

A close-up, high-contrast portrait of a woman with dark skin and her hair styled in intricate braids. She is looking directly at the camera with a neutral, focused expression. The lighting is dramatic, highlighting the texture of her hair and the contours of her face against a dark background.

SELF-HELP GUIDE
ENTERPRISE IP PHONE
SIP-T20P

Telkom | **Business
Connexion**



Meet the future. Today.



Voice Message







The Message Waiting Indicator on the idle screen indicates that you have new voice messages waiting. The Message key LED lights up.

To listen to voice mail messages:



1. Press  or .
2. Follow the voice prompts to listen to your voice messages.

Customising your phone





Call History

1. Press  when the phone is idle, press  or  to scroll through the list.
2. Select any entry from the list, you can do the following:
 - Press  to place a call.
 - Press  to add the entry to the local directory.
 - Press  to delete the entry from the list.

Volume Adjustment





- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle to adjust the ringer volume.

Ring Tone

1. Press  when the phone is idle, and then select **Settings->Basic->Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press  to accept the change.


Basic call features

Do not Disturb



1. Press  when the phone is idle, and then select **Features->DND**.
2. Press  or  to select.
Enable --- No incoming calls will be received.
Disable --- Incoming calls will be received.
3. Press  to accept the change.

Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press .

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press .

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press .

Note:

During a call, you can alternate between headset, hands-free speakerphone and handset modes by pressing the **Headset** key or the **Speakerphone** key or picking up the handset. Headset mode requires a headset connected.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Note:

You can ignore an incoming call by pressing the **X** key.

Ending a Call

Using the handset:

Hang up the handset or press .







Using the speakerphone:

Press  or .



Using the headset:

Press .

Redial

- Press  to enter the Dialed Calls list, press  or  to select the desired call, and then press  or .
- Press  twice when the phone is idle to call the last dialed number.

Call Mute and Unmute





- Press  to mute the microphone during a call.
- Press  again to unmute the call.

Call Hold and Resume

To place on hold:

- Press  during an active call.



To resume the call, do one of the following:

- If there is only one call on hold, press .
- If there is more than one call on hold, press  or  to select the desired call, and then press .




Call Transfer

You can transfer a call in the following ways:




Blind Transfer

1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press .

Semi-Attended Transfer





1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  when you hear the ring-back tone.

Attended Transfer

1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  when the second party answers.



Call Waiting

If the phone is busy (e.g. already on call), enable or disable the phone from receiving an incoming call.




1. Press  when the phone is idle, and then select **Features->Call Waiting**.
2. Press  or  to select:
 - Enable** – An incoming call will be received when the phone is busy. Busy Call Forward will not work.
 - Disable** – Disables the phone from receiving an incoming call when the phone is busy.
3. Press  to accept the change.

Call Forward

To enable Call Forward:

1. Press  when the phone is idle, and then select **Features->Forward**.
2. Select the desired forward type:
 - Always** – Incoming calls are all forwarded unconditionally.
 - Busy** – Incoming calls are forwarded when the phone is busy. Call Waiting must be disabled.
 - No Answer** – Incoming calls are forwarded when the phone is not answered after a preset time period.
3. Enter the number you want to forward to. For **No Answer**, enter the ring time to wait before forwarding.
4. Press  to accept the change.

Call Conference

1. Press  during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press .
3. Press  again when the second party answers. All parties are now joined in the conference.
4. Hang up the handset to disconnect all parties.

Feature access codes

Codes for Activating and De-activating features of the phone. Dial the code for the desired feature when the phone is idle.

For all packages	
Feature Access Code Name	Code
Call Forwarding Always Activation	*72
Call Forwarding Always Deactivation	*73
Call Forwarding Always Interrogation	*21*
Call Forwarding Busy Activation	*90
Call Forwarding Busy Deactivation	*91
Call Forwarding Always Deactivation	*73
Call Forwarding Always Interrogation	*21*
Call Forwarding Busy Activation	*90
Call Forwarding Busy Deactivation	*91
Call Forwarding Busy Interrogation	*67
Call Forwarding No Answer Activation	*92
Call Forwarding No Answer Deactivation	*93
Call Forwarding No Answer Interrogation	*61
Call Forwarding Not Reachable Activation	*94
Call Forwarding Not Reachable Deactivation	*95
Call Forwarding Not Reachable Interrogation	*63
Calling Line ID Delivery Blocking Interrogation	*54
Calling Line ID Delivery Blocking per Call	*67
Calling Line ID Delivery Blocking Persistent Activation	*31
Calling Line ID Delivery Blocking Persistent Deactivation	#31
Calling Line ID Delivery per Call	*65
Call Pickup	*98
Call Return	*69
Call Return Number Deletion	#92
Call Waiting Interrogation	*53*
Call Waiting Persistent Activation	*43
Call Waiting Persistent Deactivation	#43
Cancel Call Waiting	*70
Communication Barring User-Control Activation	*33*
Communication Barring User-Control Deactivation	#33*
Communication Barring User-Control Query	#*33
Last Number Redial	*66
Music On Hold Per-Call Deactivation	*60
No Answer Timer	*610
Per Call Account Code	*71
Sustained Authorization Code Activation (calls unlocking)	*47
Sustained Authorization Code Deactivation (calls locking)	*37

Note:

The following additional Feature Access Codes are functional ONLY if you purchased Business Line v4 Plus or Business Line Premium v3.

Additional features for Business Line v4 Plus and Business Line Premium v3	
Feature Access Code Name	Code
Call Forwarding Always To Voice Mail Activation	*21
Call Forwarding Always To Voice Mail Deactivation	#21
Call Forwarding Busy To Voice Mail Activation	*40
Call Forwarding Busy To Voice Mail Deactivation	#40
Call Forwarding No Answer Activation	*92
Call Forwarding No Answer Deactivation	*93
Call Forwarding No Answer To Voice Mail Activation	*41
Call Forwarding No Answer To Voice Mail Deactivation	#41
Clear Voice Message Waiting Indicator	*99
Direct Voice Mail Transfer	*55
Voice Mail Retrieval	*86
Voice Portal Access	*62

Note:

The following additional Feature Access Codes are functional ONLY if you purchased Business Line Premium v3.

Additional features for Business Line Premium v3 Only	
Feature Access Code Name	Code
BroadWorks Anywhere E.164 Dialing	*14
Call Bridge	*15
Call Forwarding Selective Activation	#76
Call Retrieve	*11
Directed Call Pickup	*97
Directed Call Pickup with Barge-in	*33
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Location Control Activation	*12
Location Control Deactivation	*13
Push to Talk	*50
Selective Call Rejection Interrogation	*51
Speed Dial 100	*75
Speed Dial 8	*74

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