



# Epygi IP PBX Features on Epygi Supported IP Phones List

**Abstract:** This document describes the various SIP phones that are supported on the Epygi IP PBX and how each phone interacts with the Epygi IP PBX features.

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## Document Revision History

Revision	Date	Description	Valid for SW	Valid for models
1.0	14-May-13	Initial release	5.3.x	IP PBXs
1.1	04-Jun-13	Updated	5.3.x	IP PBXs
1.2	30-Jul-13	Added Aastra6737i and Yealink W52P IP phones	5.3.x	IP PBXs
1.3	09-Oct-13	Added Polycom VVX 300/310 IP phone	5.3.x	IP PBXs
1.4	13-Dec-13	Added Yealink SIP-T46G and Aastra 6735i IP phones	5.3.x	IP PBXs
1.5	23-Jan-14	Added Grandstream GXP2200 IP phone	5.3.x	IP PBXs
1.6	27-Feb-14	Added Akuvox SP-R53P IP phone	5.3.x	IP PBXs
1.7	11-Jun-14	Added Fanvil F52/F52P, Fanvil C58/C58P, Yealink SIP-T19P/T21P/T41P/T42G, Grandstream GXP2140 and GXP2160	5.3.x	IP PBXs
1.8	29-Sep-14	Updated for QX products	6.0.1 and higher	IP PBXs
1.9	04-Dec-14	Added Grandstream GXP1100/1105, Grandstream GXP1160/1165, Grandstream GXP2130, Polycom VVX500, Polycom VVX600, Yealink SIP-T48G	6.0.6 and higher	IP PBXs
1.10	15-Jan-15	Updated IP PBX Features for supported IP phones. Updated software versions for Grandstream GXP2130/2140/2160	6.0.6 and higher	IP PBXs

## 1 Introduction

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This document describes the various SIP phones that are supported on the Epygi IP PBX and how each phone interacts with the Epygi IP PBX features.

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

## 2 SIP Phone Testing Policy

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In order to maintain compatibility between Epygi IP PBX products and 3rd party SIP phones, Epygi will periodically review the available released phone SW from the vendor and test this SW with the Epygi IP PBX products for functional compatibility. 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 SIP phone SW is not the latest released. The testing of the SIP phones is done with regards to the functionality and services of the Epygi IP PBX, 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 SIP phone model or SW release when necessary.

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

## 3 References

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- Manual-II: Administrator's Guide for the corresponding release.
- 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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- Software 5.3.x or higher running on the Quadro IP PBX and QX1000.
- Software 6.0.x or higher running on the QX IP PBX.
- Epygi IP PBX is connected to the network and all network settings are properly configured.
- SIP phones are connected to the Epygi IP PBX, powered up and appropriately configured.

## 5 Supported SIP Phones

The following SIP Phones are supported by Epygi.

Vendor	Model	Software
Aastra	6730i	version: 2.6.0.2019-SIP
Aastra	6731i	version: 2.6.0.2019-SIP
Aastra	6735i	version: 3.2.2.7137-SIP
Aastra	6737i	version: 3.2.2.7137-SIP
Aastra	6739i	version: 3.2.2.2088-SIP
Aastra	6753i	version: 2.6.0.2019-SIP
Aastra	6755i	version: 2.6.0.2019-SIP
Aastra	6757i	version: 2.6.0.2019-SIP
Aastra	6757iCT	version: 2.6.0.2019-SIP
Aastra	9143i (33i)	version: 2.6.0.2019-SIP
Aastra	9480i (35i)	version: 2.6.0.2019-SIP
Aastra	9480iCT(35iCT)	version: 2.6.0.2019-SIP
Akuvox	SIP-R53P	53.0.1.23
Alcatel Temporis	IP200	13.60.0.89
Alcatel Temporis	IP600	14.60.0.89
Alcatel Temporis	IP800	15.60.0.89
Audiocodes	310HD	1.6.0_build_37
Audiocodes	320HD	1.6.0_build_37
Cisco	SPA303	7.4.9c
Cisco	SPA501G	7.4.9c
Cisco	SPA509G	7.4.9c
Cisco	SPA525G2	7.4.9c
Fanvil	C58/C58P	2.3.233.129
Fanvil	C62/C62P	2.3.235.128
Fanvil	F52/F52P	2.3.123.78
Grandstream	GXP1100	Program- 1.0.6.7
Grandstream	GXP1105	Program- 1.0.6.7
Grandstream	GXP1160	Program- 1.0.6.7
Grandstream	GXP1165	Program- 1.0.6.7
Grandstream	GXP1400	Program- 1.0.4.13
Grandstream	GXP1405	Program- 1.0.4.13
Grandstream	GXP1450	Program- 1.0.4.9
Grandstream	GXP2000	Program- 1.2.5.3
Grandstream	GXP2100	Program- 1.0.4.9
Grandstream	GXP2110	Program- 1.0.4.9
Grandstream	GXP2120	Program- 1.0.4.9
Grandstream	GXP2124	Program- 1.0.4.10
Grandstream	GXP2130	Program- 1.0.3.9

Vendor	Model	Software
Grandstream	GXP2140	Program- 1.0.3.9
Grandstream	GXP2160	Program- 1.0.3.9
Grandstream	GXP2200	Program- 1.0.3.25
Grandstream	GXV3140	Program- 1.0.7.3
Grandstream	GXV3175	Program- 1.0.3.22
Grandstream	HT286	Program- 1.1.0.26
Panasonic	KX-TGP550T04	12.17
Panasonic	KX-UT123	01.061
Panasonic	KX-UT123NE	01.221
Panasonic	KX-UT136	01.061
Polycom	KIRK wireless server 300	PCS08__
Polycom	KIRK wireless server 6000	PCS08__
Polycom	SoundPoint IP 330SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 331SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 335SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 450SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 550SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 650SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 670SIP	UC Software 3.3.5.0247
Polycom	SoundStation IP 5000	UC SIP software 3.3.5.0247
Polycom	SoundStation IP 6000	UC SIP software 3.3.5.0247
Polycom	VVX 1500	UC SIP software 3.3.5.0247
Polycom	VVX 300/310	UC SIP software 4.1.7.1210
Polycom	VVX 400/410	UC SIP software 4.1.7.1210
Polycom	VVX 500	UC SIP software 4.1.7.1210
Polycom	VVX 600	UC SIP software 4.1.7.1210
snom	300	snom300-SIP 8.4.35
snom	320	snom320-SIP 8.4.35
snom	360	snom360-SIP 8.4.35
snom	370	snom370-SIP 8.4.35
snom	710	snom710-SIP 8.7.3.15
snom	720	snom720-SIP 8.7.3.15
snom	760	snom760-SIP 8.7.3.15
snom	821	snom821-SIP 8.4.35
snom	870	snom870-SIP 8.4.35
snom	m9	9.4.7
snom	MeetingPoint	snomMP-SIP 8.4.35
snom	PA1	8.4.35
Yealink	SIP-T19P	SW version: 31.72.0.1
Yealink	SIP-T20P	SW version: 9.72.0.1
Yealink	SIP-T21P	SW version: 34.72.0.1
Yealink	SIP-T22P	SW version: 7.72.0.1

Vendor	Model	Software
Yealink	SIP-T26P	SW version: 6.72.0.1
Yealink	SIP-T28P	SW version: 2.72.0.1
Yealink	SIP-T32G	SW version: 32.70.0.130
Yealink	SIP-T38G	SW version: 38.70.0.125
Yealink	SIP-T41P	SW version: 36.72.0.1
Yealink	SIP-T42G	SW version: 29.72.0.1
Yealink	SIP-T46G	SW version: 28.72.0.1
Yealink	SIP-T48G	SW version: 35.72.0.34
Yealink	VP-530	23.70.0.40
Yealink	W52P	25.30.0.20

**Please Note:** Depending on the product type and SW version some of the SIP phone models may be missed in the Phone Model list for Epygi IP PBX.

## 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 Epygi IP PBX but support is not guaranteed since they are no longer tested. They are still listed and available for configuration in the Epygi IP PBX IP Line Settings page **Phone Model** drop down list.

Vendor	Model	Software Version
Aastra	6751i (51i)	Application version: 2.5.2.1010
Aastra	MBU400	Application version: 1.0.8
Aastra	480i	Application version: 1.4.3.23
Aastra	480i CT	Application version: 1.4.3.23
Aastra	9112i	Application version: 1.4.3.23
Aastra	9133i	Application version: 1.4.3.23
Berkshire (ATL)	5000	SW version: 22102154
Cisco	7960	POS3-07-4.00
Grandstream	BT100	Program- 1.1.0.3
Grandstream	BT200	Program- 1.1.6.16
Grandstream	HT386	Program- 1.1.0.3
IpDialog	SipToneII	Application: SipTone 1.2.0 rc Z_21
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
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

Vendor	Model	Software Version
SIPUra	SPA 841	3.1.4(a)
snom	m3	Application version: 02.02
snom	190	Application: SIP 3.60s
snom	200	Application version: 3.56m
snom	220	Application version: 3.56m
snom	820	Application: SIP 8.2.11
Swissvoice	IP 10S	Application version:IP10 SP v1.0.1 b3
Telematrix	IP550 Spectrum Plus	SW version: 1.7.252.253
Telematrix	IP3300	SW version: 1.7. 249.248
Telematrix	IP9600 MWD5	SW version: 1.7. 249.248
Thomson	ST2030S	APP Version: V2.69
Yealink	VP-2009	Application version: 22.21.0.40

## 7 SIP Phone Support Definitions

Support is defined by the level of testing and support commitment by Epygi. Epygi and the SIP phone manufacturer will work together to create a feature set and implementation strategy for the supported models.

The SIP phone support allows the partners to attain flexibility for future feature development.

Epygi's commitment for each supported SIP phone is defined as the following:

- Online and phone support with advanced knowledge of each IP phone.
  - Detailed configuration knowledge of all Epygi tested and supported features
  - Basic IP phone functionality and setup
  - Detailed knowledge of interoperability limitations
- Configuration guidance from Epygi support staff.
- Extensive regression testing of the features.
- IP phone firmware control and distribution.
  - Epygi will custom label firmware file names for the supported endpoints to allow the firmware approved and distributed by Epygi to be uploaded to the IP phone.
  - Controlled distribution of IP phone firmware to control the level of firmware uploaded to the IP phones.

## 8 Epygi IP PBX Features on Supported SIP Phones

Most of the Epygi IP PBX telephony services and features are applicable on both SIP and FXS (analog) phones. Most of these features will be identical to those on FXS (analog) phones from a configuration and usage perspective. The limitations and differences regarding the configuration and functionality on FXS (analog) phones are listed in [Limitations and Differences](#).

The configuration options for telephony services and features are beyond the scope of this document. For information about the Epygi IP PBX services and features, and their configuration refer to **Manual II-Administrator's Guide** published on Epygi Technical Support Web Portal.

Epygi IP PBX telephony services and features available on the supported 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 Epygi IP PBX GUI)
- PnP with Epygi IP PBX as DHCP server
- PnP with 3d party DHCP server
- XML based services (directory/custom srv.)
- Firmware version control
- Call Recording (pressing button to record)
- DND and CFWD indication
- Auto configuration template modification
- Advanced setting for button assignment
- KSE support
- Watching other extensions
- Rebooting phones with Epygi IP PBX reboot
- Language pack support on the IP phones
- Expansion module support via receptionist wizard
- Video Support

## 9 Limitations and Differences for the Supported IP Phones regarding FXS phones

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1. The **Hotline** feature will only work on FXS (analog) phones and is not supported on any SIP phones.
2. The feature codes for the following Epygi IP PBX services differ from those on FXS phones and are specific for each supported IP phone. Refer to the chapter [12](#) for feature codes of these services:
  - Call Hold
  - Call Waiting
  - 3-way Calling (call conferencing)
  - Call Blind Transfer
  - Call Transfer with Consultation
3. The following Epygi IP PBX services are working with some limitations or slight differences on SIP phones compared to the way they are working on analog phones.
 

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

  - If the User Password Protection is activated on the Epygi for outgoing calls, the Epygi IP PBX will prompt for a password after dialing the called destination and not upon lifting the handset as it is on analog phones.
4. snom, Aastra and Grandstream IP phones ring only once with the "*winter*" ringing pattern if the distinctive ringing is enabled.
5. The IP phones do not support some statuses for watched extensions in Receptionist mode. For example the **Off-Hook** and **Ringback** statuses of watched phones.
6. snom IP phones do not support multiple call park/retrieve; after successful call park/retrieve on snom phone using programmable key, the call couldn't be parked again on the same call park extension.
7. Grandstream GXP2200 supports multi-purpose keys (MPK) by downloading MPK app from GS Market. After downloading the MPK app, users could configure the MPK from the Epygi IP PBX **IP Line Settings->Advanced** page.

For other Epygi IP PBX services 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 Epygi IP PBX and the SIP phone, the Epygi IP PBX's feature must be used. Using a SIP phone's feature not supported by the Epygi IP PBX is left to the discretion of the user. For example, Call Forwarding should be done by enabling the forwarding of the extension, and not the actual IP phone.

## 10 Epygi IP PBX Feature Codes on Supported SIP Phones

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A feature code is a combination of keys dialed on a SIP phone connected to the Epygi IP PBX to access its telephony services. Each feature has its own feature code. Epygi IP PBX telephony features are divided into two groups: **PBX** and **Auto Attendant** services.

Each group above has its own hierarchy.

PBX services comprise of the following:

- **PBX services accessible when the phone goes off-hook and receives dial tone**
- **PBX services accessible during a call.**

The feature codes for **PBX services accessible with dial tone** and **Auto Attendant services** are the same on all IP phones and identical to those on FXS phones. Refer to [Appendix](#) for these 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.

## 11 Epygi IP 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 SIP phones discussed below.

### To use Call Park

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

To use Call Park, put the call to be parked 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 use Directed Call Park

To use Directed Call Park, put the call to be parked on hold, then dial any of the available call park extension numbers within the five second timeout.

**Attention:** If the 5 second timeout is exceeded, then the Epygi IP PBX 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 Epygi IP PBX. 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:** The Call Park extensions can be mapped directly to the programmable keys on IP phones. Using the programmable key configuration, calls can be easily parked by placing the current call on hold and then pressing the park extension button. The call will automatically be parked to that Call Park extension. Pressing the park extension button again will retrieve the parked call. With multiple Call Park keys configured on the phone, calls can be parked to any of the available keys.

**Attention:** Call Park is valid within the specified timeout, during which time 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.

## 11.1 Epygi IP PBX features overview for supported IP phones

The table below gives the current status for Epygi IP PBX features related to supported IP phones:

IP Phones	Voice Mail System	Auto Redialing	Call Back to Last Caller	Enabling/Disabling and Configuring Unconditional CFWD	Enabling/Disabling and Configuring No Answer CFWD	Call Park/Directed Call Park	Do Not Disturb	Block Last Caller	Line Information	Administrator Login	Call Routing Management	Incoming Call Blocking	Outgoing Call Blocking	Unconditional CFWD	No Answer CFWD	CFWD if Busy	CFWD if Unregistered	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
<b>Aastra 6735i/6737i/6739i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Aastra 6730i/6731i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Aastra 6753i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Aastra 6755i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Aastra 6757i/6757iCT</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Aastra 9143i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Aastra 9480i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Aastra 9480iCT</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Akuvox SP-R53P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Alcatel Temporis IP200/IP600</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Alcatel Temporis IP 800</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Audiocodes 310HD/ 320HD</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

IP Phones	Voice Mail System	Auto Redialing	Call Back to Last Caller	Enabling/Disabling and Configuring Unconditional CFWD	Enabling/Disabling and Configuring No Answer CFWD	Call Park/Directed Call Park	Do Not Disturb	Block Last Caller	Line Information	Administrator Login	Call Routing Management	Incoming Call Blocking	Outgoing Call Blocking	Unconditional CFWD	No Answer CFWD	CFWD if Busy	CFWD if Unregistered	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
<b>Cisco SPA303</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Cisco SPA501G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Cisco SPA509G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Cisco SPA525G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Fanvil C58/C58P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Fanvil C62</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Fanvil F52/F52P</b>	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP1100/1105</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP1160/1165</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP1400/1405/1450</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP2000/2110/2120</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP2100</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP2124</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

IP Phones	Voice Mail System	Auto Redialing	Call Back to Last Caller	Enabling/Disabling and Configuring Unconditional CFWD	Enabling/Disabling and Configuring No Answer CFWD	Call Park/Directed Call Park	Do Not Disturb	Block Last Caller	Line Information	Administrator Login	Call Routing Management	Incoming Call Blocking	Outgoing Call Blocking	Unconditional CFWD	No Answer CFWD	CFWD if Busy	CFWD if Unregistered	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
<b>Grandstream GXP2130</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP2140</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP2160</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXP2200</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXV3140</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Grandstream GXV3175</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Panasoni KX-UT123</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Panasonic KX-TGP550T04</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Panasonic KX-UT136</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom 330</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom 331</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom 335</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



IP Phones	Voice Mail System	Auto Redialing	Call Back to Last Caller	Enabling/Disabling and Configuring Unconditional CFWD	Enabling/Disabling and Configuring No Answer CFWD	Call Park/Directed Call Park	Do Not Disturb	Block Last Caller	Line Information	Administrator Login	Call Routing Management	Incoming Call Blocking	Outgoing Call Blocking	Unconditional CFWD	No Answer CFWD	CFWD if Busy	CFWD if Unregistered	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
<b>Polycom 450</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom 550</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom 650</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom 670</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom IP5000</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom IP6000</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom VVX 1500</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom VVX 300/310</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom VVX 400/410</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom VVX 500</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Polycom VVX 600</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>snom 320/360/370</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>snom 720/760</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>snom 300</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>snom 710</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>snom 821</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>snom 870</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

IP Phones	Voice Mail System	Auto Redialing	Call Back to Last Caller	Enabling/Disabling and Configuring Unconditional CFWD	Enabling/Disabling and Configuring No Answer CFWD	Call Park/Directed Call Park	Do Not Disturb	Block Last Caller	Line Information	Administrator Login	Call Routing Management	Incoming Call Blocking	Outgoing Call Blocking	Unconditional CFWD	No Answer CFWD	CFWD if Busy	CFWD if Unregistered	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
<b>snom m9</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>snom Meeting Point</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T38G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T22P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T26P/ SIP-T28P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T32G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T41P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T19P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T20P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T21P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T42G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T46G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink SIP-T48G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink VP530</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Yealink W52P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

The table below gives the current status for Epygi IP PBX features related to supported IP phones:

IP Phones	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 Blind Transfer	Call Transfer with Consultation	Distinctive Ringing	Paging	Intercom	Receptionist	Auto Provisioning for IP phones	PnP for IP phones with Epygi IP PBX as DHCP server	PnP with 3rd party DHCP server	Public Directory	Firmware Version Control	Manual Call Recording (pressing button to record)	DND and CFWD indication	Auto Configuration Template Modification	Advanced settings for button assignment	KSE support	Watching other extensions	Rebooting phones with Epygi IP PBX reboot	Language Pack support on the IP phones	Expansion module support via receptionist wizard	Video support
<b>Aastra 6735i/6737i/6739i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>Aastra 6730i/6731i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>Aastra 6757i/6757iCT</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>Aastra 9480i/9480iCT</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>Aastra 6753i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	No	Yes	Yes	No	No	No	Yes	Yes	No	No
<b>Aastra 6755i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>Aastra 9143i</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>Akuvox SP-R53P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No
<b>Alcatel Temporis IP800</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No
<b>Alcatel Temporis IP200/IP600</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No
<b>Audiocodes 310HD/320HD</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	No
<b>Cisco SPA303</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	Yes	No	No	No	No	No	No	No

IP Phones	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 Blind Transfer	Call Transfer with Consultation	Distinctive Ringing	Paging	Intercom	Receptionist	Auto Provisioning for IP phones	PnP for IP phones with Epygi IP PBX as DHCP server	PnP with 3rd party DHCP server	Public Directory	Firmware Version Control	Manual Call Recording (pressing button to record)	DND and CFWD indication	Auto Configuration Template Modification	Advanced settings for button assignment	KSE support	Watching other extensions	Rebooting phones with Epygi IP PBX reboot	Language Pack support on the IP phones	Expansion module support via receptionist wizard	Video support	
<b>Cisco SPA501G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	Yes	No	No	No	No	No	No	No	No
<b>Cisco SPA509G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	Yes	No	No	No	No	No	No	No	No
<b>Cisco SPA525G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	No	Yes	No	No	No	No	No	No	No	No
<b>Fanvil C58/C58P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	No	Yes	Yes	Yes	No	Yes	Yes	No	No	No	No
<b>Fanvil C62</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	No	Yes	Yes	Yes	No	Yes	Yes	No	No	No	No
<b>Fanvil F52/F52P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	No	No	Yes	Yes	No	No	Yes	No	No	No	No
<b>Grandstream GXP2000/2110/2120</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<b>Grandstream GXP1100/1105</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No	Yes	Yes	No	No	No
<b>Grandstream GXP1160/1165</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	Yes	Yes	No	No	No
<b>Grandstream GXP1400/1405/1450</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No
<b>Grandstream GXP2100</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No
<b>Grandstream GXP2124</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No
<b>Grandstream GXP2130</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No

IP Phones	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 Blind Transfer	Call Transfer with Consultation	Distinctive Ringing	Paging	Intercom	Receptionist	Auto Provisioning for IP phones	PnP for IP phones with Epygi IP PBX as DHCP server	PnP with 3rd party DHCP server	Public Directory	Firmware Version Control	Manual Call Recording (pressing button to record)	DND and CFWD indication	Auto Configuration Template Modification	Advanced settings for button assignment	KSE support	Watching other extensions	Rebooting phones with Epygi IP PBX reboot	Language Pack support on the IP phones	Expansion module support via receptionist wizard	Video support	
<b>Grandstream GXP2140</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Grandstream GXP2160</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Grandstream GXP2200</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Grandstream GXV3140</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	Yes	No	No	Yes	
<b>Grandstream GXV3175</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	Yes	No	No	No	Yes
<b>Panasonic KX-UT123</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	No	No	No	No	No	Yes	Yes	Yes	No	No	
<b>Panasonic KX-TGP550T04</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	No	No	No	No	No	Yes	Yes	Yes	No	No	
<b>Panasonic KX-UT136</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	No	No	No	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom 331</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom 335</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom 450</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom 550</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom 650</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	

IP Phones	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 Blind Transfer	Call Transfer with Consultation	Distinctive Ringing	Paging	Intercom	Receptionist	Auto Provisioning for IP phones	PnP for IP phones with Epygi IP PBX as DHCP server	PnP with 3rd party DHCP server	Public Directory	Firmware Version Control	Manual Call Recording (pressing button to record)	DND and CFWD indication	Auto Configuration Template Modification	Advanced settings for button assignment	KSE support	Watching other extensions	Rebooting phones with Epygi IP PBX reboot	Language Pack support on the IP phones	Expansion module support via receptionist wizard	Video support	
<b>Polycom 670</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom IP5000</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom IP6000</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom VVX 1500</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	
<b>Polycom VVX 300/310</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom VVX 400/410</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Polycom VVX 500</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	
<b>Polycom VVX 600</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	
<b>snom 320/360/370</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>snom 300</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	No	
<b>snom 710</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>snom 720/760</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
<b>snom 821</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>snom 870</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
<b>snom m9</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	Yes	No	No	
<b>snom Meeting Point</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	Yes	No	No	No	No	No	No	No	Yes	No	No	
<b>Yealink SIP-T22P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	

IP Phones	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 Blind Transfer	Call Transfer with Consultation	Distinctive Ringing	Paging	Intercom	Receptionist	Auto Provisioning for IP phones	PnP for IP phones with Epygi IP PBX as DHCP server	PnP with 3rd party DHCP server	Public Directory	Firmware Version Control	Manual Call Recording (pressing button to record)	DND and CFWD indication	Auto Configuration Template Modification	Advanced settings for button assignment	KSE support	Watching other extensions	Rebooting phones with Epygi IP PBX reboot	Language Pack support on the IP phones	Expansion module support via receptionist wizard	Video support	
<b>Yealink SIP-T19P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	Yes	Yes	No	No	
<b>Yealink SIP-T20P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	Yes	Yes	No	No	
<b>Yealink SIP-T21P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Yealink SIP-T26P/SIP-T28P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Yealink SIP-T32G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No
<b>Yealink SIP-T38G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<b>Yealink SIP-T41P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	
<b>Yealink SIP-T42G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No
<b>Yealink SIP-T46G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<b>Yealink SIP-T48G</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No
<b>Yealink VP530</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Yes
<b>Yealink W52P</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No

## 11.2 Aastra 480i

### 11.2.1 Limitations Specific to Aastra 480i

1. The phone does not support some statuses for watched extensions in Receptionist mode. For example the **Off-Hook** and **Ringback** statuses of watched phones.
2. The phone does not support **Notification about Calls in Queue** feature.
3. expansion module support via receptionist wizard

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

### 11.2.2 Feature Codes on Aastra 480i

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 480i and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

**Please Note:** Almost all PBX services described in the **Feature Codes for SIP Phones** section can be accessed by using corresponding soft keys. For example, instead of dialing \*74 to get the line information, you can press the previously configured soft key **"Line info."**

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>"Pickup"</b> <sup>1</sup>
Call Blind Transfer	<b>Xfer</b> → dial the number → <b>Xfer</b>
Call Transfer with Consultation	<b>Xfer</b> → dial the number → <b>"Dial"</b> → consult → <b>Xfer</b>
Call Conference	<b>Conf</b> → dial the number → <b>"Dial"</b> → <b>Conf</b>

#### To Put a Call on Hold

To put a call in progress on hold, press the **Hold** key on the phone keypad. The LED of the corresponding line key will start blinking, indicating that you have a call on hold.

To resume the call on hold, either press the **"Pickup"** soft key or press the line key with a blinking LED.

While a call is on hold you can make a second call by switching to an available free line: press the corresponding line key. This provides a dial tone on that line enabling you to make a second call.

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free line key during a call.

#### To Accept a Second Incoming Call

To accept a second call when you are in a call, either press the line key with a flickering LED or press the **"Pickup"** soft key. Accepting a second call puts the call in progress on hold.

To switch between the calls, use the line keys **L1** to **L4**: press the key with a blinking LED to 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 **"Drop"** then **"Pickup"** soft keys.

#### To Blind Transfer a Call

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

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



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

Press **Xfer** again when you hear ringing. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Consult the called party and press **Xfer** again. The party on hold is transferred to the called party.

### To Set Up a Conference Call

Press the **Conf** key on the keypad during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **"Dial"**. You may talk to the called party while first call is on hold.

Press **Conf** again to join the parties in a conference call.

To terminate the conference call, press the key **Goodbye** on the keypad. The other two conference call participants are also disconnected from the conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use the soft key **"Previous"/"Next"** to select the party you would like to disconnect from the conference call and press the soft key **"Drop"**.

## 11.3 Aastra 480iCT

### 11.3.1 Limitations Specific to Aastra 480iCT



1. The phone does not support some statuses for watched extensions in Receptionist mode. For example the **Off-Hook** and **Ringback** statuses of watched phones.
2. The phone does not support **Notification about Calls in Queue** feature.
3. expansion module support via receptionist wizard

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


### 11.3.2 Feature Codes on Aastra 480iCT


This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 480iCT and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

**Please Note:** Almost all PBX services described in the **Feature Codes for SIP Phones** section can be accessed by using corresponding soft keys. For example, instead of dialing **\*74** to get the line information, you can press the previously configured soft key **"Line info."**

PBX Services	Keys / Soft Keys
Call Hold	
Call Waiting	
Call Blind Transfer	<b>Xfer</b> → dial the number → <b>Xfer</b>
Call Transfer with Consultation	<b>Xfer</b> → dial the number → <b>"Dial"</b> → consult → <b>Xfer</b>
Call Conference	<b>Conf</b> → dial the number → <b>"Dial"</b> → <b>Conf</b>


## To Put a Call on Hold

To put a call in progress on hold, press the  key on the phone keypad. The LED of the corresponding line key will start blinking, indicating that you have a call on hold.


To resume the call on hold, either press the  key or press the line key with a blinking LED. While a call is on hold you can make a second call by switching to an available free line: press the corresponding line key. This provides a dial tone on that line enabling you to make a second call.

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free line key during a call.

## To Accept a Second Incoming Call

To accept a second call when you are in a call, either press the line key with a flickering LED or press the  key. Accepting a second call puts the call in progress on hold.

To switch between the calls, use the line keys **L1** to **L4**: press the key with a blinking LED to 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 **"Drop"** then  keys.

## To Blind Transfer a Call

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Press **Xfer** again when you hear ringing. The party on hold is transferred to the called party.

## To Transfer a Call with Consultation

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Consult the called party and press **Xfer** again. The party on hold is transferred to the called party.

## To Set Up a Conference Call

Press the **Conf** key on the keypad during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **"Dial"**. You may talk to the called party while first call is on hold.

Press **Conf** again to join the parties in a conference call.

To terminate the conference call, press the key **Goodbye** on the keypad. The other two conference call participants are also disconnected from the conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use the soft key **"Previous"/"Next"** to select the party you would like to disconnect from the conference call and press the soft key **"Drop"**.

## 11.4 Aastra 9112i

### 11.4.1 Limitations Specific to Aastra 9112i

1. The functionality of the **call park** feature (see [To Put a Call on Hold](#)) is different on the Aastra 9112i.
2. The phone has only one line. Pressing the **Hold** button does not provide a dial tone. Therefore, when parking a call, use the **Xfer** key to receive the dial tone to dial **\*5**.
3. The phone does not support **Notification about Calls in Queue** feature.
4. The phone does not support XML based services (directory/custom srv.)
5. The phone doesn't support call recording
6. The phone doesn't support KSE
7. The phone does not support Watching other extensions
8. The phone does not support advanced setting for button assignment
9. The phone does not support expansion module support via receptionist wizard

**Please Note:** Using the **Xfer** key may not always work correctly, as it has been designed for different functionalities.

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

### 11.4.2 Feature Codes on Aastra 9112i

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 9112i and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

**Please Note:** Using corresponding programmable keys can access some of the PBX services described in the **Feature Codes for SIP Phones** section.

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Swap</b>
Call Blind Transfer	<b>Xfer</b> → <i>dial the number</i> → <b>Xfer</b>
Call Transfer with Consultation	<b>Xfer</b> → <i>dial the number</i> → <b>"Dial"</b> → <i>consult</i> → <b>Xfer</b>
Call Conference	<b>Conf</b> → <i>dial the number</i> → <b>"Dial"</b> → <b>Conf</b>

#### To Put a Call on Hold

To put a call in progress on hold, press the **Hold** key on the phone keypad. The LED will start blinking, which indicates that you have a call on hold.

To resume the call on hold, press the **Hold** key.

While a call is on hold you can make a second call: press **Xfer** key on the phone keypad. This provides a dial tone on that line enabling you to make a second call.

**Please Note:** You can put a call on hold and switch directly to another line by pressing the **Swap** key during a call.

#### To Accept a Second Incoming Call

To accept a second call when you are in a call, press the **Swap** key. Accepting a second call puts the call in progress on hold.

To switch between the calls, press the **Swap** key.

### To Blind Transfer a Call

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on a free line available.

Dial the number that the call is to be transferred to and press the key **Xfer** again. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Consult the called party and press **Xfer** again. The party on hold is transferred to the called party.

### To Set Up a Conference Call

During a call, press the **Conf** key on the keypad. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **"Dial"**. You may talk to the called party while the other is on hold.

Press **Conf** again to join the parties in a conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use the soft key **"Up"/"Down"** to select the party you would like to disconnect from the conference call and press the soft key **"Drop"**.

To terminate the conference call just hang up the phone.

## 11.5 Aastra 9133i

### 11.5.1 Limitations Specific to Aastra 9133i

1. Aastra 9133i does not support some statuses for watched extensions in Receptionist mode. For example the **Off-Hook** and **Ringback** statuses of watched phones.
2. The phone does not support **Notification about Calls in Queue** feature.
3. The phone does not support expansion module support via receptionist wizard

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

### 11.5.2 Feature Codes on Aastra 9133i

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 9133i and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

**Please Note:** If the Aastra 9133i phone is connected to the Epygi IP PBX locally, i.e. the phone is configured as a Epygi IP PBX's local IP extension using the auto-configuration then almost all PBX services described in the **Feature Codes for SIP Phones** section can be accessed by using the corresponding programmable keys.

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line keys</b>
Call Blind Transfer	<b>Xfer → dial the number → Xfer</b>

PBX Services	Keys / Soft Keys
Call Transfer with Consultation	<b>Xfer</b> → <i>dial the number</i> → <b>"Dial"</b> → <i>consult</i> → <b>Xfer</b>
Call Conference	<b>Conf</b> → <i>dial the number</i> → <b>"Dial"</b> → <b>Conf</b>

### To Put a Call on Hold

To put a call in progress on hold, press the **Hold** key on the phone keypad. The LED of the corresponding line key will start blinking, indicating that you have a call on hold.

To resume the call on hold, press the Line Key with a blinking LED.

While a call is on hold you can make a second call by pressing the key of a free line. This provides a dial tone on that line enabling you to make a second call.

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free line key during a call.

### To Accept a Second Incoming Call

To accept a second call when you are in a call, press the line key with a flickering LED. For example, L1 is in call, L2 is blinking, press Line Key L2. Accepting a second call puts the call in progress on hold.

To switch between the calls, press line keys and put the current one on hold.

### To Blind Transfer a Call

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

Dial the number that the call is to be transferred to and press the key **Xfer** again. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call to be transferred, press the **Xfer** key. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Consult the called party and press **Xfer** again. The party on hold is transferred to the called party.

### To Make a Call Conference

Press the **Conf** key on the keypad during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **Dial**. You may talk to the called party while the other is on hold.

Press **Conf** again to join the parties in a conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use the soft key **Up/Down** to select the party you would like to disconnect from the conference call and press the soft key **Drop**.

To terminate the conference call just hang up the phone.

## 11.6 Aastra 9143i(33i)

### 11.6.1 Limitations Specific to Aastra 9143i

1. The phone does not support some statuses for watched extensions in Receptionist mode. For example the **Off-Hook** and **Ringback** statuses of watched phones.
2. The phone does not support **Notification about Calls in Queue** feature.
3. expansion module support via receptionist wizard

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

### 11.6.2 Feature Codes on Aastra 9143i

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 9133i and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

**Please Note:** If the Aastra 9143i phone is connected to the Epygi IP PBX locally, i.e. the phone is configured as a Epygi IP PBX's local IP extension using the auto-configuration then almost all PBX services described in the **Feature Codes for SIP Phones** section can be accessed by using the corresponding programmable keys.

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line keys</b>
Call Blind Transfer	<b>Xfer</b> → dial the number → <b>Xfer</b>
Call Transfer with Consultation	<b>Xfer</b> → dial the number → <b>"Dial"</b> → <i>consult</i> → <b>Xfer</b>
Call Conference	<b>Conf</b> → dial the number → <b>"Dial"</b> → <b>Conf</b>

#### To Put a Call on Hold

To put a call in progress on hold, press the **Hold** key on the phone keypad. The LED of the corresponding line key will start blinking, indicating that you have a call on hold.

To resume the call on hold, press the Line Key with a blinking LED.

While a call is on hold you can make a second call by pressing the key of a free line. This provides a dial tone on that line enabling you to make a second call.

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free line key during a call.

#### To Accept a Second Incoming Call

To accept a second call when you are in a call, press the line key with a flickering LED. For example, L1 is in call, L2 is blinking, press Line Key L2. Accepting a second call puts the call in progress on hold.

To switch between the calls, press line keys and put the current one on hold.

#### To Blind Transfer a Call

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

Dial the number that the call is to be transferred to and press the key **Xfer** again. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call to be transferred, press the **Xfer** key. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Consult the called party and press **Xfer** again. The party on hold is transferred to the called party.

### To Make a Call Conference

Press the **Conf** key on the keypad during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **Dial**. You may talk to the called party while the other is on hold.

Press **Conf** again to join the parties in a conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use the soft key **Up/Down** to select the party you would like to disconnect from the conference call and press the soft key **Drop**.

To terminate the conference call just hang up the phone.

## 11.7 Aastra 9480i(CT) (35i (CT))

### 11.7.1 Limitations Specific to Aastra 9480i (CT)

1. Aastra 9480i(CT) does not support some statuses for watched extensions in Receptionist mode. For example the **Off-Hook** and **Ringback** statuses of watched phones.
2. The phone does not support **Notification about Calls in Queue** feature.
3. Expansion module support via receptionist wizard

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

### 11.7.2 Feature Codes on Aastra 9480i (CT)

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 9480i and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

**Please Note:** If the Aastra 9480i(CT) phone is connected to the Epygi IP PBX locally, i.e. the phone is configured as a Epygi IP PBX's local IP extension using the auto-configuration then almost all PBX services described in the **Feature Codes for SIP Phones** section can be accessed by using the corresponding programmable keys.

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line keys</b>
Call Blind Transfer	<b>Xfer</b> → <i>dial the number</i> → <b>Xfer</b>
Call Transfer with Consultation	<b>Xfer</b> → <i>dial the number</i> → <b>"Dial"</b> → <i>consult</i> → <b>Xfer</b>
Call Conference	<b>Conf</b> → <i>dial the number</i> → <b>"Dial"</b> → <b>Conf</b>

### To Put a Call on Hold

To put a call in progress on hold, press the **Hold** key on the phone keypad. The LED of the corresponding line key will start blinking, indicating that you have a call on hold.

To resume the call on hold, press the Line Key with a blinking LED.

While a call is on hold you can make a second call by pressing the key of a free line. This provides a dial tone on that line enabling you to make a second call.

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free line key during a call.

### To Accept a Second Incoming Call

To accept a second call when you are in a call, press the line key with a flickering LED. For example, L1 is in call, L2 is blinking, press Line Key L2. Accepting a second call puts the call in progress on hold.

To switch between the calls, press line keys and put the current one on hold.

### To Blind Transfer a Call

Press the **Xfer** key during a call to be transferred. This puts the call in progress on hold and provides a dial tone on an available free line.

Dial the number that the call is to be transferred to and press the key **Xfer** again. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call to be transferred, press the **Xfer** key. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Consult the called party and press **Xfer** again. The party on hold is transferred to the called party.

### To Make a Call Conference

Press the **Conf** key on the keypad during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **Dial**. You may talk to the called party while the other is on hold.

Press **Conf** again to join the parties in a conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use the soft key **Up/Down** to select the party you would like to disconnect from the conference call and press the soft key **Drop**.

To terminate the conference call just hang up the phone.



## 11.8 Aastra 6751i (51i)

### 11.8.1 Limitations Specific to Aastra 6751i (51i)

Aastra 6751i(51i) does not support the following features:

1. XML based services (directory/custom srv.)
2. The phone doesn't support call recording
3. The phone doesn't support KSE
4. Watching other extensions
5. Advanced setting for button assignment
6. Expansion module support via receptionist wizard
7. The Conference Call feature.


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

### 11.8.2 Feature Codes on Aastra 6751i (51i)


This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 6751i (51i) and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

The default functions for arrows are:


- Up Arrow Key-TRANSFER (transfers the active call to another number).

PBX Services	Soft Keys
Call Hold	 <i>Hold</i>
Call Blind Transfer	<b>"Xfer"</b> -> dial the number -> <b>"Dial"</b> (can be skipped) -> <b>"Xfer"</b>
Call Transfer with Consultation	<b>"Xfer"</b> -> dial the number -> <b>"Dial"</b> -> <i>consult</i> -> <b>"Xfer"</b>
Call Conference	<b>not supported</b>

#### To Put a Call on Hold

To put a call in progress on hold, press the  *Hold* key on the phone keypad. After a short time the phone will beep softly to remind you that you still have a call on hold. The screen displays "Call Held" with the line number the call is held at the phone.

To retrieve a call in hold, press the *Hold* key again.

When juggling between calls, press the Swap button to go from one call to the next. Press the *Goodbye*  button to disconnect the call.


While a call is on hold you can make a second call by switching to an available free line: press the *Hook* button. This provides a dial tone on that line enabling you to make a second call.

#### To Accept a Second Incoming Call

To accept a second call when you are in a call, press the *Hook* button. Pressing the *Hook* 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* button to resume the call on hold and put the current one on hold.

If you cannot answer the call, the caller goes to voicemail if the voicemail has been configured for your extension.

**Please Note:** The *Goodbye*  button can be used to cancel the call pickup procedure.

### To Blind Transfer a Call

During a call press the **Transfer (Xfer)** (*programmable* key configured for transfer function – the Up Arrow Key by default) to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

Complete the transfer by pressing the **Transfer (Xfer)** (configured *programmable* key) one more time immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to.

Or dial the number that the call is to be transferred to, press the soft key **"Dial"** and press the **Transfer** (configured *programmable* key) during ring back tones. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call press the **Transfer** (*programmable* key configured for transfer function – the RIGHT Arrow Key by default) to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Remain on the line until the receiving party answers the call. Consult the called party and press the **Transfer** (configured *programmable* key) again. The party on hold is transferred to the called party.

**Please Note:** After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

## 11.9 Aastra 6753i (53i)

### 11.9.1 Limitations Specific to Aastra 6753i (53i)

Aastra 6753i (53i) does not support the following features:

1. XML based services (directory/custom srv.)
2. The phone doesn't support call recording
3. The phone doesn't support KSE
4. Watching other extensions
5. Advanced setting for button assignment
6. Expansion module support via receptionist wizard
7. The Conference Call feature.

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


### 11.9.2 Feature Codes on Aastra 6753i (53i)

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 6753i (53i) and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).


Aastra 6753i (53i) has 6 Programmable hard keys (up to 6 programmable functions). The default functions for 5<sup>th</sup> and 6<sup>th</sup> programmable keys are:

- 5 - TRANSFER (transfers the active call to another number).

- 6 - CONFERENCE (begins a conference call with the active call).


PBX Services	Soft Keys
Call Hold	 <b>Hold Key</b>
Call Waiting	<b>Line/Call Appearance key</b>
Call Blind Transfer	<b>5<sup>th</sup> Programmable key</b> -> <i>dial the number</i> -> "Dial" (can be skipped) -> <b>5<sup>th</sup> Programmable key</b>
Call Transfer with Consultation	<b>5<sup>th</sup> Programmable key</b> -> <i>dial the number</i> -> "Dial" -> <i>consult</i> -> <b>5<sup>th</sup> Programmable key</b>
Call Conference	<b>6<sup>th</sup> Programmable key</b> -> <i>dial the number</i> -> "Dial" -> <i>consult</i> -> <b>6<sup>th</sup> Programmable key</b>

### To Put a Call on Hold

To put a call in progress on hold, press the  **Hold key** on the phone keypad. The LED of the corresponding line key will start flashing slowly and after a short time the phone will beep softly to remind you that you still have a call on hold. The screen displays "Call Held" with the line number the call is held at the phone.

To retrieve a held call, press the *Line/Call Appearance* button beside the light that is flashing.

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free *Line/Call Appearance* key 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 a new *line/call appearance* button. Press  to disconnect the call.

While a call is on hold you can make a second call by switching to an available free line: press the corresponding *Line/Call Appearance* key. This provides a dial tone on that line enabling you to make a second call.

### To Accept a Second Incoming Call

To accept a second call when you are in a call, press the *line/call appearance* button with the flickering LED for the incoming call. Pressing the *line/call appearance* 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 *line/call appearance* keys **L1** to **L3**: press the key with a blinking LED to resume the call on hold and put the current one on hold.

If you cannot answer the call, the caller goes to voicemail if the voicemail has been configured for your extension.

**Please Note:** The  button can be used to cancel the call pickup procedure.

### To Blind Transfer a Call

During a call press the **Transfer** (*programmable* key configured for transfer function – 5<sup>th</sup> by default) to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

Complete the transfer by pressing the **Transfer** (configured *programmable* key) one more time immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to.

Or dial the number that the call is to be transferred to, press the soft key **"Dial"** and press the **Transfer** (configured *programmable* key) during ring back tones. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call press the **Transfer** (*programmable* key configured for transfer function – 5<sup>th</sup> by default) to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Remain on the line until the receiving party answers the call. Consult the called party and press the **Transfer** (configured *programmable* key) again. The party on hold is transferred to the called party.


**Please Note:** After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.



### To Set up a Conference Call



Press the **Conference** (*programmable* key configured for transfer function – 6<sup>th</sup> by default) during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **"Dial"**. Wait for the new party to answer. You may talk to the called party while first call is on hold.

Press the **Conference** (configured *programmable* key) again to join the parties in a conference call.

To terminate the conference call, place the handset back on-hook or . The other two conference call participants are also disconnected from the conference call.

**Please Note:** You can use   to scroll through and see the numbers and names (if available) of the parties in the conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use   to select the party you would like to disconnect from the conference call and press the soft key **"Drop"**.

## 11.10 Aastra 6755i (55i) and 6757iCT (57iCT)

### 11.10.1 Limitations Specific to Aastra 6755i (55i) and 6757iCT (57iCT)

See section [Limitations and Differences](#).


### 11.10.2 Feature Codes on Aastra 6755i (55i) and 6757iCT (57iCT)

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 6755i (55i) and 6757iCT (57iCT) and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).


Aastra 6755i (55i) has 6 programmable state based bottom soft keys (up to 20 programmable functions). By default, when the handset of the phone is picked up or the phone is in hands free mode, the functions of the left 2<sup>nd</sup> and 3<sup>rd</sup> programmable softkeys are:

- 2<sup>nd</sup> – **"Conf"** - Begins a conference call with the active call
- 3<sup>rd</sup> – **"Xfer"** - Transfers the active call to another number.

The following table is showing the implementation of PBX Services with default configuration of bottom set of programmable statebase softkeys.

PBX Services	Soft Keys
Call Hold	 <i>Hold</i>
Call Waiting	<b>"Answer"</b>
Call Blind Transfer	<b>"Xfer"</b> -> dial the number -> <b>"Dial"</b> (can be skipped) -> <b>"Xfer"</b>
Call Transfer with Consultation	<b>"Xfer"</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>"Xfer"</b>
Call Conference	<b>"Conf"</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>"Conf"</b>

## To Put a Call on Hold

To put a call in progress on hold, press the  *Hold* key on the phone keypad. The LED of the corresponding line key will start flash slowly and after a short time the phone will beep softly to remind you that you still have a call on hold. The screen displays "Call Held" icon with the line number and information the call is held at the phone.

**Please Note:** The phone will not beep to remind you that you still have a call on hold if you are connected to another call.

To retrieve a held call, press the **"Pickup"** softkey or the *Line/Call Appearance* button beside the light that is flashing.

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free *Line/Call Appearance* key 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 a new *Line/Call Appearance* button.


While a call is on hold you can make a second call by switching to an available free line: press the corresponding *Line/Call Appearance* key. This provides a dial tone on that line enabling you to make a second call.

## To Accept a Second Incoming Call

To accept a second call when you are in a call, press the *Line/Call Appearance* button with flickering LED for the incoming call or press the **"Answer"** soft key. Pressing the "Answer" softkey or the *Line/Call Appearance* 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 *Line/Call Appearance* keys **L1** to **L4**: press the key with a blinking LED to 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 **"Drop"** then **"Pickup"** soft keys.

**Please Note:** The  button or **"Ignore"** softkey can be used to cancel the call pickup procedure.

## To Blind Transfer a Call

During a call press the **"Xfer"** (by default, the left 3<sup>rd</sup> programmable state base softkey from the bottom set of softkeys) to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

Complete the transfer by pressing the **"Xfer"** softkey one more time immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to.

Or dial the number that the call is to be transferred to, press the soft key **"Dial"** and press the **"Xfer"** during ring back tones. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call press the **"Xfer"** (by default, the left 3<sup>rd</sup> programmable state base softkey from the bottom set of softkeys) to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Remain on the line until the receiving party answers the call. Consult the called party and press the **"Xfer"** again. The party on hold is transferred to the called party.


**Please Note:** After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

### To Set up a Conference Call

Press the **"Conf"** (by default, the left 2<sup>nd</sup> programmable state base softkey from the bottom set of softkeys) during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **"Dial"**. Wait for the new party to answer. You may talk to the called party while first call is on hold.

Press the **"Conf"** again to join the parties in a conference call.

To terminate the conference call, place the handset back on-hook or . The other two conference call participants are also disconnected from the conference call.

**Please Note:** You can use  $\blacktriangledown$   $\blacktriangle$  to scroll through and see the numbers and names (if available) of the parties in the conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use  $\blacktriangledown$   $\blacktriangle$  to select the party you would like to disconnect from the conference call and press the soft key **"Drop"**.

## 11.11 Aastra 6730i/6731i

### 11.11.1 Limitations Specific to Aastra 6730i/6731i

See section [Limitations and Differences](#).

### 11.11.2 Feature Codes on Aastra 6730i/6731i

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 6730i/6731i and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

Aastra 6730i/6731i has 8 programmable state based soft keys (up to 20 programmable functions).

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line1</b> or <b>Line2</b> (the blinking one)
Call Blind Transfer	<b>Transfer</b> -> dial the number -> <b>"Dial"</b> (can be skipped) -> <b>Transfer</b>

PBX Services	Keys / Soft Keys
Call Transfer with Consultation	<b>Transfer</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>Transfer</b>
Call Conference	<b>Conf.</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>Conf.</b>

### To Put a Call on Hold

To put a call in progress on hold, press the **Hold** key on the phone keypad. The LED of the corresponding line key will start flash. The screen displays "Call Held" icon with the line number and information the call is held at the phone.

To retrieve a held call, press the **Hold** key again or the flashing line button (it can be **Line1** or **Line2**).

**Please Note:** You can put a call on hold and switch directly to another line by pressing a free *line* button during a call.

When you are switching 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 a new *Line* button (**Line1** or **Line2**).

While a call is on hold you can make a second call by switching to an available free line: press the corresponding *Line button*. This provides a dial tone on that line enabling you to make a second call.

### To Accept a Second Incoming Call

To accept a second call, when you are in a call, press the blinking **Line2** (**Line1**, if the first call was in *Line2*) button. After that an old call will be placed on hold and you will answer to the new one.

To switch between the calls, use the *Line/Call Appearance* keys **Line1** and **Line2**: press the key with a blinking LED to 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 **Goodbye** key.

### To Blind Transfer a Call

During a call press the **Transfer** key to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

Complete the transfer by pressing the **Transfer** key one more time immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to.

Or dial the number that the call is to be transferred to, press the soft key **"Dial"** and press the **Transfer** during ring back tones. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call press the **Transfer** key to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.

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

Stay on the line until the receiving party answers the call. Consult with the called party and press the **Transfer** key again. The party on hold is transferred to the called party.

**Please Note:** After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.



## To Set up a Conference Call

Press the **Conf.** key during a call. This puts the call in progress on hold and switches to an available free line.

Dial the third participant's phone number and press the soft key **"Dial"**. Wait for the new party to answer. You may talk to the called party while first call is on hold.

Press the **Conf.** key again to join the parties in a conference call.

To terminate the conference call, place the handset back on-hook or press **Goodbye** key. The other two conference call participants are also disconnected from the conference call.

**Please Note:** You can use  $\blacktriangledown$   $\blacktriangle$  to scroll through and see the numbers and names (if available) of the parties in the conference call.

You may disconnect either of the parties from the conference call and resume the call with the other party: use  $\blacktriangledown$   $\blacktriangle$  to select the party you would like to disconnect from the conference call and press the soft key **"Drop"**.

## 11.12 Aastra 6735i/6737i

### 11.12.1 Limitations Specific to Aastra 6735i/6737i

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

### 11.12.2 Feature Codes on Aastra 6735i/6737i

This section presents the feature codes for **PBX Services accessible during a call** specific to **Aastra 6735i/6737i** and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line</b> (the blinking one)
Call Blind Transfer	<b>"Xfer"</b> -> dial the number -> <b>"Xfer"</b>
Call Transfer with Consultation	<b>"Xfer"</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>"Xfer"</b>
Call Conference	<b>"Conf"</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>"Conf"</b>

### To Put a Call on Hold

To put a call in progress on hold, press the **Hold** button. Press the **Hold** button once again or press the **"Pickup"** softkey to continue the call.

### To Accept a Second Incoming Call

To accept a second call, when you are in a call, press the blinking **Line** button. After that an old call will be placed on hold and you will answer to the new one.

To switch between the calls, use the *Line/Call Appearance* buttons **Line1** and **Line2**: press the button with a blinking LED to 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 **Goodbye** button.



### To Blind Transfer a Call

During a call press the **"Xfer"** softkey. This puts the call in progress on hold and provides a dial tone on an available free line. Dial the phone number that the call is to be transferred to and press the **"Xfer"** softkey again. The party on hold is transferred to the called party.

### To Transfer a Call with Consultation

During a call, press the **"Xfer"** softkey. This puts the call in progress on hold and provides a dial tone on an available free line. Dial the phone number that the call is to be transferred to and press the **"Dial"** softkey. Consult the second party, i.e. to announce the call.

Press the **"Xfer"** softkey to connect the person on hold to the called party.

### To Set Up a Conference Call

Press the **"Conf"** softkey during a call. This puts the call in progress on hold.

Dial the third participant's phone number and press the **"Dial"** softkey. Once the person has answered, press the **"Conf"** softkey again. You are now connected with both callers in a three-party conference. The display shows the list of conference partners.

To terminate the conference call just hang up the phone.

## 11.13 Aastra 6739i

### 11.13.1 Limitations Specific to Aastra 6739i

See section [Limitations and Differences](#).




### 11.13.2 Feature Codes on Aastra 6739i

This section presents the feature codes for **PBX Services accessible during a call** specific to Aastra 6739i and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

Aastra 6739i has up to 55 programmable state based soft keys.

PBX Services	Keys / Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Line1</b> or <b>Line2</b> (the blinking one)
Call Blind Transfer	<b>Transfer</b> -> dial the number -> <b>"Dial"</b> (can be skipped) -> <b>Transfer</b>
Call Transfer with Consultation	<b>Transfer</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>Transfer</b>
Call Conference	<b>Conf.</b> -> dial the number -> <b>"Dial"</b> -> consult -> <b>Conf.</b>

### To Put a Call on Hold

To put a call in progress on hold, press the **Hold key**  or the **"Hold"** softkey . Press the hold key  once again or press the **"Hold"** softkey  to continue the call.



## To Accept a Second Incoming Call


To accept a second call, when you are in a call, press the blinking **Line2** (**Line1**, if the first call was in **Line2**) button. After that an old call will be placed on hold and you will answer to the new one.


To switch between the calls, use the *Line/Call Appearance* keys **Line1** and **Line2**: press the key with a blinking LED to 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 **Goodbye** key.



## To Blind Transfer a Call

During a call press the **Transfer** key  or the  "**Transfer**" softkey to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.


Complete the transfer by pressing the **Transfer** key  one more time immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to.

Or dial the number that the call is to be transferred to, press the soft key  **Dial** and press the **Transfer** during ring back tones. The party on hold is transferred to the called party.

## To Transfer a Call with Consultation


During a call press the **Transfer** key  or the  "**Transfer**" softkey to transfer the call. This puts the call in progress on hold and provides a dial tone on an available free line.



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

Stay on the line until the receiving party answers the call. Consult with the called party and press the **Transfer** key  again. The party on hold is transferred to the called party.



**Please Note:** After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

## To Set up a Conference Call

Press the "**Conf.**" key  during a call. This puts the call in progress on hold.

Dial the third participant's phone number and press the soft key "**Dial**". Announce the conference when the second caller answers,. Press the "**Conf.**" softkey  or the conference key . You are now connected with both callers in a three-party conference. The display shows the list of conference partners.

Do the following to end the conference:

- **Disconnecting individual subscribers from the conference.** Press the  softkey of the caller. This ends the connection to the caller selected.
- **Ending a conference.** Put down the handset or press the goodbye key  to end the conference (connection to both callers).





## 11.14 Aastra MBU400

### 11.14.1 Limitations Specific to Aastra MBU400


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

## 11.14.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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> → OK • → dial the number → 
Call Transfer with Consultation	<b>Hold</b> softkey → dial the number →  → <b>consult</b> → <b>Options</b> → <b>Transfer</b> → OK •
Call Conference	<b>Hold</b> softkey → dial the number →  → <b>Options</b> → <b>Conference</b> → OK •

### 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** ●.

## 11.15 Akuvox SP-R53P Phone

### 11.15.1 Limitations Specific to Akuvox SP-R53P Phone

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

### 11.15.2 Feature Codes on Akuvox SP-R53P Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Akuvox SP-R53P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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

#### To Put a Call on Hold

During the call press the "Hold" softkey to place the call on hold. To resume the held call, press the "Resume" softkey.

#### To Accept a Second Incoming Call

During a call, press the Answer softkey to put a call in progress on hold and receive an incoming call. To switch between the calls, use the **Up** or **Down** buttons and press the "Resume" softkey.

### To Blind Transfer a Call

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

### To Transfer a Call with Consultation

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

### To Set up a Conference Call

During a call press the **"New"** softkey to make a call which automatically places the active call on hold. Dial the number and press the the **#** or the **"Send"** softkey. Once the call is established, press the **"Conf"** softkey to join both calls into a conference.

To end a conference, hang up and terminate the call.


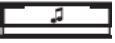
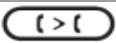
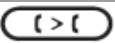
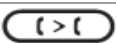
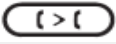
## 11.16 Alcatel Temporis IP 200

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



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

### 11.16.2 Feature Codes on Alcatel Temporis IP 200 Phone

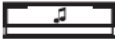
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Alcatel Temporis IP 200** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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>

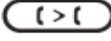
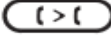
### To Put a Call on Hold

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

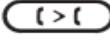
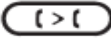
### To Accept a Second Incoming Call

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.

## 11.17 Alcatel Temporis IP 600

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

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

### 11.17.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.18 Alcatel Temporis IP 800

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



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

### 11.18.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 -&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 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.

## 11.19 AudioCodes 310HD

### 11.19.1 Limitations Specific to AudioCodes 310HD Phone

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

### 11.19.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.20 AudioCodes 320HD

### 11.20.1 Limitations Specific to AudioCodes 320HD Phone

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

### 11.20.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.21 Berkshire 5000 (ATL 5000) IP phone

### 11.21.1 Limitations Specific to Berkshire 5000

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

### 11.21.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.22 Cisco IP Phone 7960

### 11.22.1 Limitations Specific to Cisco IP Phone 7960

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

### 11.22.2 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 [Epygi IP PBX Features on Supported SIP 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 Epygi IP PBX (**User Login**→**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.

## 11.23 Cisco IP Phone SPA303

### 11.23.1 Limitations Specific to Cisco IP Phone SPA303

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

### 11.23.2 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 [Epygi IP PBX Features on Supported SIP Phones](#).

<b>PBX Services accessible during a call</b>	<b>Keys/Soft Keys</b>
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.

## 11.24 Cisco IP Phone SPA525G2

### 11.24.1 Limitations Specific to Cisco IP Phone SPA525G2

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

### 11.24.2 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 [Epygi IP PBX Features on Supported SIP 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>

PBX Services accessible during a call	Keys/Soft Keys
Call Blind Transfer	<b>BlindXfer</b> →dial the number →dial
Call Transfer with Consultation	<b>Transfer</b> →dial the number→dial→ <b>Transfer</b>
Call Conference	<b>Conf</b> → dial the number→ dial → call establishment→ <b>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**”.

## 11.25 Cisco IP Phone SPA501G

### 11.25.1 Limitations Specific to Cisco IP Phone SPA501G

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

### 11.25.2 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 [Epygi IP PBX Features on Supported SIP 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. 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.

## 11.26 Cisco IP Phone SPA509G

### 11.26.1 Limitations Specific to Cisco IP Phone SPA509G

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

## 11.26.2 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 [Epygi IP PBX Features on Supported SIP Phones](#).

<b>PBX Services accessible during a call</b>	<b>Keys/Soft Keys</b>
Call Hold	<b>Hold</b>
Call Waiting	<b>Line key with a blinking LED</b>
Call Blind Transfer	<b>Trnsfer →dial the number →dial</b>
Call Transfer with Consultation	<b>Trnsfer →dial the number→dial→ Trnsfer</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** button to place the call on hold. 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, and 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.



## 11.27 Fanvil F52 Phone

### 11.27.1 Limitations Specific to Fanvil F52 Phone

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

### 11.27.2 Feature Codes on Fanvil F52 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Fanvil F52** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> soft key
Call Waiting	<b>Answer</b> soft key
Call Blind Transfer	<b>XFER</b> soft key -> dial the number -> <b>XFER</b> soft key
Call Transfer with Consultation	<b>XFER</b> soft key -> dial the number -> <b>Dial</b> soft key -> <b>consult</b> -> <b>XFER</b> soft key
Call Conference	<b>Conf</b> soft key -> dial the number -> <b>Dial</b> soft key-> <b>Conf</b> soft key

#### To Put a Call on Hold

During the call press the "**Hold**" softkey to place the call on hold. To resume the held call, press the "**Resume**" softkey.

#### To Accept a Second Incoming Call

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 the "**Answer**" softkey or the line with a blinking LED. The phone will put the call in progress on hold.

#### To Blind Transfer a Call

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

#### To Transfer a Call with Consultation

During a call press the "**XFER**" softkey to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call and press the "**Dial**" softkey. Once the call is established, press the "**XFER**" softkey again to complete the transfer. 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 and press the "**Dial**" softkey. Once the call is established, press the "**Conf**" softkey again to join both calls into a conference.

To end a conference, hang up and terminate the call.

## 11.28 Fanvil C58 Phone

### 11.28.1 Limitations Specific to Fanvil C58 Phone

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

### 11.28.2 Feature Codes on Fanvil C58 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Fanvil C58** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> soft key
Call Waiting	<b>Answer</b> soft key
Call Blind Transfer	<b>Xfer</b> soft key -> dial the number -> <b>Xfer</b> soft key
Call Transfer with Consultation	<b>Xfer</b> soft key -> dial the number -> <b>Dial</b> soft key -> <i>consult</i> -> <b>Xfer</b> soft key
Call Conference	<b>Conf</b> soft key -> dial the number -> <b>Dial</b> soft key-> <b>Conf</b> soft key

#### To Put a Call on Hold

During the call press the "**Hold**" softkey to place the call on hold. To resume the held call, press the "**Resume**" softkey.

#### To Accept a Second Incoming Call

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 the "**Answer**" softkey or the line with a blinking LED. The phone will put the call in progress on hold.

#### To Blind Transfer a Call

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

#### To Transfer a Call with Consultation

During a call press the "**XFER**" softkey to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call and press the "**Dial**" softkey. Once the call is established, press the "**XFER**" softkey again to complete the transfer. 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 and press the "**Dial**" softkey. Once the call is established, press the "**Conf**" softkey again to join both calls into a conference.

To end a conference, hang up and terminate the call.

## 11.29 Fanvil C62 Phone

### 11.29.1 Limitations Specific to Fanvil C62 Phone

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

### 11.29.2 Feature Codes on Fanvil C62 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Fanvil C62** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b> soft key
Call Blind Transfer	<b>XFER</b> soft key -> dial the number -> <b>XFER</b> soft key
Call Transfer with Consultation	<b>XFER</b> soft key -> dial the number -> consult-> <b>XFER</b> soft key
Call Conference	<b>Conf</b> soft key -> dial the number -> <b>Conf</b> soft key

#### To Put a Call on Hold

During the call press the "**Hold**" softkey to place the call on hold. To resume the held call, press the "**Resume**" softkey.

**Please Note:** To accept a second incoming call, assign an IP Line function to the programmable keys of the Fanvil C62 IP phone from the Epygi IP PBX **Telephony->Line Settings->IP Line Settings -> Advanced** page.

#### To Blind Transfer a Call

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

#### To Transfer a Call with Consultation

During a call press the "**XFER**" softkey to make a call and automatically place the active call on hold. Dial the number to where you want to transfer the call and press the "**Dial**" softkey. Once the call is established, press the "**XFER**" softkey again to complete the transfer. 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 and press the "**Dial**" softkey. Once the call is established, press the "**Conf**" softkey again to join both calls into a conference.

To end a conference, hang up and terminate the call.

## 11.30 Grandstream BT100/200

### 11.30.1 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](#).

### 11.30.2 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 [Epygi IP PBX Features on Supported SIP 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 #
Call Transfer with Consultation	<b>FLASH</b> or <i>HOOK</i> -> dial the number -> <b>SEND</b> or # -> call establishment -> <b>TRANSFER</b> -> <b>FLASH</b> or <i>HOOK</i>
Call Conference	<b>CONFERENCE</b> -> dial the number -> <b>SEND</b> or # -> 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 Epygi IP PBX, 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 Epygi IP PBX) 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 Epygi IP PBX).

## 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.

## 11.31 Grandstream GXP1100/GXP1105 Phone

### 11.31.1 Limitations Specific to Grandstream GXP1100/GXP1105 Phone

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

### 11.31.2 Feature Codes on Grandstream GXP1100/GXP1105 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP1100/GXP1105** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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

### To Accept a Second Incoming Call

To answer the incoming second call press **Flash** button, this automatically places the active call on hold.

### To Blind Transfer a Call

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

### To Transfer a Call with Consultation

During an active call press the **Tran** button, this puts the call in progress on hold. Dial the number, once the call is established, press the **Tran** button to transfer the call. You will be disconnected automatically from both calls.

## 11.32 Grandstream GXP1160/GXP1165 Phone

### 11.32.1 Limitations Specific to Grandstream GXP1160/GXP1165 Phone



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

### 11.32.2 Feature Codes on Grandstream GXP1160/GXP1165 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP1160/GXP1165** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP 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 -&gt;dial the number -&gt; Transfer</b>
Call Transfer with Consultation	<b>Transfer →dial the number→call establishment → Transfer</b>
Call Conference	<b>Conference→ dial the number→ Dial → call establishment→ 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 **Hold** .

### To Accept a Second Incoming Call

To answer the incoming second call press **Answer** 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 **Transfer**  button to complete transfer of active call). You will be disconnected automatically from both calls.

### To Transfer a Call with Consultation

During an active call press the **Transfer**  button, this puts the call in progress on hold. Dial the number, once the call is established, press the **Transfer** button to transfer the call. You will be disconnected automatically from both calls.

### To Set up a Conference Call

During a call press **Conference**  button to make a call which automatically places the active line on hold. Dial the number, once the call is established, press the **Conference**  button or **CONF** button to join both calls into a conference. To speak with an individual party, select the corresponding line and press **HOLD**. To end a conference, press **EndCall** button.

## 11.33 Grandstream GXP1400/GXP1405/GXP1450 Phone

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

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

### 11.33.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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>

PBX Services accessible during a call	Keys/Soft Keys
Call Transfer with Consultation	<b>LINEx -&gt; Dial -&gt; call establishment -&gt; Transfer -&gt; LINEx</b> (in hold line)
Call Conference	<b>LINEx -&gt; Dial -&gt; call establishment -&gt; CONF -&gt; LINEx</b> (in hold line)

### 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) **LINEx** 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 **LINEx** 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 **LINEx** (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 **LINEx** 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 **LINEx**.

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

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

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

### 11.34.2 Feature 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 [Epygi IP PBX Features on Supported SIP Phones](#).

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



PBX Services accessible during a call	Keys/Soft Keys
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<sub>x</sub>**.

## 11.35 Grandstream GXP2124 Phone

### 11.35.1 Limitations Specific to Grandstream GXP2124 Phone

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

### 11.35.2 Feature Codes on Grandstream GXP2124 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP2124** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP 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.


## 11.36 Grandstream GXP2130/GXP2140/GXP2160 Phone

### 11.36.1 Limitations Specific to Grandstream GXP2130/GXP2140/GXP2160 Phone



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

### 11.36.2 Feature Codes on Grandstream GXP2130/GXP2140/GXP2160 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP2130/GXP2140/GXP2160** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP 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</b> -> <i>dial the number</i> -> <b>Transfer</b>
Call Transfer with Consultation	<b>Transfer</b> -> <i>dial the number</i> -> <i>call establishment</i> -> <b>Transfer</b>
Call Conference	<b>Conference</b> -> <i>dial the number</i> -> <b>Dial</b> -> <i>call establishment</i> -> <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 **Hold** button  or the corresponding blinking **LINE** button.



#### 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 **Transfer** 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 **Transfer** button  to make a call and automatically place the active line on hold. Dial the number, 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 **Conference** button  to make a call which automatically places the active line on hold. Dial the third party's phone number and press the "**Dial**" softkey or **#**. Once

the call is established, press the **Conference** button  again or the "ConfCall" softkey to establish 3-way conference.

**To end a conference call:**

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







## 11.37 Grandstream GXP2200 Phone

### 11.37.1 Limitations Specific to Grandstream GXP2200 Phone



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

### 11.37.2 Feature Codes on Grandstream GXP2200 Phone

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Grandstream GXP2200** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP 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 -> <b>Send</b>
Call Transfer with Consultation	 -> <b>Attended</b> -> dial the number -> call establishment -> 
Call Conference	 ->  -> dial the number -> <b>Invite</b> ->  -> select the call on hold


**To Put a Call on Hold**

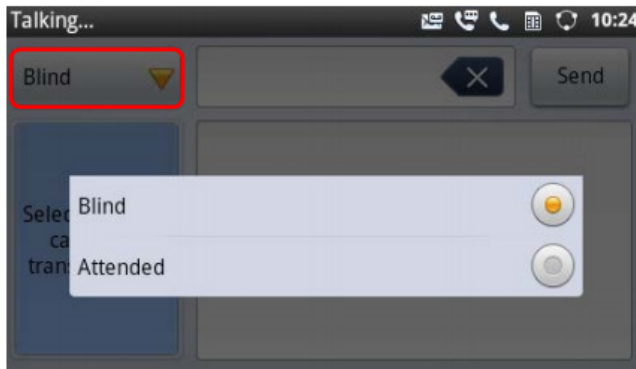
During the call press the **Hold** button  to place the call on hold. To resume the call on hold press the **Hold** button  again.

**To Accept a Second Incoming Call**

Call waiting tone (short beeps) indicates an incoming call. To answer the incoming second call, press the **Answer** button. This automatically places the active call on hold. Touch the bars indicating different lines on the right panel to toggle between the calls.


**To Blind Transfer a Call**

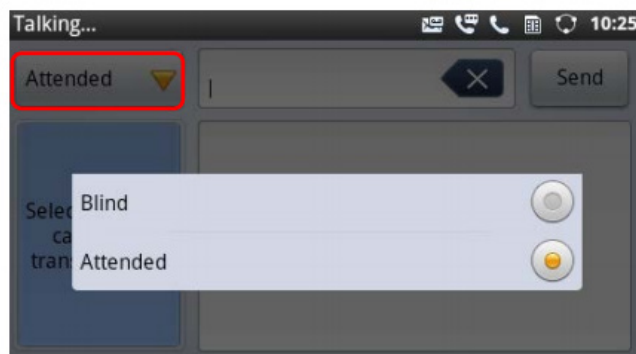
During an active call press the  button, this puts the call in progress on hold. Select transfer mode by tapping on the mode selection bar. The default transfer mode is "Blind".




Then dial the number and press the **#** or the **Send** softkey on the right to complete transfer of active call. You will be disconnected automatically from both calls.



### To Transfer a Call with Consultation


During an active call press the  button, this puts the call in progress on hold. Select the **Attended** transfer mode by tapping on the mode selection bar.




Then dial the number and press the **#** or the **Send** softkey on the right. Once the call is established, press the  button again to complete the transfer. You will be disconnected automatically from both calls.

### To Set up a Conference Call

During a call press the **Conference** button . Tap on  to start adding party in conference. Dial the third participant number and press **#** or tap on the **Invite** icon. This will automatically place the active call on hold.

Once the call is established, tap on  and select the call that is on hold to join both calls into a conference.

### To end a conference call:

During a conference call, press the  icon.

## 11.38 Grandstream GXV3140

### 11.38.1 Limitations Specific to Grandstream GXV3140




In order to make video calls you need to go Epygi IP PBX'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](#).

### 11.38.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 the 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.

## 11.39 Grandstream GXV3175

### 11.39.1 Limitations Specific to Grandstream GXV3175

In order to make video calls you need to go Epygi IP PBX'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](#).

### 11.39.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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</b>

PBX Services accessible during a call	Keys/Soft Keys
	<b>in hold</b>
Call Conference	<i>free line soft key → dial the number → Conf → Yes</i>


### To Put a Call on Hold

During the call press the "Hold" button to place your active call on hold. The line icon will turn into 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.



## 11.40 Grandstream HT286

### 11.40.1 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](#).

### 11.40.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.41 Grandstream HT386

### 11.41.1 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](#).

### 11.41.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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> → <i>dial *87</i> → <i>dial the number</i>
Call Transfer with Consultation	<b>flash</b> → <i>dial the number</i> → <i>consult</i> → hang up
Call Conference	<b>flash</b> → <i>dial the number</i> → <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) A quick confirmation tone (call waiting tone) followed by a dial tone. This indicates the transfer is successful. Hang up or place another call.
- b) A quick busy tone followed by a restored call (on supported platforms only). The busy tone indicates the transfer failed.
- c) 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:

2. A presses **FLASH** (on the analog phone, or Hook Flash for old model phones) to get a dial tone.
3. A then dial C's number then # (or wait for 4 seconds).
4. If C answers the call, A and C are in conversation. Then A can hang up to complete transfer.
5. 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.

## 11.42 IpDialog SipTone II

### 11.42.1 Limitations Specific to IpDialog SipTone II

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

### 11.42.2 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 [Epygi IP PBX Features on Supported SIP 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>

PBX Services accessible during a call	Keys/Soft Keys
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.

## 11.43 Linksys SPA922/921 IP Phones

### 11.43.1 Limitations Specific to Linksys SPA922/921

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









### 11.43.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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>

PBX Services accessible during a call	Keys/Soft Keys
Call Transfer with Consultation	"xfer" → dial the number → consult → "xfer"
Call Conference	"conf" → dial the number → "conf"

### 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.




## 11.44 Linksys SPA942/941 IP Phones

### 11.44.1 Limitations Specific to Linksys SPA942/94






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



### 11.44.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.45 Panasonic KX-UT136

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

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

## 11.45.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 -> <b>#</b>
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.

## 11.46 Panasonic KX-UT123

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

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

### 11.46.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 -> dial the number -> <b>#</b>
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 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.



## 11.47 Panasonic KX-TGP550T04

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

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

### 11.47.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 -> <i>dial the number</i> -> <b>TRANS</b> softkey or #
Call Transfer with Consultation	<b>MENU</b> softkey -> <b>Transfer</b> softkey -> <i>dial the number</i> -> call establishment-> <b>TRANS</b> softkey
Call Conference	<b>MENU</b> softkey -> <b>Conference</b> softkey -> <i>dial the number</i> -> 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.

## 11.48 Polycom SoundPoint IP 330/331/335

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

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

### 11.48.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 → Blnd</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 "**Blnd**" 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.

### 11.48.3 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 Epygi IP PBX GUI);
- PnP with Epygi IP PBX;
- Paging/Intercom.

## 11.49 Polycom SoundPoint IP 450/501/550

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

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

### 11.49.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 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 "**Confrnc**" 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 "**Confrnc**" to join both calls into a conference.

## 11.49.3 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 Epygi IP PBX GUI);
- PnP with Epygi IP PBX;
- Paging/Intercom.

## 11.50 Polycom SoundPoint IP 601/650

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

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

### 11.50.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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>Confrnc → Dial → Send → Confrnc</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 **Confrc** 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 **Confrc** to join both calls into a conference.

## 11.50.3 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 Epygi IP PBX GUI);
- PnP with Epygi IP PBX;
- Paging/Intercom.




## 11.51 Polycom VVX 300/310


### 11.51.1 Limitations Specific to Polycom VVX 300/310

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



### 11.51.2 Feature Codes on Polycom VVX 300/310

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom® VVX 300/310** and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>"Hold"</b> softkey or the <b>Hold</b> button 
Call Waiting	<b>"Answer"</b> softkey or the <b>LINE</b> button with a blinking LED
Call Blind Transfer	<b>"Transfer"</b> softkey or  button → <b>"Blind"</b> softkey → <i>dial the number</i> → <b>"Send"</b> softkey
Call Transfer with Consultation	<b>"Transfer"</b> softkey or  button →

PBX Services accessible during a call	Keys/Soft Keys
	→dial the number→ <b>"Send"</b> softkey →consult→ <b>"Transfer"</b> softkey or  button
Call Conference	<b>"More"</b> softkey→ <b>"Confrcnc"</b> softkey→dial the number→ <b>"Send"</b> softkey→call establishment → <b>"More"</b> softkey→ <b>"Confrcnc"</b> softkey
To Park a Call	<b>"More"</b> softkey→ <b>"More"</b> softkey→ <b>"Park"</b> softkey
To Barge In	<b>"BargeIn"</b> softkey→ dial the number→ <b>"Enter"</b> softkey
To make a Directed Call Pickup	<b>"DirPckUp"</b> softkey→ dial the number→ <b>"Enter"</b> softkey


### To Put a Call on Hold

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



### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (green light) **LINE** button or press the **"Answer"** softkey. This automatically places the active call on hold. To switch between the calls, use the **Up/Down** navigation keys. To terminate a call, press the **"End Call"** soft key.

### To Blind Transfer a Call

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

### To Transfer a Call with Consultation

During an active call press the Transfer button  or the **"Transfer"** softkey, this puts the call in progress on hold. Then dial the phone number that the call is to be transferred to and press the **#** or the **"Send"** softkey. Consult the second party, i.e. to announce the call. Press the Transfer button  to connect the person on hold to the called party. You will be disconnected automatically from both calls.

### To Set up a Conference Call

During an active call press the **"More"** softkey then the **"Confrcnc"** softkey to make a call which automatically places the active line on hold. Dial the phone number of the second party and press the **#** or the **"Send"** softkey. Once the call is established, press the **"Confrcnc"** softkey again. Now, all three parties are connected in the conference. When you hang up, the other two parties are disconnected.

### To make a Directed Call Pickup

To pickup a call ringing on an extension, press the “**DirPckUp**” softkey. Dial the extension number to intercept the calls assigned to that extension and press the “**Enter**” softkey.

### To Barge In

To barge in to the third party’s call, press the “**BargeIn**” softkey. Dial the extension number to barge in to that extension and press the “**Enter**” softkey.

**Please Note:** To make a Directed Call Pickup/Barge In, make sure that the **Allow other users to Barge In to this extension** option is enabled on the Epygi IP PBX (Extensions Management->General Settings page) and the extensions that are allowed to barge in to the current extension or intercept calls are defined under the **Edit Call Barge In / Intercept Access List** link (Extensions Management->General Settings page). For more information please refer to **Manual II: Administrator’s Guide** of the corresponding release.

### To Park the Call

During an active call press the “**More**” softkey twice then the “**Park**” softkey. The call will be parked to the park extension immediately.





## 11.52 Polycom VVX 400/410

### 11.52.1 Limitations Specific to Polycom VVX 400/410

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



### 11.52.2 Feature Codes on Polycom VVX 400/410

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom VVX 400/410** and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	“ <b>Hold</b> ” softkey or the <b>Hold</b> button 
Call Waiting	“ <b>Answer</b> ” softkey or the <b>LINE</b> button with a blinking LED
Call Blind Transfer	“ <b>Transfer</b> ” softkey or  button→ “ <b>Blind</b> ” softkey→ <i>dial the number</i> → “ <b>Send</b> ” softkey
Call Transfer with Consultation	“ <b>Transfer</b> ” softkey or  button→ → <i>dial the number</i> →“ <b>Send</b> ” softkey → <i>consult</i> → “ <b>Transfer</b> ” softkey or  button
Call Conference	“ <b>More</b> ” softkey→“ <b>Confrnc</b> ” softkey→ <i>dial the number</i> →“ <b>Send</b> ” softkey→ <i>call establishment</i> → “ <b>More</b> ” softkey→ “ <b>Confrnc</b> ” softkey
To Park a Call	“ <b>More</b> ” softkey→“ <b>More</b> ” softkey→ “ <b>Park</b> ” softkey

PBX Services accessible during a call	Keys/Soft Keys
To Barge In	" <b>BargeIn</b> " softkey → <i>dial the number</i> → "Enter" softkey
To make a Directed Call Pickup	" <b>DirPckUp</b> " softkey → <i>dial the number</i> → "Enter" softkey


### To Put a Call on Hold

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



### To Accept a Second Incoming Call

To answer the incoming second call press the corresponding blinking (green light) **LINE** button or press the "**Answer**" softkey. This automatically places the active call on hold. To switch between the calls, use the **Up/Down** navigation keys. To terminate a call, press the "**End Call**" soft key.

### To Blind Transfer a Call

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

### To Transfer a Call with Consultation

During an active call press the Transfer button  or the "**Transfer**" softkey, this puts the call in progress on hold. Then dial the phone number that the call is to be transferred to and press the **#** or the "**Send**" softkey. Consult the second party, i.e. to announce the call. Press the Transfer button  to connect the person on hold to the called party. You will be disconnected automatically from both calls.

### To Set up a Conference Call

During an active call press the "**More**" softkey then the "**Confnc**" softkey to make a call which automatically places the active line on hold. Dial the phone number of the second party and press the **#** or the "**Send**" softkey. Once the call is established, press the "**Confnc**" softkey again. Now, all three parties are connected in the conference. When you hang up, the other two parties are disconnected.

### To make a Directed Call Pickup

To pickup a call ringing on an extension, press the "**DirPckUp**" softkey. Dial the extension number to intercept the calls assigned to that extension and press the "**Enter**" softkey.

### To Barge In

To barge in to the third party's call, press the "**BargeIn**" softkey. Dial the extension number to barge in to that extension and press the "**Enter**" softkey.

**Please Note:** To make a Directed Call Pickup/Barge In, make sure that the **Allow other users to Barge In to this extension** option is enabled on the Epygi IP PBX (Extensions Management-> General Settings page) and the extensions that are allowed to barge in to the current extension or intercept calls are defined under the **Edit Call Barge In / Intercept Access List** link (Extensions



Management->General Settings page). For more information please refer to **Manual II: Administrator's Guide** of the corresponding release.

### To Park the Call

During an active call press the **"More"** softkey twice then the **"Park"** softkey. The call will be parked to the park extension immediately.




## 11.53 Polycom VVX 500/600

### 11.53.1 Limitations Specific to Polycom VVX 500/600

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

### 11.53.2 Feature Codes on Polycom VVX 500/600

This section presents the feature codes for **PBX Services accessible during a call** specific to **Polycom VVX 500/600** and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>"Hold"</b> softkey
Call Waiting	<b>"Answer"</b> softkey
Call Blind Transfer	<b>"Transfer"</b> softkey → <b>"Blind"</b> softkey → dial the number →  softkey
Call Transfer with Consultation	<b>"Transfer"</b> softkey → dial the number →  softkey → consult → <b>"Transfer"</b> softkey
Call Conference	<b>Confnc"</b> softkey → dial the number →  softkey → call establishment → <b>"Confnc"</b> softkey
To Park a Call	<b>"More"</b> softkey → <b>"Park"</b> softkey
To Barge In	<b>"BargeIn"</b> softkey → dial the number → <b>"Enter"</b> softkey
To make a Directed Call Pickup	<b>"DirPckUp"</b> softkey → dial the number → <b>"Enter"</b> softkey


### To Put a Call on Hold

During an active 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

To answer the incoming second call press **"Answer"** softkey. This automatically places the active call on hold. To switch between the calls, navigate between calls. To terminate a call, press the **"End Call"** soft key.


### To Blind Transfer a Call

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

### To Transfer a Call with Consultation

During an active call press the **"Transfer"** softkey, this puts the call in progress on hold. Then dial the phone number that the call is to be transferred to and press the **#** or the  softkey. Consult the second party, i.e. to announce the call. Press the Transfer to connect the person on hold to the called party. You will be disconnected automatically from both calls.

### To Set up a Conference Call

During an active call press the **"More"** softkey then the **"Confrc"** softkey to make a call which automatically places the active line on hold. Dial the phone number of the second party and press the **#** or the  softkey. Once the call is established, press the **"Confrc"** softkey again. Now, all three parties are connected in the conference. When you hang up, the other two parties are disconnected.

### To make a Directed Call Pickup

To pickup a call ringing on an extension, press the **"DirPckUp"** softkey. Dial the extension number to intercept the calls assigned to that extension and press the **"Enter"** softkey.

### To Barge In

To barge in to the third party's call, press the **"BargeIn"** softkey. Dial the extension number to barge in to that extension and press the **"Enter"** softkey.

**Please Note:** To make a Directed Call Pickup/Barge In, make sure that the **Allow other users to Barge In to this extension** option is enabled on the Epygi IP PBX (Extensions Management->General Settings page) and the extensions that are allowed to barge in to the current extension or intercept calls are defined under the **Edit Call Barge In / Intercept Access List** link (Extensions Management->General Settings page). For more information please refer to **Manual II: Administrator's Guide** of the corresponding release.

### To Park the Call

During an active call press the **"More"** softkey twice then the **"Park"** softkey. The call will be parked to the park extension immediately.

## 11.54 Polycom VVX 1500

### 11.54.1 Limitations Specific to Polycom VVX 1500

In order to make video calls you need to go Epygi IP PBX'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](#).

## 11.54.2 Feature 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 [Epygi IP PBX Features on Supported SIP Phones](#).

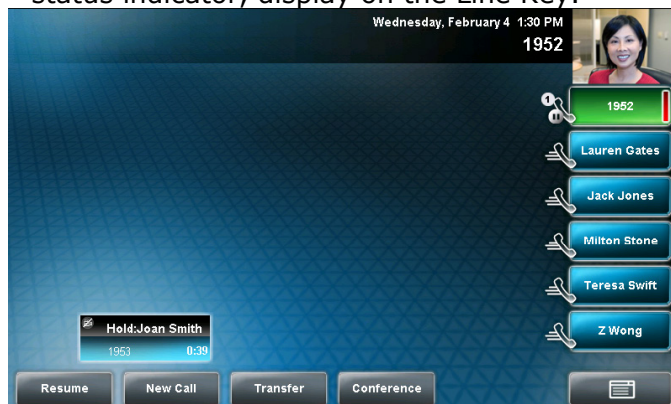
PBX Services accessible during a call	Keys/Soft Keys
Call Hold	<b>Hold</b>
Call Waiting	<b>Hold</b> → <b>Answer</b>
Call Blind Transfer	→ <b>Blind soft key</b> → <b>number</b> → or
Call Transfer with Consultation	→ <b>number</b> →  or  → 
Call Conference	<b>Confnc</b> → <b>Dial</b> →  or  → <b>Confnc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

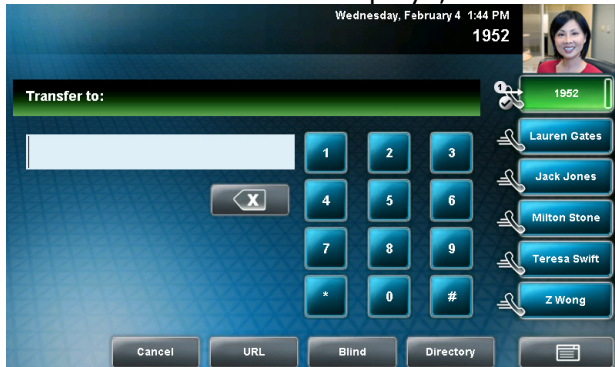
Put a call in progress on hold. Use the arrow keys on the keypad to receive a second call. Press **“Answer”** to accept the call. To switch between the calls, use the **Up** or **Down** navigation keys and press **“Resume”**.

## 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.




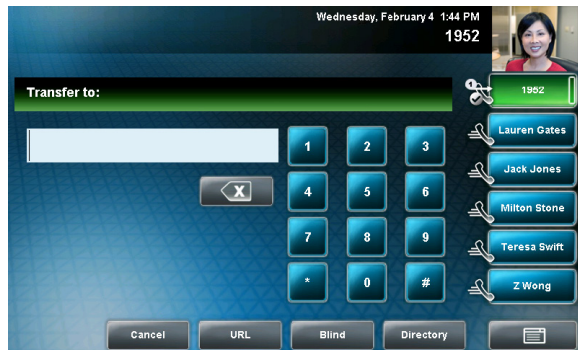
2. Press the **“Blind”** soft key. The Blind transfer to: screen displays.





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. 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.

## 11.54.3 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 Epygi IP PBX GUI);
- PnP with Epygi IP PBX;
- Paging/Intercom.




## 11.55 Polycom SoundStation IP 6000

### 11.55.1 Limitations Specific to Polycom SoundStation IP 6000

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


### 11.55.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

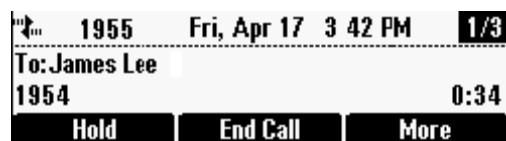
Note\* to end a call on hold, you must resume the call first.

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

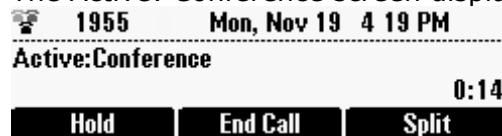
**Note\*** to end a call on hold, you must resume the call first.

### 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 **Confrcnc** 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 **Confrcnc** 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.

### 11.55.3 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 Epygi IP PBX GUI);
- PnP with Epygi IP PBX;
- Paging/Intercom.

## 11.56 Sipura SPA-841 IP Phone

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

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

### 11.56.2 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 [Epygi IP PBX Features on Supported SIP 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 is 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.

## 11.57 snom 190

### 11.57.1 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](#).

### 11.57.2 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 [Epygi IP PBX Features on Supported SIP 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>3</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.

<sup>3</sup> The names of soft keys are in quotes.

### 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.

### 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.


## 11.58 snom 200

### 11.58.1 Limitations Specific to snom 200

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

### 11.58.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.59 snom 220

### 11.59.1 Limitations Specific to snom 220

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

### 11.59.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.60 snom 300

### 11.60.1 Limitations Specific to snom 300




Besides of the limitations mentioned in section [Limitations and Differences for the Supported IP Phones regarding FXS phones](#) this phone currently doesn't support the following features:

- KSE support
- Watching other extensions
- Advanced setting for button assignment
- expansion module support via receptionist wizard
- Language pack support
- Call recording (pressing button to record)
- XML based services (directory/custom srv.)

### 11.60.2 Feature Codes on snom 300

This section presents the feature codes for **PBX Services accessible during a call** specific to snom 300 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

**Please Note:** The feature codes presented below assume that the snom 300 is in the default configuration, i.e. the programmable keys function as specified by default. If this is not the case, use the programmable keys programmed to have the identical function as indicated for the corresponding feature.

PBX Services accessible during a call	Keys
Call Hold	Free line key (L1 or L2)
Call Waiting	Key with a blinking LED
Call Blind Transfer	<b>Transfer</b> → dial the number → 
Call Transfer with Consultation	Free line key → dial the number →  → <b>consult</b> → <b>Transfer</b> → 
Call Conference	Press the key programmed for a conference call (Absent in the default configuration)

### To Put a Call on Hold

During a call, press a free line key. While a call is on hold, you can make a second call by dialing the desired phone number.

To resume a call on hold, press the 'line' key again.

### To Accept an Incoming Call When on a Call


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

To switch between the calls, use the line key associated with the corresponding 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 **Transfer** key to put the call in progress on hold.

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

### To Transfer a Call with Consultation

During a call, press a free line key to put the active call on hold.

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

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

### To Make a Conference Call

When the phone is connected with two calls, one on hold and one active, press the key programmed as the **Conference** key.

Press this **Conference** key again to disconnect the conference and put each participant on hold.






## 11.61 snom 320

### 11.61.1 Limitations Specific to snom 320



Besides of the limitations mentioned in section [Limitations and Differences](#), this phone currently doesn't support the following features:

### 11.61.2 Feature Codes on snom 320

This section presents the feature codes for **PBX Services accessible during a call** specific to snom 320 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys/Soft Keys
Call Hold	
Call Waiting	<b>Key with a blinking LED</b>
Call Blind Transfer	<b>"Xfer"</b> <sup>4</sup> → dial the number → 
Call Transfer with Consultation	 → dial the number →  → consult → <b>"Xfer"</b> → 
Call Conference	<b>"Cnf.On"</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. While a call is on hold, you can make a second call by dialing 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 an Incoming Call

Press the key with a blinking LED. This puts the call in progress on hold and receives the 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"** or the transfer 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 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.

<sup>4</sup> The names of soft keys are taken into inverted commas.

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 the transfer key  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 soft key "Cnf.On"  to connect all three parties for a conference call.

Pressing the function key "Cnf.Off" or  disconnects the conference call and drops the calls.










## 11.62 snom 360/370

### 11.62.1 Limitations Specific to snom 360/370



Besides of the limitations mentioned in section Limitations and Differences, this phone currently doesn't support the following features:

### 11.62.2 Feature Codes on snom 360/370

This section presents the feature codes for **PBX Services accessible during a call** specific to snom 360 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys
Call Hold	
Call Waiting	<b>Key with a blinking LED</b>
Call Blind Transfer	 /  → dial the number → 
Call Transfer with Consultation	 → dial the number →  → consult →  /  → 
Call Conference	

### 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. While a call is on hold, you can make a second call by dialing your desired phone number. To resume the call on hold, press either the flash key  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 Blind Transfer a Call


During a call, press the transfer 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 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, i.e. to announce the call.

Press the transfer key  /  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 conference key . Pressing the function key  or  disconnects the conference call and puts the calls on hold.

## 11.63 snom 710

### 11.63.1 Limitations Specific to snom 710

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

### 11.63.2 Feature Codes on snom 710

This section presents the feature codes for **PBX Services accessible during a call** specific to snom 710 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys
Call Hold	<b>Hold</b> softkey
Call Waiting	<b>Line</b> button
Call Blind Transfer	<b>Xfer</b> softkey → <i>dial the number</i> → ✓ confirmation key
Call Transfer with Consultation	<b>Hold</b> softkey → <i>dial the number</i> → ✓ confirmation key → <i>consult</i> → <b>Xfer</b> softkey → ✓ confirmation key
Call Conference	<b>Hold</b> softkey → <i>dial the number</i> → <i>call establishment</i> → <b>Cnf.On</b> softkey

### To Put a Call on Hold

During a call, press the "**Hold**" softkey. This puts the call in progress on hold. To resume the call on hold, press the ✓ confirmation key.

### To Accept a Second Incoming Call

Call waiting tone (short beeps) indicates an incoming call. To answer the incoming second call press the corresponding blinking (green light) **LINE** button or press the ✓ confirmation key. This



automatically places the active call on hold. Press the blinking (green light) **LINE** button again to toggle between the calls.

### To Blind Transfer a Call

During a call, press the **"Xfer"** softkey. 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 ✓ confirmation key. The party on hold will be transferred to the called party and you will be disconnected automatically from both calls.

### To Transfer a Call with Consultation

During a call, press the **"Hold"** softkey or press any free line key. This puts the call in progress on hold.

Dial the phone number that the call is to be transferred to and press the ✓ confirmation key. Consult the second party, i.e. to announce the call.

Press the **"Xfer"** softkey then the ✓ confirmation key. The party on hold will be transferred to the called party and you will be disconnected automatically from both calls.

### To Set Up a Conference Call

During a call press the **"Hold"** softkey or press any free line key to make a call which automatically places the active call on hold. Dial the number, once the call is established, press the **"Cnf.On"** softkey.

To end the three-way conference call, press the × cancel key.





## 11.64 snom 720

### 11.64.1 Limitations Specific to snom 720



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

### 11.64.2 Feature Codes on snom 720

This section presents the feature codes for **PBX Services accessible during a call** specific to snom 720 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	Keys
Call Hold	
Call Waiting	<b>Key with a blinking LED</b>
Call Blind Transfer	 → dial the number → 
Call Transfer with Consultation	 → dial the number →  → consult →  → 
Call Conference	 → dial the number → call establishment → <b>Cnf.On</b>

### To Put a Call on Hold

During a call, press the **Hold** button . This puts the call in progress on hold. While a call is on hold, you can make a second call by dialing your desired phone number. To resume the call on hold, press either the **Hold** button  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

To accept a second call when you are in a call, press the line key with a flickering LED. For example, L1 is in call, L2 is blinking, press Line Key L2. Accepting a second call puts the call in progress on hold.


To switch between the calls, press line keys and put the current one on hold.


### To Blind Transfer a Call



During a call, press the **Transfer** button . 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 person on hold will be transferred to the specified destination.

### To Transfer a Call with Consultation


During a call, press the **Hold** button  or press any free line key. This puts the call in progress on hold.

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

Press the **Transfer** button  then the  key 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 “**Cnf.On**” softkey. To end the three-way conference call, hang up the phone.

Press the **Hold** button  to terminate the conference and put each participant on hold.


## 11.65 snom 760

### 11.65.1 Limitations Specific to snom 760



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

### 11.65.2 Feature Codes on snom 760

This section presents the feature codes for **PBX Services accessible during a call** specific to snom 760 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

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

## To Put a Call on Hold

During a call, press the **Hold** button . This puts the call in progress on hold. While a call is on hold, you can make a second call by dialing your desired phone number. To resume the call on hold, press the **Hold** button  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

To accept a second call when you are in a call, press the line key with a flickering LED. For example, L1 is in call, L2 is blinking, press Line Key L2. Accepting a second call puts the call in progress on hold.



To switch between the calls, press line keys and put the current one on hold.

## To Blind Transfer a Call

During a call, press the **Transfer** button . 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 person on hold will be transferred to the specified destination.


## To Transfer a Call with Consultation

During a call, press the **Hold** button  and dial the phone number that the call is to be transferred to and press the key . Consult the second party, i.e. to announce the call.

Press the **Transfer** button  then press the  key 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  softkey. To end the three-way conference call, hang up the phone.

Press the **Hold** button  to terminate the conference and put each participant on hold.

# 11.66 snom 820/821

## 11.66.1 Limitations Specific to snom 820/821

Besides of the limitations mentioned in section [Limitations and Differences](#), this phone currently doesn't support the following features:

- The snom 820/821 does not have a hook switch. When the handset is placed in the cradle, a magnetic field sensor terminates the connection.

## 11.66.2 Feature Codes on snom 820/821

This section presents the feature codes for **PBX Services accessible during a call** specific to snom 820/821 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

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

### To Put a Call on Hold

1. Press the **Hold** key to put the ongoing call on hold. Held calls are indicated threefold: by the text on the display, the line key slowly blinking green, and the call indication LEDs glowing red. You can now:
  - a. transfer the held call blindly or with prior announcement;
  - b. receive and make calls and put other calls on hold.



- a. transfer the held call blindly or with prior announcement;
  - b. receive and make calls and put other calls on hold.
2. Pick up the held call by pressing its line key or by pressing **Hold** again. If the other party hangs up while on hold the call terminates on your phone as well and the indicators are turned off.

### Call Waiting (Second Incoming Call)

When you are in a call, another call coming in will be announced visually by the symbol of a handset ringing and by the sound of a double beep.

What you can do:

- Ignore the announcement; or



- Press to put your current call on hold and accept the second call; or
- Transfer the second call blindly while staying on the line with the first call. See Blind Transfer.



- Reject the second call by pressing . The caller hears the Busy signal.

### Terminating Calls

1. When using the handset.
  - a. Hang up the handset



- b. or press



2. When using the handset. Or the casing speaker/microphone or both: Press
3. When using the handset and casing speaker/microphone:
  - a. Hang up the handset



- b. or press

### To Blind Transfer a Call

When you have a call on the line:


1. Press the **Transfer** key .
2. Dial the number of the third party you intend to transfer the call to.




3. Press

### To Transfer a Call with Consultation

When you have a call on the line:

1. Press the Hold key .
2. Dial the number of the third party.

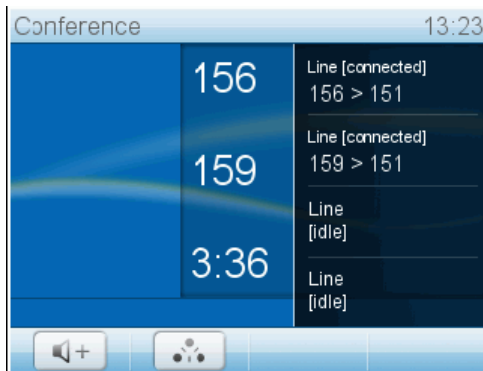



3. Press
4. When the phone is answered, announce the call you intend to transfer.
5. Press the Transfer key .

### To Set Up a Conference Call



1. With the two other parties on hold, press  to start the conference. Press  to turn on the casing speaker, if needed.



2. Press  to end the conference. The other participants will be put back on hold.

## 11.67 snom 870

### 11.67.1 Limitations Specific to snom 870

Besides of the limitations mentioned in section [Limitations and Differences](#), this phone currently doesn't support the following features:


- The snom 870 does not have a hook switch. When the handset is placed in the cradle, a magnetic field sensor terminates the connection.

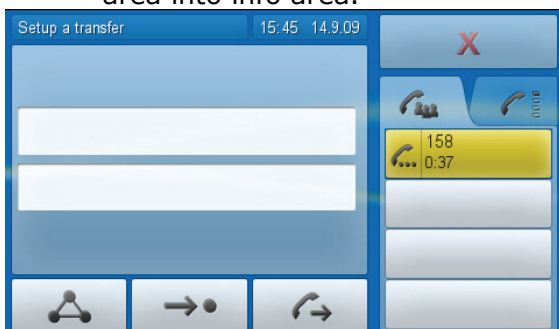
### 11.67.2 Feature Codes on snom 870



This section presents the feature codes for **PBX Services accessible during a call** specific to snom 870 and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

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

### To Put a Call on Hold

1. Press the Hold key  to put current call on hold or drag-and-drop call from context area into info area.



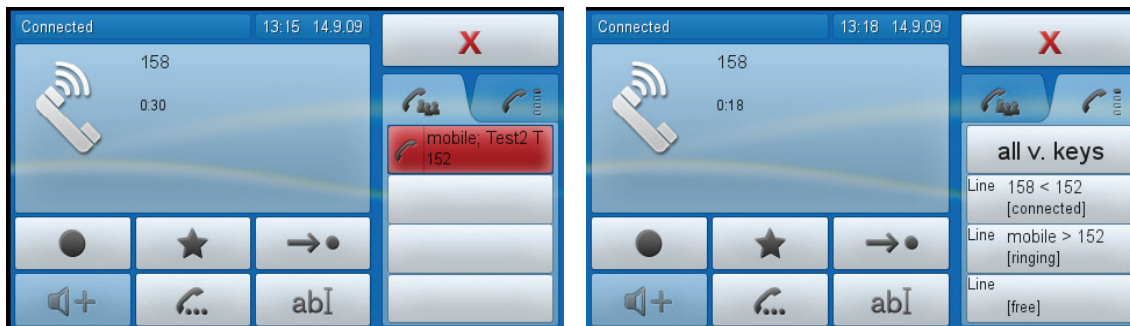
2. When a call is on hold, the call LED is blinking slowly. The symbol  in the info area indicates the line where the call is being held.
3. Press  again or drag-and-drop the button into the context area to get the caller back on the line.
4. With a call on hold you can accept and make other calls and place them on hold.




5. To get a call back on the line, tap the button where it is being held.




## Call Waiting (Second Incoming Call)

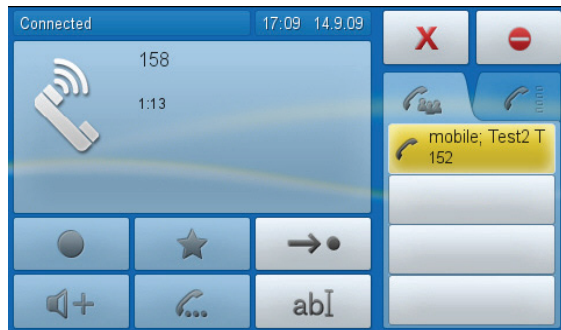
When you are in a call, another call coming in will be announced visually by the symbol of a handset ringing and by the sound of a double beep and by the caller information being shown on a red button in the info area.



What you can do:



- Reject the call: Tap the red button. Button turns yellow. Drag it onto the  button. The caller hears the "busy" signal.
- Reject the call and place caller on DENY list: This is not a standard setting; change at Advanced > Behavior > Deny all feature > "On".

When the feature is available, the escape area will show  in addition to  when you tap the call button (button turns yellow). Drag it onto  without lifting your finger off the display. The caller hears the busy signal and is placed on the Deny list.





- Accept the call: Tap the red call button to accept the second call. The first call is put on hold.

### Terminating Calls

1. When using the handset alone: Hang up handset or tap or press .
2. In all other cases: Tap or press .

### To Blind Transfer a Call


When you have a call on the line:

1. Press the **Transfer** key  (or tap  soft key).
2. Dial the number of the third party you intend to transfer the call to.

3. Press .




### To Transfer a Call with Consultation

When you have a call on the line:


1. Press the Hold key .
2. Dial the number of the third party.

3. Press .

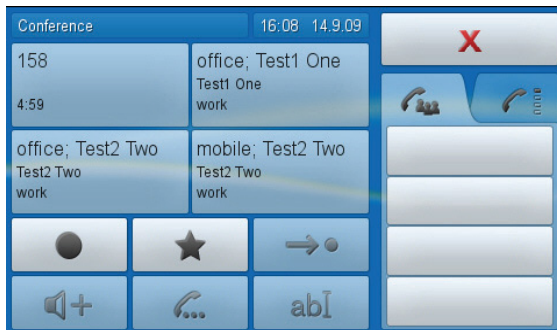
4. When the phone is answered, announce the call you intend to transfer.



5. Press the Transfer key  (or tap  soft key, drag-and-drop the held call into the text field, then press  to transfer).

### To Set Up a Conference Call

1. Put the intended participants on hold
2. Drag-and-drop the call button of each indented participant into the context area.
3. Tap  to start the conference. Tap  to turn on the casing speaker, if needed.





4. Drag-and-drop the call from the context area into the info area to remove a participant from the conference. Press  or  to put all participants on hold.

## 11.68 snom m3 IP Phones

### 11.68.1 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

## 11.68.2 Feature 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 [Epygi IP PBX Features on Supported SIP Phones](#).

PBX Services accessible during a call	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> → <b>consult</b> → <b>Options</b> → <b>Transfer</b>
Call Conference	<b>Hold</b> → <i>dial the number</i> → <b>consult</b> → <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

- 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.

## 11.69 snom m9

### 11.69.1 Limitations Specific to snom m9

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

### 11.69.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.70 snom MP









### 11.70.1 Limitations Specific to snom MP

Besides of the limitations mentioned in section [Limitations and Differences](#), this phone currently doesn't support the following features:

- The snom MP does not have a handset.

### 11.70.2 Feature Codes on snom MP

This section presents the feature codes for **PBX Services accessible during a call** specific to snom MP and serves as a supplement to section [Epygi IP PBX Features on Supported SIP Phones](#).

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




## To Put a Call on Hold

Press **Add** to put current call on hold. Press  to get caller back on the line.

## Call Waiting (Second Incoming Call)

When you are in a call, another call coming in will be announced visually by the phone number of the calling phone in the information line.

What you can do:



- Reject the call: Press the  button. The caller hears the "busy" signal.
- Accept the call: Press the  button to accept the second call. The first call is put on hold. Press  to get the first call back on the line.

## Terminating Calls

Press the  button.




## To Blind Transfer a Call

When you have a call on the line:


1. Press the Transfer key , to get dial screen.
2. Type the number you wish to transfer the call to, then press  to dial and transfer call.

## To Transfer a Call with Consultation


When you have a call on the line:

1. Press **Add** to put current call on hold.
2. Press  to get the dial screen.
3. Type the number you wish to transfer the call to, then press  to dial.
4. When the phone is answered, announce the call you intend to transfer.
5. Press the Transfer key , then press .




## To Set Up a Conference Call

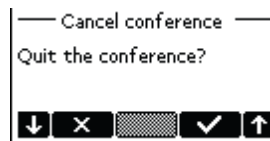
With the two other parties on hold, press  to start the conference.

## Put conference on hold

1. Press **Add**, then all the participants will be on hold.
2. Press  to return to conference.

## End Conference:

1. Press , you will see display prompt:
2. Press  to terminate the conference or press  to continue the conference.



## 11.71 snom PA1

### 11.71.1 Limitations Specific to snom PA1

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

### 11.71.2 Feature 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.

## 11.72 Swissvoice IP 10S

### 11.72.1 Limitations Specific to Swissvoice IP 10S

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

### 11.72.2 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.73 Thomson ST2030S

### 11.73.1 Limitations Specific to Thomson ST2030S

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

### 11.73.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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> → dial the number → <b>Transf</b>
Call Transfer with Consultation	<b>Transf</b> → dial the number → <b>OK</b> → consult → <b>Transf</b>
Call Conference	<b>Conf</b> → dial the number → <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.

## 11.74 Telematrix IP550 Spectrum Plus

### 11.74.1 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 Epygi IP PBX reboots, you need also to reboot **Telematrix IP550**.
- You can't use "Call Park" feature of Epygi IP PBX.

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

### 11.74.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 → <i>dial the number</i>
Call Conference	<b>Conf</b> key → <i>dial the number</i> → <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.

## 11.75 Telematrix IP3300/IP9600 MWD5

### 11.75.1 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 Epygi IP PBX reboots, you need also to reboot **Telematrix IP3300/IP9600**.
- You can't use "Call Park" feature of Epygi IP PBX.

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

### 11.75.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.


## 11.76 Yealink SIP-T19P

### 11.76.1 Limitations Specific to Yealink SIP-T19P

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

### 11.76.2 Feature Codes on Yealink SIP-T19P

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T19P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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



### To Put a Call on Hold

During the call press the “**Hold**” softkey to place the call on hold. To resume the held call, press the “**Resume**” softkey.



### To Accept a Second Incoming Call

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 the “**Answer**” softkey or the line with a blinking LED. The phone will put the call in progress on hold.

### To Blind Transfer a Call

During an active call press the “**Tran**” softkey or the **Transfer** 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 **Transfer** button  again to complete the transfer. You will be disconnected automatically from both calls.

### To Transfer a Call with Consultation

During a call press the “**Tran**” softkey or 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 and press the #**Send** button. Once the call is established, press the “**Tran**” softkey or the **Transfer** button  again to complete the transfer. You will be disconnected automatically from both calls.

### To Set up a Conference Call

During a call press the “**NewCall**” softkey to make a call which automatically places the active call on hold. Dial the number and press the #**Send** button. Once the call is established, press the “**Conf**” softkey to join both calls into a conference.

To end a conference, hang up and terminate the call.







## 11.77 Yealink SIP-T20P

### 11.77.1 Limitations Specific to Yealink SIP-T20P

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



### 11.77.2 Features Codes on Yealink SIP-T20P

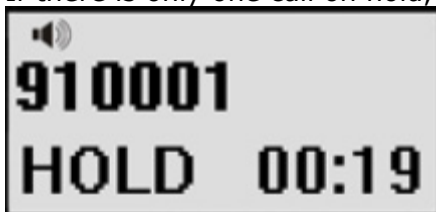
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T20P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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  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

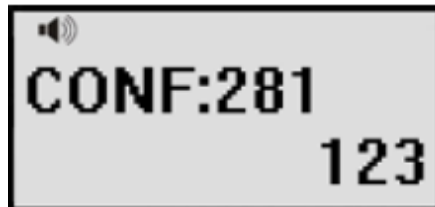
1. Press Tran button  during the active conversation, the call will be on hold, there will be a dial tone. Dial the second telephone number.
2. When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer.
3. You will be disconnected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

## 11.78 Yealink SIP-T21P

### 11.78.1 Limitations Specific to Yealink SIP-T21P

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

### 11.78.2 Feature Codes on Yealink SIP-T21P

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T21P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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

PBX Services accessible during a call	Keys/Soft Keys
	 or <b>Tran</b> softkey
Call Conference	<b>Conf</b> softkey → dial the number → # <b>Send</b> → call establishment → <b>Conf</b> softkey


### To Put a Call on Hold

During the call press the **Hold** softkey to place the call on hold. To resume the held call, press the **Resume** softkey.


### To Accept a Second Incoming Call

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 the **Answer** softkey or the line with a blinking LED. The phone will put the call in progress on hold.

### To Blind Transfer a Call

During an active call press the **Tran** softkey or the **Transfer** 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 **Transfer** button again to complete the transfer. You will be disconnected automatically from both calls.

### To Transfer a Call with Consultation

During a call press the **Tran** softkey or 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 and press the #**Send** button. Once the call is established, press the **Tran** softkey or the **Transfer** button again to complete the transfer. 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 and press the #**Send** button. Once the call is established, press the **Conf** softkey to join both calls into a conference.

To end a conference, hang up and terminate the call.

## 11.79 Yealink SIP-T22P

### 11.79.1 Limitations Specific to Yealink SIP-T22P

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

### 11.79.2 Feature Codes on Yealink SIP-T22P

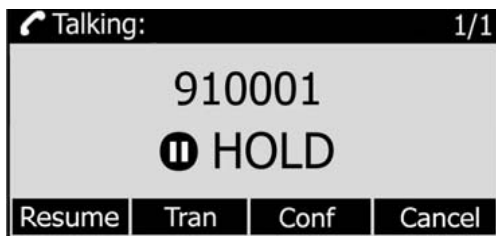
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T22P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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.







## 11.80 Yealink SIP-T26P/SIP-T28P

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

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



### 11.80.2 Feature Codes on Yealink SIP-T26P/SIP-T28P

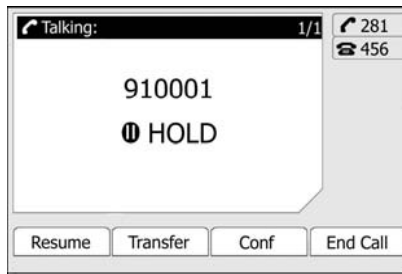
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T26P/SIP-T28P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).


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  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.



## 11.81 Yealink SIP-T41P

### 11.81.1 Limitations Specific to Yealink SIP-T41P

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

### 11.81.2 Feature Codes on Yealink SIP-T41P

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T41P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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

#### To Put a Call on Hold

During the call press the "**Hold**" softkey to place the call on hold. To resume the held call, press the "**Resume**" softkey.

#### To Accept a Second Incoming Call

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 the "**Answer**" softkey or the line with a blinking LED. The phone will put the call in progress on hold.

#### 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 again to complete the transfer. 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 and press the #**Send** button. Once the call is established, press the "**Tran**" softkey again to complete the transfer. 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 and press the #**Send** button. Once the call is established, press the "**Conf**" softkey again to join both calls into a conference.

To end a conference, hang up and terminate the call.





## 11.82 Yealink SIP-T32G

### 11.82.1 Limitations Specific to Yealink SIP-T32G

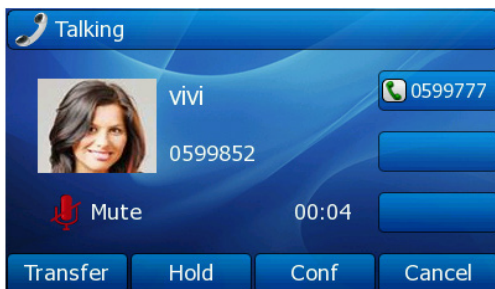
There are no additional limitations except for those mentioned in [Limitations and Differences](#).

### 11.82.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 the **"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.







## 11.83 Yealink SIP-T38G

### 11.83.1 Limitations Specific to Yealink SIP-T38G

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

### 11.83.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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 the "**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.

## 11.84 Yealink SIP-T42G

### 11.84.1 Limitations Specific to Yealink SIP-T42G

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

### 11.84.2 Feature Codes on Yealink SIP-T42G

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T42G** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#)

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

#### To Put a Call on Hold

During the call press the "**Hold**" softkey to place the call on hold. To resume the held call, press the "**Resume**" softkey.

#### To Accept a Second Incoming Call

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 the "**Answer**" softkey or the line with a blinking LED. The phone will put the call in progress on hold.

#### 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 again to complete the transfer. 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 and press the #**Send** button. Once the call is established, press the "**Tran**" softkey again to complete the transfer. 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 and press the #**Send** button. Once the call is established, press the "**Conf**" softkey again to join both calls into a conference.

To end a conference, hang up and terminate the call.






## 11.85 Yealink SIP-T46G

### 11.85.1 Limitations Specific to Yealink SIP-T46G

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



### 11.85.2 Feature Codes on Yealink SIP-T46G

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T46G** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP 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	<b>"Conference"</b> → dial the number → <b>"Send"</b> → call establishment → <b>"Conference"</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

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. Press the **"Answer"** softkey. The phone will put the call in progress on hold. Press the **"Swap"** softkey to toggle between the calls.

#### To Blind Transfer a Call

1. Press the **Transfer** 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 and press the **Transfer** button  or **"Transfer"** softkey.
2. You will be disconnected from the call.

## To Transfer a Call with Consultation

1. Press the **Transfer** 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 and press #.
2. When the phone is answered, you can have a private conversation without the first person hearing it.
3. Press **Transfer** 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 "**Conference**" 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 and press the "**Send**" softkey.
3. When the call is answered, press the "**Conference**" softkey again to begin the conference call. Hang up to disconnect all parties.
4. Press the "**Split**" softkey to split the conference call into two individual calls.






## 11.86 Yealink SIP-T48G

### 11.86.1 Limitations Specific to Yealink SIP-T48G

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



### 11.86.2 Feature Codes on Yealink SIP-T48G

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink SIP-T48G** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP 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	<b>"Conference"</b> → dial the number → <b>"Send"</b> → call establishment → <b>"Conference"</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

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. Press the "**Answer**" softkey. The phone will put the call in progress on hold. Press the "**Swap**" softkey to toggle between the calls.

## To Blind Transfer a Call

1. Press the **Transfer** 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 and press the **Transfer** button  or "**Transfer**" softkey.
2. You will be disconnected from the call.

## To Transfer a Call with Consultation

1. Press the **Transfer** 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 and press **#**.
2. When the phone is answered, you can have a private conversation without the first person hearing it.
3. Press **Transfer** 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 "**Conference**" 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 and press **#** or the "**Send**" softkey.
3. When the call is answered, press the "**Conference**" softkey again to begin the conference call. Hang up to disconnect all parties.
4. Press the "**Split**" softkey to split the conference call into two individual calls.



## 11.87 Yealink VP-2009

### 11.87.1 Limitations Specific to Yealink VP-2009

In order to make video calls you need to go Epygi IP PBX'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](#).

### 11.87.2 Feature 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 [Epygi IP PBX Features on Supported SIP 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.

## 11.88 Yealink VP530

### 11.88.1 Limitations Specific to Yealink VP530

In order to make video calls you need to go Epygi IP PBX'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](#).

### 11.88.2 Feature Codes on Yealink VP530

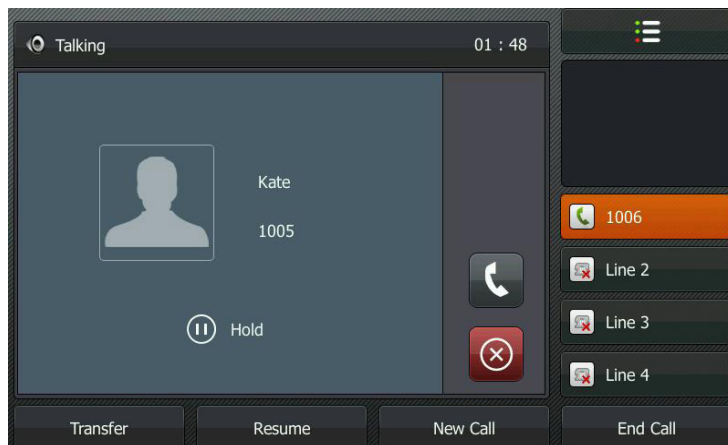
This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink VP530** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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> → <i>dial the number</i> → <b>Transfer</b>
Call Transfer with Consultation	<b>Transfer</b> → <i>dial the number</i> → <i>consult</i> → <i>hang up or</i> <b>Transfer</b>
Call Conference	<b>Conference</b> -> <i>dial the number</i> -> <i>call establishment</i> -> <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.

## 11.89 Yealink W52P

### 11.89.1 Limitations Specific to Yealink W52P

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

### 11.89.2 Feature Codes on Yealink W52P

This section presents the feature codes for **PBX Services accessible during a call** specific to the **Yealink W52P** Phone and serves as a supplement to [Epygi IP PBX Features on Supported SIP Phones](#).

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

### To Put a Call on Hold

During a call, press the **"Options"** -> **"Hold"** softkey to put your active call on hold. To resume the held call, press the **"Resume"** soft key.

### To Accept a Second Incoming Call

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 the **"Accept"** softkey or the **OK** button. After that an old call will be placed on hold and you will answer to the new one.

To switch between the calls, use the **"Swap"** softkey to resume the call on hold and put the current one on hold.

### To Blind Transfer a Call

During a call, press "**Options**"-> "**Blind Transfer**" softkey. This puts the call in progress on hold.

Dial the phone number that the call is to be transferred to and press the "**Transfer**" softkey. The party on hold will be transferred to the called party and you will be disconnected automatically from both calls.

### To Transfer a Call with Consultation

During a call, press "**Options**"-> "**Transfer**" softkey and dial the phone number that the call is to be transferred to. Consult the second party, i.e. to announce the call.

Press the "**Transfer**" softkey to connect the person on hold to the called party.

### To Set up a Conference Call

During a call press the "**Conference**" softkey. This puts the call in progress on hold.

Dial the third participant's phone number. Once the person has answered, press the "**Conf**" softkey. You are now connected with both callers in a three-party conference. The display shows the list of conference partners.

To terminate the conference call press the "**End**" softkey.

## 12 Appendix

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 Epygi IP PBX are listed in the **Local Routing Table** configured and managed by the Epygi IP PBX's administrator. For information about routing rules, please refer to your Epygi IP PBX's administrator.

To establish a call using **Speed Calling** service, dial the pound (**#**) **key** and the pre-configured two digit Speed Calling Codes assigned for the user's extension.

**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 Auto-redial	* 1
Call Back	* 2

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

### 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→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.

**Please Note:** This service works when the Voice Mail and Call Waiting services are disabled on the called destination.

### 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→ Caller ID 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→ 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** 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 To Configuring Speed Calling from Handset

Dial \*76. Dial the two digit Speed Dialing code and press #. Dial the destination number and press #. The inserted information will be registered in the Speed Calling table. The destination number will have an Auto call type.

### 12.2.7 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.

### 12.2.8 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 Epygi IP PBX 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.

### 12.2.9 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 #.

### 12.2.10 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.



### 12.2.11 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 dial tone after this feature code is dialed.

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

See the feature code \*83.

### 12.2.13 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 → Caller ID 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.

### 12.2.14 Access to the Shared Mailboxes

The Shared Mailboxes feature code is used to access other extension's mailboxes on the Epygi IP PBX. 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 **Caller ID Services -> 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.

### 12.2.15 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 + #.

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 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.

## 12.2.17 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)	4 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	Dial the New Password and press #	
* *	0 Reply or Forward a Message	# #	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:

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

1 Send a Message or Leave a Reminder		
Dial Destination Number		# Leave a reminder
# Record a Message	Dial additional Destination Number	Dial 1 to mark the message as Urgent, or press pound to assign the Normal priority.
	# Record a Message	
Dial 1 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
1 Skip the greeting message and enter the called extension's Voice Mailbox (authentication required)	0 (during the greeting message) Calling to the Zero Out destination	# Skip the greeting message and start Voice Mail recording	0 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 Epygi IP PBX	(already in)
<b>Remote Enquiry</b> - establishing a connection to the mailbox of an extension on the called Epygi IP PBX	* 0
<p><b>Call Relay Menu</b> - mainly for external calls (IP/FXO, IP/E1T1 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 Epygi IP PBX 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 Epygi IP PBX 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>None 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 Epygi IP PBX 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 Epygi IP PBX extensions by spelling the extension's user name using keypad on the phone	#

Incoming call to Auto Attendant Services or dial locally	Keys
Leaves the Auto Attendant and gets a dial tone	<b>Flash 4</b>

**Please Note:** For more information on Epygi IP PBX 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.

Administrator's Login							
1	2	3					
Auto Attendant Greeting	Auto Attendant Menu Message	Universal Extension Messages					
Dial <b>AA Number</b> (in case of multiple AAs on the Epygi IP PBX)	Dial <b>AA Number</b> (in case of multiple AAs on the Epygi IP PBX)	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
1 Listen to Current AA Greeting	1 Listen to AA Menu Message	1 Listen to Current GM	1 Listen to Current IBM	1 Listen to Current OBM	1 Listen to Current Name recorded	1 Listen to Current OFM	1 Listen to Current FMFMM
2 Record a New AA Greeting	2 Record a New AA Menu Message	2 Record a Universal GM	2 Record a Universal IBM	2 Record a Universal OBM	2 Record a Universal Name	2 Record a Universal OFM	2 Record a Universal FMFMM
3 Restore Default AA Greeting	3 Restore Default AA Menu Message	3 Restore System Default GM	3 Restore System Default IBM	3 Restore System Default OBM	3 Restore System Default Name	3 Restore System Default OFM	3 Restore System Default FMFMM
# Stop Recording or Playback	# Stop Recording or Playback	# Stop Recording or Playback GM	# Stop Recording or Playback IBM	# Stop Recording or Playback OBM	# Stop Recording or Playback Name Message	# Stop Recording or Playback OFM	# Stop Recording or Playback FMFMM
*0 Administrator's Logout							

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