **Line1/2**.

#### To Accept a Second Incoming Call

Press **Line1/2** to put the call in progress on hold and accept an incoming call. To switch between the calls, use **Line1/2**. To terminate the active call and resume the held one, press **MENU/HANGUP**.

#### To Blind Transfer a Call

During a call, press **VM/XFER** to put the call in progress on hold and a receive dial tone.

Dial a phone number that the call on hold is to be transferred to and press **OK**. As soon as the held party is transferred to the specified destination, you will be disconnected from the held call.

#### To Transfer a Call with Consultation

During a call, press **Line1/2** to switch to line 2 and make a call. The call in progress is put on hold. Consult the called party.

Press **VM/XFER**. The person on hold is transferred to the called party disconnecting you from both calls.

#### To Set up a Conference Call

During a call, switch to line 2 by pressing **Line1/2** and make or accept an incoming call.

Press **SET/CONF** to join both parties in a conference call.

## 11.18 Grandstream BT100/200

### 11.18.1 Limitations Specific to Grandstream BT100/200

There is a licensing limitation for G.729 codec on the GrandStream phones (only 2 G.729 codec channels are supported). It is impossible to initiate conference on the phone when all participants are using the G.729 codec. See also [Limitations and Differences](#).

### 11.18.2 Feature Codes on Grandstream BT100/200

This section presents the feature codes for **PBX Services accessible during a call** specific to **Grandstream BT100/200** and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>FLASH</b> or <i>HOOK</i> <sup>2</sup>
Call Blind Transfer	<b>TRANSFER</b> -> dial the number -> <b>SEND</b> or <b>#</b>
Call Transfer with Consultation	<b>FLASH</b> or <i>HOOK</i> -> dial the number -> <b>SEND</b> or <b>#</b> -> call establishment -> <b>TRANSFER</b> -> <b>FLASH</b> or <i>HOOK</i>
Call Conference	<b>CONFERENCE</b> -> dial the number -> <b>SEND</b> or <b>#</b> -> call establishment -> <b>CONFERENCE</b>

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold.

To resume the call press the **HOLD** button again to realize the previously held call.

**Please Note:** If, after holding the call, the party puts the phone on the idle mode (hangs up the handset or presses the **SPEAKER** button) the "CALL ON HOLD" will be shown on the display to notify the caller about call in hold. And if picking up the handset or pressing the **SPEAKER** button, the call in hold will be automatically reconnected.

You can put a call on hold and switch directly to another line by pressing the **FLASH** key or *HOOK* switch during a call.

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press the **FLASH** key or *HOOK* switch. This provides a dial tone enabling you to make a second call.

<sup>2</sup> *HOOK* switch is the button on the phone, which is always pressed when the handset is on-hook and always realized when the handset is off-hook.

## To Accept a Second Incoming Call

If call waiting feature is enabled on the Quadro, a call waiting tone (stutter tone) will alert the caller to an incoming call. Press the **FLASH** key or *HOOK* switch to place the current party on hold and switch to the incoming call. Press the **FLASH** key or *HOOK* switch to toggle between two active calls.

You can send an incoming call directly to voicemail (if the Voicemail service is configured and the "Call Queue" service is disabled on the Quadro) without answering the Call. To do this, press **MUTE/DEL** button without picking up the handset. If you're already on the phone your incoming call should go directly to voicemail (if Voicemail is configured and "Call Queue" is disabled on the Quadro).

## To Blind Transfer a Call

During an active call press the **TRANSFER** button, this puts the call in progress on hold. Then dial the number (and press the **#** or **SEND** button to complete transfer of active call). You will be disconnected automatically from both calls.

**Please Note:** Transfer initiator is being disconnected from the call and is not up on where the call is being transferred.

## To Transfer a Call with Consultation

During the call press **FLASH** key or *HOOK* switch for a second dial tone and automatically place the active call on hold. Dial the third party's phone number and press the **SEND** button or **#** key, once the call is established, press **TRANSFER** to complete the transfer and hang up. If the call is not answered, press **FLASH** button or *HOOK* switch to resume the original call.

**Please Note:** If Transfer with Consultation fails, and transfer initiator party hangs up, the HandTone-496 will ring party to remind that other party is still on the line. Transfer initiator party can pick up the phone to resume conversation with other party.

## To Set up a Conference Call

Place first call. During the call press **CONFERENCE** button for dial-tone, to make a call and automatically place the active call on hold. Dial third number and press **SEND** or **#**. Once the call is established, press the **CONFERENCE** button again to establish 3-way conference call. If third caller does not answer, press **FLASH** button or *HOOK* switch to resume conversation with held caller.

To cancel the 3-way conference, simply hang up the phone.

## 11.19 Grandstream GXP2000/GXP2100/GXP2110/GXP2120 Phone

### 11.19.1 Limitations Specific to Grandstream GXP2000/GXP2100/GXP2110/GXP2120 Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.19.2 Features Codes on Grandstream GXP2000/GXP2100/GXP2110/GXP2120 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP2000/GXP2100/GXP2110/GXP2120** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>LINE<sub>x</sub></b>
Call Blind Transfer	<b>Transfer -&gt; dial the number -&gt; SEND</b>
Call Transfer with Consultation	<b>LINE<sub>x</sub> -&gt; Dial -&gt; call establishment -&gt; Transfer -&gt; LINE<sub>x</sub> (in hold line)</b>
Call Conference	<b>LINE<sub>x</sub> -&gt; Dial -&gt; call establishment -&gt; CONF -&gt; LINE<sub>x</sub> (in hold line)</b>

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold. To resume the call press the corresponding blinking **LINE**.

#### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (red light) **LINE<sub>x</sub>** button, this automatically places the active call on hold. Call Waiting tone (stutter tone) is audible when there is an active call.

#### To Blind Transfer a Call

During an active call press the **Transfer** button, this puts the call in progress on hold. Then dial the number (and press the **#** or **SEND** button to complete transfer of active call). You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **LINE<sub>x</sub>** button (free line) to make a call and automatically place the active line on hold. Dial the number, once the call is established, press the **Transfer** button then the **LINE** button of the waiting line to transfer the call.

#### To Set up a Conference Call

During a call press the **LINE<sub>x</sub>** (free line) button to make a call which automatically places the active line on hold. **Dial** the number, once the call is established, press the **CONF** button then the **LINE<sub>x</sub>** that is on hold (blinking) to join both calls into a conference.

To end a conference, press **HOLD**. This breaks the conference and places both parties on hold. To speak with an individual party, select the corresponding blinking **LINE**.

## 11.20 Grandstream GXP2124 Phone

### 11.20.1 Limitations Specific to Grandstream GXP2124 Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.20.2 Features Codes on Grandstream GXP2124 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP2000/GXP2124** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>LINE<sub>x</sub></b>
Call Blind Transfer	<b>Transfer -&gt; dial the number -&gt; Transfer</b>
Call Transfer with Consultation	<b>LINE<sub>x</sub> -&gt; Dial -&gt; call establishment -&gt; Transfer -&gt; LINE<sub>x</sub> (in hold line)</b>
Call Conference	<b>LINE<sub>x</sub> -&gt; Dial -&gt; call establishment -&gt; CONF -&gt; LINE<sub>x</sub> (in hold line)</b>



#### To Put a Call on Hold

During the call press the **Hold** softkey to place the call on hold. To resume the call press the corresponding blinking **LINE**.


#### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (red light) **LINE<sub>x</sub>** button, this automatically places the active call on hold.


#### To Blind Transfer a Call

During an active call press the  button or the **Transfer** softkey, this puts the call in progress on hold. Then dial the number and press the  button or the **Transfer** softkey to complete transfer of active call). You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **LINE<sub>x</sub>** button (free line) to make a call and automatically place the active line on hold. Dial the number, once the call is established, press the  button then the **LINE** button of the waiting line to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **LINE<sub>x</sub>** (free line) button to make a call which automatically places the active line on hold. **Dial** the number, once the call is established, press the  button then the **LINE<sub>x</sub>** that is on hold (blinking) to join both calls into a conference.

#### To end a conference call:

During a conference call, press the **End Call** soft key.

## 11.21 Grandstream GXP1400/GXP1405/GXP1450 Phone

### 11.21.1 Limitations Specific to Grandstream GXP1400/GXP1405/GXP1450 Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.21.2 Features Codes on Grandstream GXP1400/GXP1405/GXP1450 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP1400/GXP1405/GXP1450** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>LINE<sub>x</sub></b>
Call Blind Transfer	<b>Transfer -&gt; dial the number -&gt; SEND</b>
Call Transfer with Consultation	<b>LINE<sub>x</sub> -&gt; Dial -&gt; call establishment -&gt; Transfer -&gt; LINE<sub>x</sub> (in hold line)</b>
Call Conference	<b>LINE<sub>x</sub> -&gt; Dial -&gt; call establishment -&gt; CONF -&gt; LINE<sub>x</sub> (in hold line)</b>

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold. To resume the call press the corresponding blinking **LINE**.

#### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (red light) **LINE<sub>x</sub>** button, this automatically places the active call on hold.

#### To Blind Transfer a Call

During an active call press the **Transfer** button, this puts the call in progress on hold. Then dial the number (and press the **#** button to complete transfer of active call). You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **LINE<sub>x</sub>** button (free line) to make a call and automatically place the active line on hold. Dial the number, once the call is established, press the **Transfer** button then the **LINE** button of the waiting line to transfer the call. Hang up the phone call after the call is transferred.

#### To Set up a Conference Call

During a call press the **LINE<sub>x</sub>** (free line) button to make a call which automatically places the active line on hold. **Dial** the number, once the call is established, press the **CONF** button then the **LINE<sub>x</sub>** that is on hold (blinking) to join both calls into a conference.

To end a conference, press **HOLD**. This breaks the conference and places both parties on hold. To speak with an individual party, select the corresponding blinking **LINE<sub>x</sub>**.



## 11.22 Grandstream HT286

### 11.22.1 Limitations Specific to Grandstream HT286

**HandyTone-286** is a VoIP Analog Telephone Adaptor designed to work with an ordinary analog telephone.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.22.2 Features Codes on Grandstream HT286

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream HT286** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>flash</b>
Call Waiting	<b>flash</b>
Call Blind Transfer	<b>flash</b> → dial *87 → dial the number
Call Transfer with Consultation	<b>flash</b> → dial the number → consult → hang up
Call Conference	<b>flash</b> → dial the number → <b>flash</b>

#### To Put a Call on Hold

During the call press the “**flash**” button to place a caller on hold. Press the “**flash**” button again to release call hold.

#### To Accept a Second Incoming Call

Call waiting tone (3 short beeps) indicates an incoming call. Toggle between incoming call and current call by pressing the “**flash**” button. First call is placed on hold. Press the “**flash**” button to toggle between two active calls.

#### To Blind Transfer a Call

During an active call press “**flash**” button (or hook flash on older models), dial \*87, then dial the number to transfer call and press the “#” key (or wait 4 seconds) to complete transfer of active call.

##### Expected outcomes:

- A quick confirmation tone (call waiting tone) followed by a dial tone. This indicates the transfer is successful. Hang up or place another call.
- A quick busy tone followed by a restored call (on supported platforms only). The busy tone indicates the transfer failed.
- Continuous busy tone. The phone call has timed out. **Note:** continuous busy tone does not indicate the transfer has been successful, nor does it indicate the transfer has failed. It often means there was a failure to receive second NOTIFY – check firmware for most recent release.

#### To Transfer a Call with Consultation

Assuming that call party A and B are in conversation. A wants to *Attend Transfer* B to C:

- A presses **FLASH** (on the analog phone, or Hook Flash for old model phones) to get a dial tone
- A then dial C’s number then # (or wait for 4 seconds).

3. If C answers the call, A and C are in conversation. Then A can hang up to complete transfer.
4. If C does not answer the call, A can press "**flash**" back to talk to B.

### To Set up a Conference Call

Assuming that call party A and B are in conversation. A (HT-286) wants to bring C in a conference:

1. A presses **FLASH** (on the analog phone, or Hook Flash for old model phones) to get a dial tone.
2. A dials C's number then # (or wait for 4 seconds).
3. If C answers the call, then A presses **FLASH** to bring B, C in the conference.
4. If C does not answer the call, A can press **FLASH** back to talk to B.
5. If A presses **FLASH** during conference, C will be dropped out.

## 11.23 Grandstream HT386

### 11.23.1 Limitations Specific to Grandstream HT386

**HandyTone-386** is a VoIP Analog Telephone Adaptor designed to work with an ordinary analog telephone.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.23.2 Features Codes on Grandstream HT386

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream HT386** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>flash</b>
Call Waiting	<b>flash</b>
Call Blind Transfer	<b>flash</b> → dial *87 → dial the number
Call Transfer with Consultation	<b>flash</b> → dial the number → consult → hang up
Call Conference	<b>flash</b> → dial the number → <b>flash</b>

#### To Put a Call on Hold

During the call press the “**flash**” button to place a caller on hold. Press the “**flash**” button again to release call hold.

#### To Accept a Second Incoming Call

Call waiting tone (3 short beeps) indicates an incoming call. Toggle between incoming call and current call by pressing the “**flash**” button. First call is placed on hold. Press the “**flash**” button to toggle between two active calls.

#### To Blind Transfer a Call

During an active call press “**flash**” button (or hook flash on older models), dial \*87, then dial the number to transfer call and press the “#” key (or wait 4 seconds) to complete transfer of active call.

##### Expected outcomes:

- A quick confirmation tone (call waiting tone) followed by a dial tone. This indicates the transfer is successful. Hang up or place another call.
- A quick busy tone followed by a restored call (on supported platforms only). The busy tone indicates the transfer failed.
- Continuous busy tone. The phone call has timed out. **Note:** continuous busy tone does not indicate the transfer has been successful, nor does it indicate the transfer has failed. It often means there was a failure to receive second NOTIFY – check firmware for most recent release.

#### To Transfer a Call with Consultation

Assuming that call party A and B are in conversation. A wants to *Attend Transfer* B to C:

- A presses **FLASH** (on the analog phone, or Hook Flash for old model phones) to get a dial tone.
- A then dial C’s number then # (or wait for 4 seconds).
- If C answers the call, A and C are in conversation. Then A can hang up to complete transfer.

4. If C does not answer the call, A can press "**flash**" back to talk to B.

### To Set up a Conference Call

Assuming that call party A and B are in conversation. A (HT-286) wants to bring C in a conference:

1. A presses **FLASH** (on the analog phone, or Hook Flash for old model phones) to get a dial tone.
2. A dials C's number then # (or wait for 4 seconds).
3. If C answers the call, then A presses **FLASH** to bring B, C in the conference.
4. If C does not answer the call, A can press **FLASH** back to talk to B.
5. If A presses **FLASH** during conference, C will be dropped out.

## 11.24 Grandstream GXV3140

### 11.24.1 Limitations Specific to Grandstream GXV3140

In order to make video calls you need to go Quadro's menu and enable video codec of that extension, on which is set your **Grandstream GXV3140** phone.




There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.24.2 Features Codes on Grandstream GXV3140


This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXV3140** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line button -&gt; corresponding line soft key</b>
Call Blind Transfer	<b>Transfer → dial the number → Send</b>
Call Transfer with Consultation	<b>Line -&gt; free line soft key -&gt; dial the number → Transfer</b>
Call Conference	<b>Line -&gt; free line soft key -&gt; dial the number → Conference → Line button -&gt; corresponding line soft key</b>



#### To Put a Call on Hold

During the call press the "**HOLD**" button  to place your active call on hold. Press the "**Hold**"  button again or press the "**Resume**" softkey to return to the call. Users can also select the line placed on hold to resume the call (by pressing the "**LINE**" button  and then the key corresponding to held line).



#### To Accept a Second Incoming Call

When the line is busy, the user hears a call waiting tone notifying the user that a call is waiting and the notification about incoming call on the phones display. Press the "**Accept**" softkey to answer the second incoming call. Users may toggle between the multiple calls by pressing the "**LINE**" button  and selecting the line they wish to answer.

#### To Blind Transfer a Call





1. Press the "**CALL TRANSFER**" button  to place the other party on hold. The phone will display the following message: "Dial Number (Blind) OR Select Line (Attended)".
2. Dial the extension number and press "**Send**" softkey or  button. This will transfer the call to the other party immediately.


## To Transfer a Call with Consultation

Press the **"LINE"** button  to select an idle line to use for transfer; this will place the other party on hold immediately. After pressing the soft key of corresponding free Line, press the **"LINE"** button  several times until the active account will be selected. Dial the number that you wish to transfer to and after confirmation from the party, press the **"CALL TRANSFER"** button. The phone will display the following message: "Dial Number (Blind) OR Select Line (Attended)". Press the **"LINE"** button and select the line on hold.

**Please Note:** To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains. If users enter a wrong number and wish to cancel the transfer, just press the **"CALL TRANSFER"** button again or the **"Cancel"** softkey to cancel the transfer or press the **"HOLD"** key to hold the line and retry again.

## To Set up a Conference Call

Place the first call on hold by pressing the **"LINE"** button  to call the second party. After pressing the soft key of corresponding free Line, press the **"LINE"** button  several times until the active account will be selected. Once the user has established the second call, press the **"CONFERENCE"** button  then select the line on hold by pressing the **"Line"** button  again and selecting the line by pressing the corresponding line softkey. This would bring the three parties together in a 3 way conference.

If after pressing the **"CONFERENCE"** button , a user decides not to conference anyone, press the corresponding **"End"** soft key to cancel the conference. There are two ways to end a conference. The first way is to press **"HOLD"**. This breaks the conference and places both parties on hold. The user can now speak to an individual party by selecting the corresponding **LINE**. The second way to end a conference is to simply hang up and terminate the call.

## 11.25 Grandstream GXV3175

### 11.25.1 Limitations Specific to Grandstream GXV3175

In order to make video calls you need to go Quadro's menu and enable video codec of that extension, on which your **Grandstream GXV3175** phone is set.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.25.2 Features Codes on Grandstream GXV3175

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXV3175** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line key of new incoming call</b>
Call Blind Transfer	<b>Trnf → dial the number → Send</b>
Call Transfer with Consultation	<b>free line soft key → dial the number → Trnf → Line in hold</b>
Call Conference	<b>free line soft key → dial the number → Conf → Yes</b>


#### To Put a Call on Hold

During the call press the **"Hold"** button to place your active call on hold. The line icon will become yellow after call hold. Press the **"Unhold"** button to return to the call. After call hold, users could select another line to make calls. If there is another call coming in, the user will be able to select **"Accept"** or **"Reject"** in the right hand side of the screen.


#### To Accept a Second Incoming Call

When the line is busy, the user hears a call waiting tone notifying the user that a call is waiting and the notification about new incoming call will be displayed on the phone. Users may toggle between the multiple calls by pressing the Line button and selecting the line they wish to answer.


#### To Blind Transfer a Call

1. During a call press the  button for additional functions and then the **"Trnf"** button to place the other party on hold. The phone will display the following message: "Dial Number (Blind) OR Select Line (Attended)".
2. Dial the extension number and press **"SEND"**. This will transfer the call to the other party immediately.

#### To Transfer a Call with Consultation

During a call, select another line to establish a call with the third party using the same account. This will put the previous line (Line 1) on hold. Dial the number of new destination and press **"Audio Call"** or **"Video Call"** button. When the second call is established, press the  button for additional functions and press the **"Trnf"** button. The message: "Dial Number (Blind) OR Select Line (Attended)" will show up in the screen and bellow this message the button with the held call will appear. Then select line button corresponding with the held call to finish attended transfer.

## To Set up a Conference Call

During a call, select a free line by pressing "**Line**" button to call the second party using the same account. This will place the first call on hold. Dial the number of new destination and press "**Audio Call**" or "**Video Call**" button. Once the user has established the second call, press the  button for additional functions and press the "**Conf**" button. The message "Press '**Yes**' to conference with held call, or '**Cancel**' to cancel." will appear on the display. Pressing the '**Yes**' button would bring the three parties together in a 3 way conference.

If after pressing the "**Yes**" button, a user decides not to conference anyone, either press "**END**" in the conference call or simply hang up and terminate the call.



## 11.26 Sipura SPA-841 IP Phone

### 11.26.1 Limitations Specific to SPA-841 IP Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.26.2 Feature Codes on SPA-841 IP Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to **SPA-841** IP Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line key with a blinking LED</b>
Call Blind Transfer, Call Transfer with Consultation	<b>"xfer" → dial the number → "dial" → "xfer"</b>
Call Conference	<b>"conf" → dial the number → "dial" → "conf"</b>

#### To Put a Call on Hold

During a call press the **Hold** key. The LED of the corresponding line key will flash red, indicating that there is a call on hold. To resume a call on hold, press the line key associated with the held call.

While a call is on hold, you can make a new call: press the line key of a free line and dial a number. If the phone is connected to two calls, use the associated line keys to switch between the calls.

#### To Accept a Second Incoming Call

During a call, press the line key with a flickering LED to put a call in progress on hold and receive an incoming call.

#### To Blind Transfer a Call

During a call, press the **"xfer"** soft key, which is the soft key on the far right. This puts the call in progress on hold and provides a dial tone.

Dial the number the call is to be transferred to and press the **"dial"** soft key.

Just as you hear ringing, press **"xfer"** again. The held call will be transferred to the called party.

#### To Transfer a Call with Consultation

During a call, press the **"xfer"** soft key, which is on the far right. This puts the call in progress on hold and provides a dial tone on a free line.

Dial the number the call is to be transferred to and press the **"dial"** soft key.

After consulting the called party, press the **"xfer"** key again. The call on hold will be transferred to the called destination.

#### To Set up a Conference Call

During a call, press the **"conf"** key, which is the soft key on the far left. This puts the call in progress on hold and provides a dial tone. Dial a third participant's telephone number and press the **"dial"** soft key. After the call is set up, press the **"conf"** key again to join the held and active calls in a conference call.

## 11.27 Thomson ST2030S

### 11.27.1 Limitations Specific to Thomson ST2030S

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.27.2 Features Codes on Thomson ST2030S

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Thomson ST2030S** SIP Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Answer</b>
Call Blind Transfer	<b>Transf</b> → <i>dial the number</i> → <b>Transf</b>
Call Transfer with Consultation	<b>Transf</b> → <i>dial the number</i> → <b>OK</b> → <i>consult</i> → <b>Transf</b>
Call Conference	<b>Conf</b> → <i>dial the number</i> → <b>OK</b> → <b>Conf</b>

#### To Put a Call on Hold

During a call, press **Hold**. To resume a held call, press **UnHold**.

#### To Accept a Second Incoming Call

When the phone is ringing, press **Answer** or the line with a blinking LED. The phone will put the call in progress on hold and pick up an incoming call.

To switch between the active and held calls, press the line key (F1, F2, etc.) associated with a call or scroll to the line and press **UnHold**.

#### To Blind Transfer a Call

During a call, press **Transf**. The phone will put the call in progress on hold.

Dial the phone number that the call on hold is to be transferred to and press **Transf**.

#### To Transfer a Call with Consultation

During a call, press **Transf**. The phone will put the call in progress on hold.

Dial the phone number that the call on hold is to be transferred to and press **OK**. Consult the called party, for example to announce the incoming call.

Press **Transf** to transfer the call on hold to the called number or press **Back** to resume the held call.

## To Set up a Conference Call

During a call, press **Conf**. The phone will put the call in progress on hold.

Dial the third participant's phone number and press **OK**.

After the call is set up, press **Conf** to join both calls into a conference.

To drop a call participant, scroll to the corresponding line and press **Remove**. To end a conference call, drop each participant one by one.

## 11.28 Berkshire 5000 (ATL 5000) IP phone

### 11.28.1 Limitations Specific to Berkshire 5000

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.28.2 Features Codes on Berkshire 5000

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Berkshire 5000** IP Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Line1/Hold</b> or <b>Line2/Hold</b>
Call Waiting	<b>Line1/Hold</b> or <b>Line2/Hold</b>
Call Blind Transfer	<b>Function</b> → <b>XSFER</b> → <i>dial the number</i> → <b>OK</b> or <b>Line1/Hold</b> → <b>Function</b> → <b>XSFER</b> → <i>dial the number</i> → <b>OK</b>
Call Transfer with Consultation	<b>Line2/Hold</b> → <i>dial the number</i> → <b>OK</b> → <b>Function</b> → <b>XSFER</b>
Call Conference	<b>Line2/Hold</b> → <i>dial the number</i> → <b>OK</b> → <b>Function</b> → <b>3-way</b>

#### To Put a Call on Hold

During a call press the **Line1/Hold** or **Line2/Hold** keys. The LED of the corresponding line button on hold will start blinking.

To resume the call on hold, press the **Line1/Hold** or **Line2/Hold** keys with the blinking LED.

#### To Accept a Second Incoming Call

During a call, press the **Line1/Hold** or **Line2/Hold** keys. This puts the call in progress on hold and picks up an incoming call.

#### To Blind Transfer a Call

During a call, press the **Function** then **XSFER** buttons.

Dial the number the call is to be transferred to and press **OK** to confirm the transfer.

Or press the **Line1/Hold** and then the **Function** and **XSFER** buttons.

Dial the number the call is to be transferred to and press **OK** to confirm the transfer.

#### To Transfer a Call with Consultation

During a call, press the **Line2/Hold** to put the call in progress on hold and to receive a dial tone. Dial the number the call is to be transferred to, consult and press the **Function** and then **XSFER** buttons to transfer.

#### To Set up a Conference Call

During a call, press the **Line2/Hold** to put the call in progress on hold and to receive a dial tone. Dial a third participant's number and press the **Function** and then **3-way** buttons to join the two calls.




## 11.29 Linksys SPA922/921 IP Phones

### 11.29.1 Limitations Specific to Linksys SPA922/921








There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.29.2 Features Codes on Linksys SPA922/921


This section presents the feature codes for **PBX Services accessible during a call** specific to the **Linksys SPA922** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>hold</b>  → <b>Resume Softkey</b> → 
Call Blind Transfer	<b>right navigation button</b>  → <b>"bxfer"</b> → <i>dial the number</i>
Call Transfer with Consultation	<b>"xfer"</b> → <i>dial the number</i> → <i>consult</i> → <b>"xfer"</b>
Call Conference	<b>"conf"</b> → <i>dial the number</i> → <b>"conf"</b>

#### To Put a Call on Hold

Press the **hold**  button, and then press the **resume Softkey** →  button to resume the call. If you have another call press the **hold**  button to send the first call on hold, then pick up the second call by on hooking and again off hooking the handset (or press the **Speaker**  button if you want to talk on the speakerphone). If you want to switch to the first call, press the **hold**  button, then the **resume Softkey** →  button. If you do not want to keep the current call then just go on hook (or press the **Speaker**  button if you are talking on the speakerphone). Press the **resume Softkey** →  button to talk to another one).

#### To Blind Transfer a Call

Press the right arrow on the **navigation**  button once, then the **bxfer** button and dial the destination number and #.

Or go off hook, press the **xfer** button, dial the destination number and # then press the **xfer** button again.

#### To Transfer a Call with Consultation

Press the **xfer** button, dial the destination number and #, talk to the caller then press the **xfer** button again.

#### To Set up a Conference Call

Press the **conf** button, dial the destination number and #, and then press the **conf** button again. If you want to exit press the **join** button.



## 11.30 Linksys SPA942/941 IP Phones

### 11.30.1 Limitations Specific to Linksys SPA942/94






There are no additional limitations except for those mentioned in [Limitations and Differences](#).



### 11.30.2 Features Codes on Linksys SPA942/941

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Linksys SPA942** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	 <b>hold</b> → <b>1<sup>st</sup> Line</b> 
Call Blind Transfer	<b>right navigation button</b>  → <b>"bxfer"</b> → <i>dial the number</i>
Call Transfer with Consultation	<b>"xfer"</b> → <i>dial the number</i> → <b>consult</b> → <b>"xfer"</b>
Call Conference	<b>"conf"</b> → <i>dial the number</i> → <b>"conf"</b>

#### To Put a Call on Hold

Press the **Hold**  button and press the **1<sup>st</sup> Line**  key to resume the call. If you have another call, immediately press the **1<sup>st</sup> Line**  key to swap calls (sending the 1-st call on hold) or press the **Hold**  button then press the **1<sup>st</sup> Line**  key to talk to the second caller.

If you want to switch to the first call just press the **1<sup>st</sup> Line**  key again which will send the second call on hold. While talking, go on hook to terminate the current call (or if you are talking on the speakerphone, press the **Speaker**  button).

#### To Blind Transfer a Call

Press the right arrow on the **navigation**  button once, then the **bxfer** button. Dial the destination number and #.

Or go off hook then press the **xfer** button dial the destination number and # then press the **xfer** button again.

#### To Transfer a Call with Consultation

Press the **xfer** button and dial the destination number and # talk to the caller then and press the **xfer** button again.

#### To Set up a Conference Call

Press the **conf** button and dial the destination number and #, then press the **conf** button again. If you want to exit, press the **join** button.

## 11.31 snom m3 IP Phones

### 11.31.1 Limitations Specific to snom m3

#### Calls

- The # key is not working for accelerating the dial process
- When there is some notification on the display, the other notifications will not be shown until the active one will be canceled. For example if there is Missed Call notification, the New Voicemail notification will not come.

#### Call hold and Waiting features

- When the Line Appearance for the **snom M3** is 2 and one call is in hold, it is not possible to dial **snom M3**. Holding the call **snom M3** is reserving the second line for next call.
- It is not possible to have 2 calls in hold when Line Appearance is 2.
- When the **snom M3** is in active call and there is a call in hold, terminating the active call (doesn't matter from which side) the held call is being taken automatically.

#### 3-way Conference

- Pressing **End conf.** softkey the conference will be finished, connect to one of the callers (the last caller) and place the second caller into wait state. The caller in wait state will not be held and will not hear any music on hold but will stay in silent.

**Paging and Intercom** – doesn't work.

#### Voice Mail

- Tone indication –there is no change in tone in case of new mail.


**Call Queue** – Doesn't support any information on the display about the call in queue (number of queued calls, caller id).

**Call in hold notification** – there is no lamp or tone indication reminding about call in hold

**Distinctive ringing** – the phone has its own audio settings and it not reacting on distinctive ringing changes

### 11.31.2 Features Codes on snom m3

This section presents the feature codes for **PBX Services accessible during a call** specific to the **snom m3** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b> softkey
Call Waiting	 <b>Green Phone</b> key
Call Blind Transfer	<b>Hold</b> → <b>Options</b> → <b>Transfer</b> → <i>dial a number</i> → <b>OK</b>
Call Transfer with Consultation	<b>Hold</b> → <i>dial the number</i> → <i>consult</i> → <b>Options</b> → <b>Transfer</b>
Call Conference	<b>Hold</b> → <i>dial the number</i> → <i>consult</i> → <b>Options</b> → <b>Conference</b>


## To Put a Call on Hold

**Hold:** To put a call in progress on hold, press the **Hold** softkey on the phone keypad.

This puts the call in progress on hold. The screen displays "Call Held". While a call is on hold, you can make a second call by dialling your desired phone number.

**Please Note:** Holding the call will not provide the dial-tone but it is possible to dial a number for second call.


**Resume:** To resume the call on hold, press either the flash key or to retrieve the call press the

**Options** key, then select **Retrieve Call** and press the **OK** key or just press the  **Red Phone** key.

## To Accept a Second Incoming Call


Answer the incoming second call by pressing the  **Green Phone** key. Pressing the  **Green Phone** button for the new incoming call automatically places the connected call on hold and answers the new call.


To switch between the calls, use the **Swap calls:** press the **Options** softkey during the call than select **Swap calls** and press the **OK**, it will resume the call on hold and put the current one on hold.

To terminate a second call and return to the held one, press the  **Red Phone** keys.


**Please Note:** The **Reject** soft key appears upon 2<sup>nd</sup> call arrival, this key can be used to cancel the call pickup procedure.

## To Transfer a Call

- 1. Blind Transfer:** During an active call which should be transferred press the **Hold** key, this puts the call in progress on hold. The **Options** soft key will appear when the call is held. Press the **Options** key then select the **Transfer** and press the **OK** key. Enter the third party phone number that the call should be transferred to and press **OK** or  **Green Phone** key to complete the transfer of the call. The party on hold will be transferred to the called party and you will be disconnected automatically from both calls.

**Please Note:** Although the dial tone is not provided when holding a call, it is available to place a call. But if there is no available line for new call, dialling any number and pressing **OK** or  **Green Phone** key will connect to the call on hold.

**Please Note:** If there is a call on hold and the made or received new call should be transferred to different destination (not to the held one) in the **Option** menu the **Transfer to** should be selected instead of **Transfer**.

- 2. Attended (or with consultation) Transfer:** During an active call which should be transferred press the **Hold** key, this puts the call in on hold. The phone is turned to the state to make a new call. Dial the phone number that the first call should be transferred to and press **OK** or  **Green Phone** key. Consult with the called party, e.g. to announce a call. To connect the held call to the called party during a call press the **Options** softkey, select **Transfer** and press **OK**.

## To Make a Call Conference

- 1. Initiate a Conference Call:** To be able to make a conference it is necessary to have 2 established calls on the extension. When there are two established calls, one on hold and one active call, during active call press the **Options** softkey, select **Conference** and press **OK** to join the parties in a conference call.



2. **End Conference:** To break the conference call press **End conf.** softkey. The conference call will be finished, the party (which was the active call when switching on the conference) will stay as active and the other party will be put into wait state.

**Please Note:** The caller into wait state will not be held and will not hear any music on hold but will stay in silent.

To terminate the conference call, press the  **Red Phone** key. The other two conference call participants are also disconnected from the conference call.

**Please Note:** During a conference call the label of left softkey is absent, but it Muting the call. The "Mute off" appears for the left softkey if pressing it during the conference.

## 11.32 Telematrix IP550 Spectrum Plus

### 11.32.1 Limitations Specific to Telematrix IP550 Spectrum Plus

- Voice Mail indication doesn't work.
- There is no support to switch between calls.
- There isn't any indication or reminder of missed calls.
- Each time Quadro reboots, you need also to reboot **Telematrix IP550**.
- You can't use "Call Park" feature of Quadro.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.32.2 Features Codes on Telematrix IP550 Spectrum Plus

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Telematrix IP550 Spectrum Plus** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> key (red key)
Call Blind Transfer	<b>FWD</b> key → dial the number
Call Conference	<b>Conf</b> key → dial the number → <b>Conf</b> key

#### To Put a Call on Hold

During an active call press the **Hold** key to hold, if you want to resume the call press the **Hold** key again.

#### To Blind Transfer a Call

Press the **FWD** key. Dial the destination number and #.

#### To Set up a Conference Call

Press the **Conf** key and dial the destination number and #, then press the **Conf** key again.

## 11.33 Telematrix IP3300/IP9600 MWD5

### 11.33.1 Limitations Specific to Telematrix IP3300/IP9600 MWD5

- There is no **Menu** key.
- There is no support to switch between calls.
- There isn't any indication or reminder of missed calls.
- Each time Quadro reboots, you need also to reboot **Telematrix IP3300/IP9600**.
- You can't use "Call Park" feature of Quadro.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.33.2 Features Codes on Telematrix IP3300/IP9600 MWD5

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Telematrix IP3300/IP9600 MWD5** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> key

#### To Put a Call on Hold

During an active call press the **Hold** key to hold, if you want to resume the call press the **Hold** key again.







## 11.34 Yealink SIP-T20P

### 11.34.1 Limitations Specific to Yealink SIP-T20P

There are no additional limitations except for those mentioned in [Limitations and Differences](#).



### 11.34.2 Features Codes on Yealink SIP-T20P

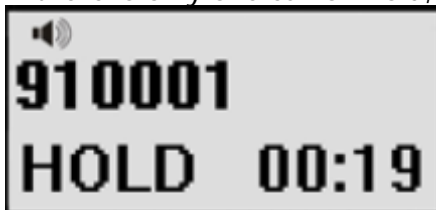
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T20P** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b> 
Call Blind Transfer	 <i>→ dial the number → hang up or press</i> 
Call Transfer with Consultation	 <i>→ dial the number → consult → hang up or</i> 
Call Conference	 <i>→ dial the number</i>

#### To Put a Call on Hold


To hold/resume a call:

1. Press the **Hold** button  to put your active call on hold.
2. If there is only one call on hold, press the **Hold** button  to retrieve the call.




3. If there are more than one call on hold, press the line button, press the Up/Down button to highlight the call, press the **Hold** button  to retrieve the call.

#### To Blind Transfer a Call

1. Press the **Tran** button  during the active conversation, the call will be on hold, there will be a dial tone. Dial the other telephone number.
2. Press the **MENU** button to stop the call transfer operation before the call is answered.
3. Hang up to complete the transfer.
4. You will be disconnected from the call.


#### To Transfer a Call with Consultation

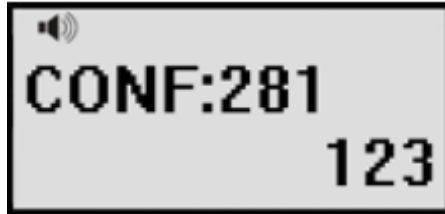
1. Press Tran button  during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number.
2. When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer.
3. You will be disconnected from the call.

## To Set up a Conference Call

You can establish a three-party conference, during the conversation three phone parties can communicate with each other.

To establish a conference:

1. Press the **CONF** button  during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press #.



3. When the call is answered, the conference call will include you and the other two parties.
4. Hang up to disconnect all parties.

## 11.35 Yealink SIP-T22P

### 11.35.1 Limitations Specific to Yealink SIP-T22P

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.35.2 Features Codes on Yealink SIP-T22P

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T22P** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> soft key
Call Blind Transfer	<b>Tran</b> soft key → dial the number → hang up or press <b>Tran</b> soft key
Call Transfer with Consultation	<b>Tran</b> soft key → dial the number → consult → hang up or <b>Tran</b> soft key
Call Conference	<b>Conf</b> soft key → dial the number

#### To Put a Call on Hold

To hold/resume a call:

1. Press the **Hold** softkey to put your active call on hold.
2. If there is only one call on hold, press the **Resume** softkey to retrieve the call.



3. If there are more than one call on hold, press the line button, press the Up/Down button to highlight the call, press the **Resume** softkey to retrieve the call.

#### To Blind Transfer a Call

1. Press the **Tran** softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the other telephone number.
2. Hang up to complete the transfer.
3. You will be disconnected from the call.

#### To Transfer a Call with Consultation

1. Press the **Tran** softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number.
2. When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer.
3. You will be disconnected from the call.

## To Set up a Conference Call

You can establish a three-party conference, during the conversation three phone parties can communicate with each other.

To establish a conference:

1. Press the **Conf** softkey during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press #.



3. When the call is answered, the conference call will include you and the other two parties.
4. Hang up to disconnect all parties.







## 11.36 Yealink SIP-T26P/SIP-T28P

### 11.36.1 Limitations Specific to Yealink SIP-T26P/SIP-T28P

There are no additional limitations except for those mentioned in [Limitations and Differences](#).



### 11.36.2 Features Codes on Yealink SIP-T26P/SIP-T28P

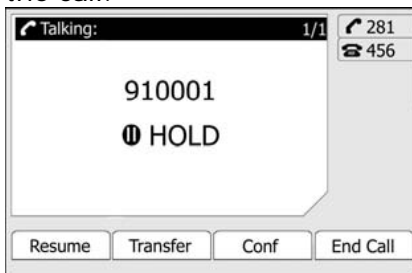
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T26P/SIP-T28P** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).


PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b> 
Call Blind Transfer	 → dial the number → hang up or press 
Call Transfer with Consultation	 → dial the number → consult → hang up or 
Call Conference	 → dial the number

#### To Put a Call on Hold


To hold/resume a call:

1. Press the **Hold** button  or Hold softkey to put your active call on hold.
2. If there is only one call on hold, press the Resume softkey or **Hold** button  to retrieve the call.




3. If there are more than one call on hold, press the line button, press the Up/Down button to highlight the call, press the **Resume** softkey or **Hold** button  to retrieve the call.

#### To Blind Transfer a Call

1. Press the **Tran** button  or **Tran** softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the other telephone number.
2. Hang up to complete the transfer.
3. You will be disconnected from the call.

#### To Transfer a Call with Consultation

1. Press Tran button  or **Tran** softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number.




2. When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer.
3. You will be disconnected from the call.

### To Set up a Conference Call

You can establish a three-party conference, during the conversation three phone parties can communicate with each other.

To establish a conference:

1. Press the **Conf** softkey or the **CONF** button  during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the **Send** softkey.



3. When the call is answered, the conference call will include you and the other two parties.
4. Hang up to disconnect all parties.





## 11.37 Yealink SIP-T32G

### 11.37.1 Limitations Specific to Yealink SIP-T32G

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.37.2 Features Codes on Yealink SIP-T32G

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T32G** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold softkey</b>
Call Waiting	<b>Answer</b>
Call Blind Transfer	 → dial the number → 
Call Transfer with Consultation	 → dial the number → consult → 
Call Conference	<b>Conf</b> → dial the number → <b>Send</b> → call establishment → <b>Conf</b>

#### To Put a Call on Hold



To hold/resume a call:

1. Press the **Hold** softkey to put your active call on hold.
2. If there is only one call on hold, press the **Resume** softkey or **Hold** button to retrieve the call.
3. If there are more than one call on hold, press the line button, press the **Up/Down** button to highlight the call, press the **Resume** softkey or **Hold** button to retrieve the call.

#### To Accept a Second Incoming Call

1. In desktop status, click Call Feature->Call Waiting option to enter and enable Call Waiting function.
2. Press "**Save**" to save the changes and get back to the Call Features page.

**Please Note:** If Call Waiting is enabled by the called extension, when a new call is coming during an active call, the device will sound a "Du...", and the LCD indicates the incoming call, the caller will hear the ring back tone. When the phone is ringing, press **Answer** softkey or the line with a blinking LED. The phone will put the call in progress on hold.

### To Blind Transfer a Call

1. Press the **Tran** button or **Transfer** softkey during the active conversation, the call will be on hold, there will be a dial tone.
2. Dial the other telephone number and press the **Tran** button or **Transfer** softkey. You will be disconnected from the call.

### To Transfer a Call with Consultation

1. Press the **Tran** button or **Transfer** softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number.
2. When the phone is answered, you can have a private conversation without the first person hearing it.
3. Press **Tran** button or **Transfer** softkey again to transfer the call. You will be disconnected from the call.

### To Set up a Conference Call

You can establish a three-party conference, during the conversation three phone parties can communicate with each other.

To establish a conference:

1. Press the **Conf** softkey during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the **Send** softkey.
3. When the call is answered, press the **Conf** softkey again to begin the conference call. Hang up to disconnect all parties.







## 11.38 Yealink SIP-T38G

### 11.38.1 Limitations Specific to Yealink SIP-T38G

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.38.2 Features Codes on Yealink SIP-T38G

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T38G** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>Answer</b>
Call Blind Transfer	 → dial the number → 
Call Transfer with Consultation	 → dial the number → consult → 
Call Conference	 → dial the number → <b>Send</b> → call establishment → 

#### To Put a Call on Hold

To hold/resume a call:

1. Press the **Hold** button or **Hold** softkey to put your active call on hold.
2. If there is only one call on hold, press the **Resume** softkey or **Hold** button to retrieve the call.
3. If there are more than one call on hold, press the line button, press the **Up/Down** button to highlight the call, press the **Resume** softkey or **Hold** button to retrieve the call.

#### To Accept a Second Incoming Call

1. In desktop status, click Call Feature->Call Waiting option to enter and enable Call Waiting function.
2. Press "**Save**" to save the changes and get back to the Call Features page.

**Please Note:** If Call Waiting is enabled by the called extension, when a new call is coming during an active call, the device will sound a "Du...", and the LCD indicates the incoming call, the caller will hear the ring back tone. When the phone is ringing, press **Answer** softkey or the line with a blinking LED. The phone will put the call in progress on hold.

#### To Blind Transfer a Call

1. Press the **Tran** button or **Transfer** softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the other telephone number.
2. You will be disconnected from the call.

#### To Transfer a Call with Consultation

1. Press the **Tran** button or **Transfer** softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number.
2. When the phone is answered, you can have a private conversation without the first person hearing it.

3. Press **Tran** button or **Transfer** softkey again to transfer the call. You will be disconnected from the call.

### To Set up a Conference Call

You can establish a three-party conference, during the conversation three phone parties can communicate with each other.

To establish a conference:

1. Press the **Conf** softkey or the **CONF** button during an active call.
2. The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the **Send** softkey.
3. When the call is answered, press the **Conf** softkey or the **CONF** button again to begin the conference call. Hang up to disconnect all parties.

## 11.39 Yealink VP-2009

### 11.39.1 Limitations Specific to Yealink VP-2009

In order to make video calls you need to go Quadro's menu and enable video codec of that extension, on which is set your **Yealink VP-2009** phone.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.39.2 Features Codes on Yealink VP-2009

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink VP-2009** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).


PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>Answer</b>
Call Blind Transfer	<b>Transfer</b> → dial the number → hang up or press <b>Transfer</b>
Call Transfer with Consultation	<b>Transfer</b> → dial the number → consult → hang up or <b>Transfer</b>

#### To Put a Call on Hold

To hold/resume a call:

1. Press the **Hold** button or **Hold** softkey to put your active call on hold.
2. If there is only one call on hold, press the **Resume** softkey or **Hold** button to retrieve the call.

#### To Accept a Second Incoming Call


1. In desktop status, click Call Feature->Call Waiting option to enter.
2. Click the icon  to enable/disable Call Waiting function.
3. Press "**OK**" to confirm the change.
4. Press "**Save**" to save the changes and get back to the Call Features page.

**Please Note:** If Call Waiting is enabled by the called extension, when a new call is coming during an active call, the device will sound a "Du...", and the LCD indicates the incoming call, the caller will hear the ring back tone.

#### To Blind Transfer a Call

1. A and B is on an conversation, A press the Transfer hot key to put B on hold, then A can dial the third telephone number C and press the Transfer hot key to call out. A will turn to hold status, and the LCD will display as Transferred.
2. After C answered it, or A press the End Call hot key to complete the transfer.
3. A will be disconnected from the call. B can talk to C.

## To Transfer a Call with Consultation

1. A and B is on an conversation, A press the transfer hot key to put B on hold, then A can dial a new number C and press the **OK/SEND** button or click  button to call out.
2. While C is ringing, A hang up or press the Transfer hot key. Then A will turn to hold status, and the LCD will display as Transferred.
3. You will be disconnected from the call, when C pick up, B can talk to C.

## 11.40 Yealink VP530

### 11.40.1 Limitations Specific to Yealink VP530

In order to make video calls you need to go Quadro's menu and enable video codec of that extension, on which is set your **Yealink VP530** phone.

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.40.2 Features Codes on Yealink VP530

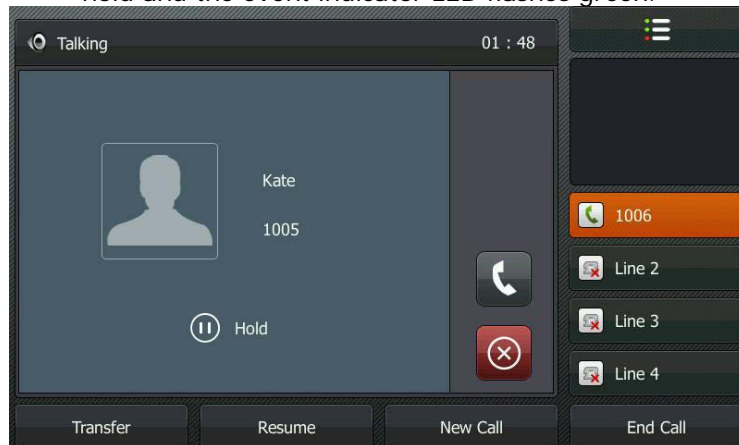
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink VP530** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Answer</b>
Call Blind Transfer	<b>Transfer</b> → dial the number → <b>Transfer</b>
Call Transfer with Consultation	<b>Transfer</b> → dial the number → <b>consult</b> → hang up or <b>Transfer</b>
Call Conference	<b>Conference</b> -> dial the number-> call establishment -> <b>Conference</b>

#### To Put a Call on Hold


To hold/resume a call:

1. Press the **Hold** softkey to put your active call on hold. The phone LCD screen shows the call is on hold and the event indicator LED flashes green.





2. If there is only one call on hold, press the **Resume** softkey to retrieve the hold call.

#### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. Press  or the **Answer** softkey. The incoming call is answered and the original call is placed on hold.







## To Blind Transfer a Call

1. During an active call press  or the **Transfer** softkey, this puts the call in progress on hold.
2. Dial the number to where you want to transfer the call and press the  or the **Transfer** softkey again to complete the transfer.



You will be disconnected automatically from both calls.

## To Transfer a Call with Consultation

1. During an active call press  or the **Transfer** softkey to make a call and automatically place the active call on hold.
2. Dial the number to where you want to transfer the call.
3. Press  or  softkey to dial out.
4. Once the call is established, press  or the **Transfer** softkey again to transfer the call. You will be disconnected automatically from both calls.

## To Set up a Conference Call

1. During a call press the **Conference** softkey to make a call which automatically places the active call on hold.
2. Dial the number, once the call is established, press the **Conference** softkey.
3. To end the three-way conference call, hang up the phone.



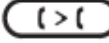
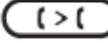
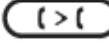
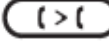
## 11.41 Alcatel Temporis IP 200

### 11.41.1 Limitations Specific to Alcatel Temporis IP 200 Phone



There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.41.2 Features Codes on Alcatel Temporis IP 200 Phone


This section presents the feature codes for **PBX Services accessible during a call** specific to the **Alcatel Temporis IP 200** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	
Call Waiting	<b>LINE/</b> 
Call Blind Transfer	 -> dial the number -> 
Call Transfer with Consultation	 -> dial the number -> call establishment -> 
Call Conference	<b>CONF</b> -> dial the number-> call establishment -> <b>CONF</b>

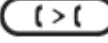
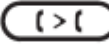
#### To Put a Call on Hold

During the call press the  button to place the call on hold. Press the  button again to return to the call.

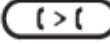
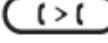
#### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. Press the blinking (green light) **LINE** button to accept a second incoming call. First call is placed on hold. Press the blinking **LINE** button twice to toggle between the calls or use the **Up** or **Down** navigation keys and press the  button to hold the call or resume.

#### To Blind Transfer a Call

During an active call press the  button, this puts the call in progress on hold. Then dial the number to where you want to transfer the call and press the  button or hang up. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the  button to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call. Once the call is established, press the  button again to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **CONF** button to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **CONF** button.

To end the three-way conference call, hang up the phone.

## 11.42 Alcatel Temporis IP 600

### 11.42.1 Limitations Specific to Alcatel Temporis IP 600 Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.42.2 Features Codes on Alcatel Temporis IP 600 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Alcatel Temporis IP 600** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>LINE/HOLD</b>
Call Blind Transfer	<b>Tran -&gt; dial the number -&gt; Tran</b>
Call Transfer with Consultation	<b>Tran -&gt; dial the number -&gt; call establishment -&gt; Tran</b>
Call Conference	<b>Conf-&gt; dial the number-&gt; call establishment -&gt; Conf</b>

#### To Put a Call on Hold

During the call press the **Hold** softkey to place the call on hold. Press the **Resume** softkey to return to the call.

#### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. Press the blinking (green light) **LINE** button to accept a second incoming call. First call is placed on hold. Press the blinking **LINE** button twice to toggle between the calls or use the **Up** or **Down** navigation keys and press the **Resume** softkey to hold the call or resume.

#### To Blind Transfer a Call

During an active call press the **Tran** softkey, this puts the call in progress on hold. Then dial the number to where you want to transfer the call and press the **Tran** softkey or hang up. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **Tran** softkey to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **Tran** softkey again to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **Conf** softkey to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **Conf** softkey.

To end the three-way conference call, hang up the phone.

## 11.43 Alcatel Temporis IP 800

### 11.43.1 Limitations Specific to Alcatel Temporis IP 800 Phone



There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.43.2 Features Codes on Alcatel Temporis IP 800 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Alcatel Temporis IP 800** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Answer</b>
Call Blind Transfer	<b>Tran</b> -> <i>dial the number</i> -> <b>Tran</b>
Call Transfer with Consultation	<b>Tran</b> -> <i>dial the number</i> -> call establishment -> <b>Tran</b>
Call Conference	<b>Conf</b> -> <i>dial the number</i> -> call establishment -> <b>Conf</b>



#### To Put a Call on Hold

During the call press the **Hold** softkey or the  button to place the call on hold. Press the **Resume** softkey or the  button again to return to the call.



#### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. During a call, press the **Answer** softkey or the blinking (green light) **LINE** button to accept the second incoming call. First call is placed on hold. To switch between the calls, use the **Up** or **Down** navigation keys and press **Resume** or press the blinking (green light) **LINE** button.



#### To Blind Transfer a Call

During an active call press the **Tran** softkey or the  button, this puts the call in progress on hold. Then dial the number to where you want to transfer the call and press the **Tran** softkey or the  button or hang up. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **Tran** softkey or the  button to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **Tran** softkey or the  button again to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **Conf** softkey or the  button to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **Conf** softkey or the  button. To end the three-way conference call, hang up the phone.

## 11.44 AudioCodes 310HD

### 11.44.1 Limitations Specific to AudioCodes 310HD Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.44.2 Features Codes on AudioCodes 310HD Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **AudioCodes 310HD** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>HOLD</b>
Call Blind Transfer	<b>HOLD -&gt; dial the number -&gt; TRANSFER</b>
Call Transfer with Consultation	<b>TRANSFER -&gt; dial the number -&gt; call establishment -&gt; TRANSFER</b>
Call Conference	<b>HOLD-&gt; dial the number-&gt; call establishment -&gt; CONFERENCE</b>

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold. Press the **HOLD** button again to return to the call.

#### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. Toggle between incoming call and current call by pressing the **HOLD** button. First call is placed on hold. Press the **HOLD** button to toggle between two active calls.

#### To Blind Transfer a Call

During an active call press the **HOLD** button, this puts the call in progress on hold. Then dial the number to where you want to transfer the call and press the **TRANSFER** button to transfer the call. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **TRANSFER** button to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **TRANSFER** button again to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **HOLD** button to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **CONFERENCE** button.

To end the three-way conference call, hang up the phone.

## 11.45 AudioCodes 320HD

### 11.45.1 Limitations Specific to AudioCodes 320HD Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.45.2 Features Codes on AudioCodes 320HD Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **AudioCodes 320HD** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>HOLD</b>
Call Blind Transfer	<b>HOLD -&gt; dial the number -&gt; TRANSFER</b>
Call Transfer with Consultation	<b>TRANSFER -&gt; dial the number -&gt; call establishment -&gt; TRANSFER</b>
Call Conference	<b>HOLD-&gt; dial the number-&gt; call establishment -&gt; CONFERENCE</b>

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold. To resume a call on hold press the **HOLD** button to return to the call or blinking (yellow light) **LINE** button or the **Resume** softkey.

#### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. Press the blinking (red light) **LINE** button to accept a second incoming call. First call is placed on hold. Press the blinking **LINE** button again to toggle between the calls.

#### To Blind Transfer a Call

During an active call press the **HOLD** button, this puts the call in progress on hold. Then press the **New Call** softkey to dial the number to where you want to transfer the call and press the **TRANSFER** button to transfer the call. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **TRANSFER** button to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **TRANSFER** button again to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **HOLD** button to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **Conf** softkey.

To end the three-way conference call, hang up the phone.

## 11.46 Panasonic KX-UT136

### 11.46.1 Limitations Specific to Panasonic KX-UT136 Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.46.2 Features Codes on Panasonic KX-UT136 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Panasonic KX-UT136** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>DN button with a flashing LED</b>
Call Blind Transfer	<b>Blind</b> softkey -> dial the number -> #
Call Transfer with Consultation	<b>TRANSFER</b> -> dial the number -> call establishment -> <b>OK</b> softkey
Call Conference	<b>CONFERENCE</b> -> dial the number-> call establishment -> <b>CONFERENCE</b>

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold. To resume a call on hold press the corresponding green flashing **DN** (Directory Number) button.

#### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. Press the flashing (green light) **DN** (Directory Number) button to accept a second incoming call. First call will be disconnected automatically.

#### To Blind Transfer a Call

During an active call press the **Blind** softkey, this puts the call in progress on hold. Then dial the number to where you want to transfer the call and press # to transfer the call. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **TRANSFER** button to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **OK** softkey to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **CONFERENCE** button to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **CONFERENCE** button again to begin the conference call.

To end the three-way conference call, go on-hook during a conference.

## 11.47 Panasonic KX-UT123

### 11.47.1 Limitations Specific to Panasonic KX-UT123 Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.47.2 Features Codes on Panasonic KX-UT123 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Panasonic KX-UT123** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>HOLD</b>
Call Blind Transfer	<b>Blind</b> softkey -> <i>dial the number</i> -> <b>#</b>
Call Transfer with Consultation	<b>TRANSFER</b> -> <i>dial the number</i> -> call establishment -> <b>OK</b> softkey
Call Conference	<b>CONFERENCE</b> -> <i>dial the number</i> -> call establishment -> <b>CONFERENCE</b>

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold. To resume the held call, press the **HOLD** button again.

#### To Accept a Second Incoming Call

When the line is busy, the user hears a call waiting tone notifying the user that a call is waiting and will see a notification about incoming call on the phones display. Press the **HOLD** button to answer the second incoming call. Users may toggle between the calls by pressing the **HOLD** button.

#### To Blind Transfer a Call

During an active call press the **Blind** softkey, this puts the call in progress on hold. Then dial the number to where you want to transfer the call and press **#** to transfer the call. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During a call press the **TRANSFER** button to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **OK** softkey to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During a call press the **CONFERENCE** button to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **CONFERENCE** button again to begin the conference call.

To end the three-way conference call, hang up the phone.



## 11.48 Panasonic KX-TGP550T04

### 11.48.1 Limitations Specific to Panasonic KX-TGP550T04 Phone

There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.48.2 Features Codes on Panasonic KX-TGP550T04 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Panasonic KX-TGP550T04** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>HOLD</b>
Call Waiting	<b>SWITCH</b> softkey
Call Blind Transfer	<b>MENU</b> softkey -> <b>Blind transfer</b> softkey -> dial the number -> <b>TRANS</b> softkey or #
Call Transfer with Consultation	<b>MENU</b> softkey -> <b>Transfer</b> softkey -> dial the number -> call establishment-> <b>TRANS</b> softkey
Call Conference	<b>MENU</b> softkey -> <b>Conference</b> softkey -> dial the number -> call establishment-> <b>CONF</b> softkey

#### To Put a Call on Hold

During the call press the **HOLD** button to place the call on hold. To resume the held call, press the **HOLD** button again.

#### To Accept a Second Incoming Call

When the line is busy, the user will see a notification about incoming call on the phones display. Press the **SWITCH** softkey to answer the second incoming call. This automatically places the active call on hold. Users may toggle between the calls by pressing the **SWITCH** softkey.

#### To Blind Transfer a Call

During an active call press the **MENU** softkey, scroll to **Blind transfer** and press the **SELECT** softkey. This puts the call in progress on hold. Dial the number to where you want to transfer the call and press the **TRANS** softkey or # to transfer the call. You will be disconnected automatically from both calls.

#### To Transfer a Call with Consultation

During an active call press the **MENU** softkey, scroll to **Transfer** and press the **SELECT** softkey. This puts the call in progress on hold. Dial the number to where you want to transfer the call. Once the call is established, press the **TRANS** softkey to transfer the call. You will be disconnected automatically from both calls.

#### To Set up a Conference Call

During an active call press the **MENU** softkey, scroll to **Conference** and press the **SELECT** softkey, which automatically places the active call on hold. Dial the number, once the call is established, press the **CONF** softkey to begin the conference call.

To end the three-way conference call, go on-hook during a conference.





## 11.49 Aastra MBU400

### 11.49.1 Limitations Specific to Aastra MBU400


There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.49.2 Features Codes on Aastra MBU400

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Aastra MBU400** Phone and serves as a supplement to [Quadro Feature Codes on IP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> softkey
Call Waiting	
Call Blind Transfer	<b>Hold</b> softkey → <b>Options</b> → <b>Transfer</b> → <b>OK</b> ● → <i>dial the number</i> → 
Call Transfer with Consultation	<b>Hold</b> softkey → <i>dial the number</i> →  → <b>consult</b> → <b>Options</b> → <b>Transfer</b> → <b>OK</b> ●
Call Conference	<b>Hold</b> softkey → <i>dial the number</i> →  → <b>Options</b> → <b>Conference</b> → <b>OK</b> ●

#### To Put a Call on Hold


1. During an active call, press the **Hold** softkey.
2. Press the **Back** softkey or the red key  to return to the call.

#### Swapping Calls

While on an active call with a call on hold you can swap calls, switching which call is on hold. To make the call on hold active and leave the active call on hold do the following.

1. Press the **Options** softkey.
2. Select Swap calls and press **OK** ●.


#### To Accept a Second Incoming Call

Press the  Green button to accept second incoming call. To terminate the call in progress and resume the one on hold, press **Reject**.


After accepting the second incoming call you can swap between those call, by pressing:

**Options->Swap calls**

#### To Blind Transfer a Call

1. During an active call, press the **Hold** softkey.
2. Press the **Options** softkey.
3. Select **Transfer**, and press **OK** ●.
4. Enter the number to transfer the call to.
5. Press the green key  to connect the call on hold to the number you entered.

## To Transfer a Call with Consultation

1. During an active call, press the **Hold** softkey.
2. Enter the number to transfer the call to.
3. Press the green key  to connect
4. Have your consultation.
5. Press the **Options** softkey.
6. Select **Transfer**, and press **OK** ●.

## To Set up a Conference Call

1. While on an active call with a second call on hold, you can connect to both calls at once by conferencing the three calls together.  
To connect to both calls do the following.
  - Press the **Options** softkey.
  - Select **Conference** and press **OK** ●.
2. While on an active call, you can put that call on hold, by pressing **Hold** softkey, then call to the second party, when the call with the second party is established, you can connect to both calls at once by conferencing the three calls together.  
To connect to both calls do the following.
  - Press the **Options** softkey.
  - Select **Conference** and press **OK** ●.

## 12 Appendix 1

This section presents the feature codes for **PBX services accessible at the dial tone** and **Auto Attendant services**.

### 12.1 Establishing a call

To establish a call, dial the appropriate **Routing Number**. The **Routing Numbers** and the available routes to/from/through Quadro are listed in the **Local Routing Table** configured and managed by the Quadro's administrator. For information about routing rules, please refer to your Quadro's administrator.

To establish a call using **Speed Calling** service dial the pound (#) and the pre-configured Calling Code (a suitable key combination of two digits).

**Please Note:** You may accelerate establishing a connection by using the pound (#) sign dialed at the end of the number.

### 12.2 PBX Services Accessible at the Dial Tone

The table below presents the feature codes for PBX services accessible at the dial tone and characterized by starting with the key\*.

Services	Keys
Enter Voice Mail System	* 0
Busy Autoodial	* 1
Call Back	* 2
<b>Forwarding</b> Activating/deactivating and configuring	* 4
<b>Do Not Disturb</b> Activating/deactivating	* 7 2
<b>Block Last Caller</b> (Within 10 sec. after terminating the call)	* 7 3
<b>Getting the line Information</b>	* 7 4
<b>Administrator login</b>	* 7 5
<b>Configuring speed calling from handset</b>	* 7 6
<b>Call Routing Management</b>	* 7 7
<b>Hot Desking</b>	* 7 8

<b>Configuring outgoing call blocking from handset</b>	<b>* 7 9</b>
<b>Mark the Last Call as Bad</b>	<b>* 8 1</b>
<b>Logs Collecting (this will generate a special user's failure log with the details of the last call for administrator's revision)</b>	<b>* 8 2</b>
<b>Easy Login/Logout (used by ACD Agent to easy login or logout to all groups where it is subscribed to)</b>	<b>* 8 3</b>
<b>No Answer Call Forwarding</b> Activating/deactivating and configuring	<b>* 8 4</b>
<b>Access to the Shared Mailboxes</b>	<b>* 8 5</b>
<b>Listen in</b>	<b>* 9 1</b>
<b>Whisper</b>	<b>* 9 2</b>
<b>Barge in</b>	<b>* 9 3</b>
<b>Intercept</b>	<b>* 9 4</b>

### 12.2.1 To Use Busy Auto-redial

*This service is functional for SIP and PBX calls only. For PSTN calls, this feature works as a single redial with no multiple attempts to reach the called destination.*

Dial \***1** to redial the last number that you called.

If the called number is busy after dialing \***1**, keep the handset lifted to activate the automatic redialing of the last called number for the time period specified on the **Auto-redial Settings** page (User login→ Supplementary Services->Basic Services->General Settings).

The auto-redial terminates as soon as:

- the called number is idle and you hear ring back tones
- the specified **Auto-redial Period** has expired

A beep sound will be heard if auto-redialing is not possible.

### 12.2.2 To Call Back

Dial \***2**. The system will call back the last caller.

"The dialed number doesn't exist" voice message will be played if call back is not possible.

### 12.2.3 To Activate and Configure Unconditional Call Forwarding Service

If preliminarily configured:

- dialling \***4** will activate the Unconditional Call Forwarding service with the settings specified for **Any Address/Other Addresses** on the **Caller ID Based Services** page (User login→ Supplementary Services). Use the same key combination to deactivate the service.
- dialling **1** will toggle (enable or disable) the Unconditional Forwarding service.
- dialling **2** will change the forwarding number

**Please Note:** If no preliminary configuration is available dialling \***4** will not change the state of the service instead you should press **2** to add a forwarding number

### 12.2.4 To Switch Do Not Disturb Mode

Dial \***72** and hang up. Your phone will not ring during the period indicated on the **Do Not Disturb Settings** page (User login→ Supplementary Services->Basic Services) and all incoming calls will be directly forwarded to your voice mail if the voice mail service is activated.

Use the same key combination to deactivate the DND service.

### 12.2.5 To Block Last Caller

Dial \***73**. The last caller will be blocked and a corresponding entry will be added to the **Caller ID Based Services** (User login→Supplementary Services) page.

**Attention:** This service can be activated within 10 seconds after call termination. To unblock the blocked party, go to the **Caller ID Based Services** page and disable the **Incoming Call Blocking** service for the blocked address. If no other services are enabled for the address, you may delete the entry from the table.

Blocking the SIP caller with anonymous caller ID such as anonymous@anonymous or a similar address will result in blocking all SIP callers with unknown caller address.

### 12.2.6 Call Routing Management

Dial \*77, to manage the routing entries in the Call Routing Table, i.e. to enable/disable certain dialing rules by dialing key combinations pre-configured on each routing entry. Since multiple routing rules may have the same enabler/disabler key combinations (the same key may be used as an enabler for one routing rule, and as a disabler for another one), dialing a certain key will affect all the pre-configured routing rules.

**Please Note:** If the routing record has an authorization enabled on the enabler/disabler key, administrator's password will be required to be inserted after the key. Once the administrator's password is dialed, system plays a confirmation about the accepted configuration and the state of the optioned routing rule(s) will be modified.

If administrator's password has been inserted incorrectly for 3 times, no status changes will be applied to any of the routing record(s), even to those which have no authorization enabled.

### 12.2.7 Hot Desking

To login or logout to the public phone dial \*78.

Dial the virtual extension number and press #.

Dial the password and press #.

After login, the phone becomes a full featured Quadro phone with all supplementary PBX features available. When logged out, the public phone becomes available for other users to login and the extension which has been last used on that phone becomes again virtual. For more details on the functionality, see Hot Desking.

### 12.2.8 To Configuring outgoing call blocking from handset

Dial \*79. Insert the extension's password and press #1 to block or #2 to unblock a number. Dial a Called Number to be blocked and press #. Dial a Called Number to be unblocked and press #.

### 12.2.9 Mark the Last Call as Bad

Dial \*81 after finishing the call. This will mark the last call in the system logs in the specific way and is used for diagnostics purposes only).

### 12.2.10 Logs Collecting (this will generate a special user's failure log with the details of the last call for administrator's revision)

The Logs Collecting feature code \*82 is used in the cases your administrator has advised you. You will get the dialtone after this feature code is dialed.

### 12.2.11 Easy Login/Logout (used by ACD Agent to easy login or logout to all groups where it is subscribed to)

See the feature codes \*83.

### 12.2.12 To Activate and Configure No Answer Call Forwarding Service

If preliminarily configured:

- dialling \*84 will activate the No Answer Call Forwarding service with the settings specified for **Any Address** on the **Caller ID Based Services** page (User login→ Supplementary Services). Use the same key combination to deactivate the service.
- dialling 1 will toggle (enable or disable) the No Answer Call Forwarding service.
- dialling 2 will change the forwarding number

**Please Note:** If no No Answer Call Forwarding is configured for **Any Address**, the system will not activate the forwarding service and a voice message will ask to configure the forwarding settings first.

### 12.2.13 Access to the Shared Mailboxes

The Shared Mailboxes feature code is used to access other extension's mailboxes on the Quadro. If the mailbox is configured as shared, no password will be prompted to enter it. Otherwise, the corresponding extension's password will be prompted to enter its mailbox. The mailbox can be configured as shared either by administrator from Extension's Management - Voice Mailbox Settings page or by the extension's user from Many Extension Ringing page.

Press \*85.

Dial the other extension's number to enter its mailbox and press #.

Dial the password, if prompted, and press # or get a direct access to the extension's mailbox.

Once entered the other extension's mailbox, you will get all the same menu options and functionality as you have in your own mailbox. For more details on the functionality, see Feature Codes.

### 12.2.14 Barge in

Depending on the **Barge In** service configuration in the Extensions Management -> General Settings, you may be capable to use one or all the Barge In Feature Codes.

For **Listen in** service, press \*91 + extension number + #.

For **Whisper** service, press \*92 + extension number + #.

For **Barge in** service, press \*93 + extension number + #.



## 12.2.15 Intercept

Depending on the **Call Intercept** option configuration in the Extensions Management -> General Settings -> Call Intercept Access List page, you may be capable to use the Call Intercept Feature Code.

For **Intercept** service, press \*94 + extension number + #.

These feature codes are only available when the extension you dial is in the call. If you have problems using these feature codes, turn to your system administrator for the corresponding configuration.

## 12.2.16 Voice Mail Services

The **Voice Mail Services** are divided into two main parts: **Voice Mailbox** and **Review System Messages**. Each of these parts has a hierarchy that is described below.

* 0 Enter Voice Mail Services		
* 0 Exit Voice Mail Services	* 1 Go to the top of the voice Mail Services Tree	* 2 Go one level up in the Voice Mail Services Tree

* 0 Enter Voice Mail Services										
1 Voice Mailbox			3 Review System Messages						4 Change Password	
1 Send a Message or Leave a Reminder	2 Play First Message	3 Get Date/Time info	1 Greeting Message (GM)	3 Incoming Blocking Message (IBM)	4 Outgoing Blocking Message (OBM)	5 Your Name	6 Out of Office Message (OFM)	7 Find Me/Follow Me Message (FMFMM)	Dial the Old Password and press #	
4 Play Previous Message	5 Play Current Message	6 Play Next Message	1 Listen to current GM	1 Listen to current IBM	1 Listen to current OBM	1 Listen to current Name	1 Listen to Current OFM	1 Listen to Current FMFMM	Dial the New Password and press #	
7 Print the attached FAX (and press START on the FAX machine)	8 Play Last Message	9 Delete Current Message	2 Record a New GM	2 Record a New IBM	2 Record a New OBM	2 Record a New Name	2 Record a New OFM	2 Record a New FMFMM		
* Reply or Forward a Message	0	#	3 Restore Default GM	3 Restore Default IBM	3 Restore Default OBM	3 Restore Default Name	3 Restore Default OFM	3 Restore Default FMFMM	Confirm the New Password and press #	
			# Stop Recording or Playback							

The **Voice Mailbox** has the following sub-hierarchy in the **Reply or Forward a Message** and **Send a Message or Leave a Reminder** menu options:

<b>0</b> Reply or Forward a Message		
<b>0</b> Call Back immediately	<b>1</b> Reply by Voice Mail	<b>2</b> Forward a Message
	Dial <b>1</b> to mark the message as Urgent, or press pound to assign the Normal priority.	Dial <b>Destination Number</b>
	<b>#</b> Record a Message	<b>#</b> Record a Message
		Dial additional <b>Destination Number</b>
		<b>#</b> Record a Message
		Dial <b>1</b> to mark the message as Urgent, or press pound to assign the Normal priority.

<b>1</b> Send a Message or Leave a Reminder		
Dial <b>Destination Number</b>		<b>#</b> Leave a reminder
<b>#</b> Record a Message	Dial additional <b>Destination Number</b>	Dial <b>1</b> to mark the message as Urgent, or press pound to assign the Normal priority.
	<b>#</b> Record a Message	
Dial <b>1</b> to mark the message as Urgent, or press pound to assign the Normal priority.		

**Please Note:** This service is restricted to sending messages to PSTN destinations. Messages will be successfully received by the destination if all the following conditions fit:

- The connection to the destination is successful;
- The voice mail service is enabled on the destination;
- There is enough space in the voice mailbox of the destination;
- The duration of the forwarded/replied message is less than the maximal voice mail duration set up by the destination.

#### Voice Mail Services for Incoming Calls:

Calling to the extension's Voice Mailbox			In call queue
<b>1</b> Skip the greeting message and enter the called extension's Voice Mailbox (authentication required)	<b>0</b> (during the greeting message) Calling to the Zero Out destination	<b>#</b> Skip the greeting message and start Voice Mail recording	<b>0</b> Leave the call queue and record a Voice Mail

## 12.3 Feature Codes on Auto Attendant

For external IP calls addressed to the Auto Attendant or incoming calls from FXO lines routed to the Auto Attendant or local calls to Auto Attendant, the following key combinations are available to access and manipulate within Auto Attendant services:

Incoming call to Auto Attendant Services or dial locally	Keys
<b>Extensions Menu</b> - establishing a connection to an extension on the called Quadro	(already in)
<b>Remote Enquiry</b> - establishing a connection to the mailbox of an extension on the called Quadro	* 0
<p><b>Call Relay Menu</b> - mainly for external calls (IP/FXO or IP/ISDN). Local calls are also allowed.</p> <p>This service allows you to avoid hanging up and redoing the entire dialing sequence. If Quadro detects an error in the dialed number or you decide to cancel the call and start a new one, enter the combination * * to interrupt the call and get an invitation to make a new one.</p>	* 2
<p><b>"* * " digit combination is applicable:</b></p> <ul style="list-style-type: none"> <li>• During the dialing,</li> <li>• After ring tones start,</li> <li>• After call establishment.</li> </ul> <p><b>Under the following restrictions:</b></p> <ul style="list-style-type: none"> <li>• This feature can be used when accessing the AA from the PSTN line to make IP or local calls</li> <li>• This feature can be used when calling to PSTN through the AA</li> <li>• This feature is not available on the second Quadro Auto Attendant (calling from one Auto Attendant to another)</li> </ul>	
<b>Remote Configuration Menu</b> – allows remote enabling/disabling and configuring of Unconditional Call Forwarding service for Any Address/Other Addresses on the extension.	* 4
<b>Non Permanent Call Back</b> – allows PSTN callers registered in the Authorized Phones Database to change the callback destination for a one-time callback. After the caller hangs up, the Quadro will call back to the newly specified number. This change will not be logged into Authorized Phones Database.	* 5
<b>Permanent Call Back</b> – allows PSTN callers registered in the Authorized Phones Database to reconfigure Authorized Phones Database entries by modifying and adding the caller's and/or callback numbers. After <i>modifying</i> the caller's number it will be possible to initiate a callback only by calling from the newly specified caller number. After <i>adding</i> the caller's number a new trusted user will be added.	* 6
<p><b>Administrator Login</b></p> <p>Allows to modify Auto Attendant greeting and menu messages, as well as to manage universal extension messages.</p>	* 7 5
<b>Call Routing Management Menu</b> - allows managing the routing entries in the Call Routing Table, i.e. to enable/disable certain dialing rules by dialing key combinations pre-configured on each routing entry.	* 7 7
<b>Extensions Directory</b> - accesses Quadro extensions by spelling the extension's user name using keypad on the phone	#

Leaves the Auto Attendant and gets a dial tone	<b>Flash 4</b>
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**Please Note:** For more information on Quadro’s Auto Attendant Services, please refer to **Manual III: Extension User’s Guide** of the corresponding release.

### 12.3.1 Administrator Login

The administrator login allows only modification of the auto attendant (AA) greeting message, menu message and Universal Extension Messages. After dialing \*75, use key 1 to enter and review the auto attendant greeting message, key 2 to enter and review the auto attendant menu message, and use key 3 to enter the Universal Extension Messages menu. The key combinations below are available to modify the auto attendant greetings.

<b>*75 Administrator’s Login</b>							
<b>1</b>	<b>2</b>	<b>3</b>					
Auto Attendant Greeting	Auto Attendant Menu Message	Universal Extension Messages					
Dial <b>AA Number</b> (in case of multiple AAs on the Quadro)	Dial <b>AA Number</b> (in case of multiple AAs on the Quadro)	<b>1</b> Greeting Message (GM)	<b>3</b> Incoming Blocking Message (IBM)	<b>4</b> Outgoing Blocking Message (OBM)	<b>5</b> Your Name	<b>6</b> Out of Office Message (OFM)	<b>7</b> Find Me/Follow Me Message FMFMM
<b>1</b> Listen to Current AA Greeting	<b>1</b> Listen to AA Menu Message	<b>1</b> Listen to Current GM	<b>1</b> Listen to Current IBM	<b>1</b> Listen to Current OBM	<b>1</b> Listen to Current Name recorded	<b>1</b> Listen to Current OFM	<b>1</b> Listen to Current FMFMM
<b>2</b> Record a New AA Greeting	<b>2</b> Record a New AA Menu Message	<b>2</b> Record a Universal GM	<b>2</b> Record a Universal IBM	<b>2</b> Record a Universal OBM	<b>2</b> Record a Universal Name	<b>2</b> Record a Universal OFM	<b>2</b> Record a Universal FMFMM
<b>3</b> Restore Default AA Greeting	<b>3</b> Restore Default AA Menu Message	<b>3</b> Restore System Default GM	<b>3</b> Restore System Default IBM	<b>3</b> Restore System Default OBM	<b>3</b> Restore System Default Name	<b>3</b> Restore System Default OFM	<b>3</b> Restore System Default FMFMM
<b>#</b> Stop Recording or Playback	<b>#</b> Stop Recording or Playback	<b>#</b> Stop Recording or Playback GM	<b>#</b> Stop Recording or Playback IBM	<b>#</b> Stop Recording or Playback OBM	<b>#</b> Stop Recording or Playback Name Message	<b>#</b> Stop Recording or Playback OFM	<b>#</b> Stop Recording or Playback FMFMM
<b>*0 Administrator’s Logout</b>							

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