

# FreedomPipe

## FreedomPipe SoftPhone Quick Reference Card

Business Feature Set  
T6000 Release 5.6  
SIP Protocol



DIGITEL Corporation  
2600 School Drive  
Atlanta, GA 30360  
770-451-1111

[www.freedompipe.com](http://www.freedompipe.com)  
[www.digitel.net](http://www.digitel.net)

## Adjusting the Phone

### To Adjust Ring Volume

- Slide the Volume Slider up or down
- Note: The Volume Slider adjusts the ring volume as well as the speaker/handset volume.

### To Adjust Handset/Speaker Volume

- Slide the Volume Slider up or down
- Note: The Volume Slider adjusts the ring volume as well as the speaker/handset volume.

## Disconnecting a Call

### To Disconnect a Call:

- Click the End Call button or press Ctrl-E

### To Answer an Incoming Call:

- Click the Answer/Dial button, press Ctrl-A, or click the amber line button associated with the incoming call.

### To Answer a 2nd Call While on a Call:

- Click the Answer/Dial button, press Ctrl-A, or click the amber line button associated with the incoming call.
- The original caller will be placed on hold and the line button will change to red to indicate the held call while you are connected to the 2nd caller.

### To Return to the Original Caller

- Click the red line button for the held call.

## Making a Call

### To Make a Call:

- Enter the telephone number into the text box
- Click the Answer/Dial button, press Enter or press Ctrl-M.

## Dialing

### To Dial:

- An internal extension - Dial the extension
- A local call - Dial the Outside Access Digit + the number
- Long distance - Dial the Outside Access Digit + 1 + the number
- International - Dial the Outside Access Digit + 011 + Country Code + City Code + Number

### To Redial a Recently Dialed Number:

- Click the Redial button
- Select the desired recently dialed number from the pop-up menu

### To Return a Call to the Last Caller

- Enter \*69 into the text box and click Answer/Dial
- Verify the number and press 1 to return the call
- Wait for the called party to answer

Note: If your phone has Toll Restrictions, you will not be able to return restricted calls.

## Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

### To program an Abbreviated Dial Code

- Enter 75\* into the text box and click Answer/Dial
- Follow the voice prompts

### To modify an Abbreviated Dial Code

- Enter 75\* into the text box and click Answer/Dial
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

### To use an Abbreviated Dial Code

- Enter \*3 followed by the desired 2-digit Dial Code into the text box and click Answer/Dial

## Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID information.

### To enable Anonymous Call Rejection:

- Enter \*77 into the text box and click Answer/Dial
- Listen for the busy signal and hang up

### To disable Anonymous Call Rejection:

- Enter \*87 into the text box and click Answer/Dial
- Listen for the busy signal and hang up

## Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.

### To make a call with an Authorization Code

- Enter the Outside Access Digit + # + Authorization Code and click Answer/Dial
- At the secondary dial tone, dial the phone number

## Billing Codes

Billing Codes enable you to track calls by associating a billing code with each call.

### To enter a billing code for a call using star codes:

- Click Transfer. The call will be placed on hold.
- Enter \*02 + Billing code + #
- The system will assign the billing code to the call and reconnect you to your original call.

If you enter multiple billing codes during a call, only the last billing code will be recorded.

## Call Block (Selective Call Rejection)

With Call Block you can program your phone to decline calls from certain people. The Call Block Menu provides step-by-step instructions on enabling/disabling the feature and managing the Call Block List.

### To Access the Call Block Menu

- Enter \*60 into the text box and click Answer/Dial
- Follow the voice prompts

Note: When entering an external telephone number to the Call Block List, enter the 10-digit number. Do not include the Outside Access Digit.

## Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

### To enable/modify Call Forwarding:

- Enter 72\* into the text box and click Answer/Dial
- Enter the phone number for the forwarding destination followed by #. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
- Press # to confirm followed by 2 to exit

### To enable/modify Call Forwarding from a remote location:

- Dial the number for Remote Access to Call Forwarding specified by your Service Provider.
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + \* + your extension number + #.
- Enter your telephone password + #
- Enter the new forwarding number + #. For external numbers use the Outside Access Digit, usually 9.
- After hearing the verification, hang up

### To disable Call Forwarding:

- Enter 73\* into the text box and click Answer/Dial

### To disable Call Forwarding from a remote location:

- Dial the number for Remote Access to Call Forwarding (provided by your Administrator)
- Enter your complete telephone number + #
- Enter your telephone password + #
- Press ##

- After hearing the verification, hang up

## Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

### To enable/modify Call Forward (Busy)

- Enter 76\* into the text box and click Answer/Dial
- Enter the extension or phone number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- Press # to confirm followed by 2 to exit

### To cancel Call Forward (Busy)

- Enter 77\* into the text box and click Answer/Dial

## Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

### To enable/modify Call Forward (No Answer)

- Enter 78\* into the text box and click Answer/Dial
- Enter the extension or number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- Press # to confirm followed by 2 to exit

### To cancel Call Forward (No Answer)

- Enter 79\* into the text box and click Answer/Dial

## Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or by your service provider.

### To enable Call Forward (Out of Service)

- Enter 70\* into the text box and click Answer/Dial
- Press # to confirm followed by 2 to exit

### To disable Call Forward (Out of Service)

- Enter 71\* into the text box and click Answer/Dial

## Call Forward (Selective)

Selective Call Forward lets you forward calls from certain callers. The Selective Call Forward Menu provides step-by-step instructions on enabling/disabling the feature, changing the forwarding number and managing the Call Forward List.

### To access the Selective Call Forward Menu

- Enter \*63 into the text box and click Answer/Dial
- Follow the voice prompts

Note: When entering an external Forwarding Number, include the Outside Access Digit. When entering an external telephone number to the Call Forward List, enter the 10-digit number. Do not include the Outside Access Digit.

## Conferencing

Conferencing lets you join multiple parties together on a single call. The maximum number of parties that can participate on a conference call is three.

### To add a party to an existing call:

- Click the Immediate Conference button
- In the Conference dialog window, enter the extension or number that you would like to add and click Call. Be sure to include the Outside Access Digit for external calls.

If you initiate a conference call and then hang up, the other parties will be able to continue the call after you disconnect.

For information about Meet-Me Conferencing, see the Meet-Me conferencing Quick Reference Card.

## Group Speed Dial

Group Speed Dial provides up to 1000 extensions that are configured to dial other numbers.

### To Dial a Group Speed Dial Number that has been created by the Service Provider:

- Enter the Group Speed Dial extension you wish to call and click Answer/Dial

## Hold

Hold lets you place a call on hold for rapid retrieval from the same phone.

### To place the current call on hold:

- Click the Hold button

### To retrieve the held call:

- Press the red line button for the held call

When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.

## Mute

Mute disables the microphone of the handset, speakerphone or headset so you can have a private conversation.

### To enable Mute:

- Click the Mute button. The Mute button will glow to indicate that the mute is active.

### To disable Mute:

- Click the Mute button again. The Mute button will stop glowing.

## Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.

### To send your Caller ID for a call

- Enter \*82 into the text box and click Answer/Dial
- At the second dial tone, dial the extension or telephone number you wish to reach

## Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you. The Priority Call Menu provides step-by-step instructions on enabling/disabling the feature and managing the Priority List.

### To access the Priority Call Menu

- Enter \*61 into the text box and click Answer/Dial
- Follow the voice prompts

Note: When entering an external telephone number to the Priority List, enter the 10-digit number. Do not include the Outside Access Digit.

## Privacy Guard

Privacy Guard screens inbound anonymous calls.

### To enable/disable Privacy Guard

- Enter \*88 into the text box and click Answer/Dial
- Press 1 to enable/disable Privacy Guard
- Hang up

### To change the Privacy Guard Access Code

- Enter \*88 into the text box and click Answer/Dial
- Press 2 to set or change the Access Code
- Enter the new access code followed by #
- Hang up

### To verify the Privacy Guard Access Code

- Enter \*88 into the text box and click Answer/Dial
- Press 3 to verify the Access Code
- After hearing the Access Code, hang up

## Re-dial

### To Redial a Recently Dialed Number:

- Click the Redial button
- Select the desired recently dialed number from the pop-up menu

## Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

### To transfer an active call:

- Click the Transfer button
- In the Transfer dialog window, enter the extension or telephone number to which you want to transfer the call or choose a recent number from the drop-down menu
- Click the Call button to complete the blind transfer

## Virtual Ring

Virtual Ring is an incoming call treatment that plays continuous ring tone for certain callers. Callers configured for Virtual Ring never ring your phone or reach your voicemail.

Virtual Ring treatment is assigned using the Web Portal. For more information, see the Web Portal User Guide.

## Voice Mail

If you have any voice mail messages, your voicemail button will light.

### To access your voice mail:

- Click the Voicemail button
- Follow the prompts to use the voice mail system

## Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
Anonymous Call Rejection	*77	*87
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Selective	*63 + menu	*63 + menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	NA	*70 + no.
Caller ID Block	*67	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Block	*60 + menu	*60 + menu
Voice Mail	*09	N/A