

# IP PHONES 551, 571, 571CT FEATURE ACCESS CODES

## QUICK REFERENCE GUIDE



**RGTS**  
*Rockefeller Group Technology Solutions™*

# FEATURE ACCESS CODES

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### CALL BACK

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#### **AUTOMATIC CALLBACK DEACTIVATION**

1. Press **#8**.
2. Replace the telephone handset. The service is deactivated.

### CALL FORWARDING

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#### **CALL FORWARDING ALWAYS ACTIVATION**

1. Press **\*72**.
2. Enter phone number where calls will be forwarded.
3. The service is activated.

#### **CALL FORWARDING ALWAYS DEACTIVATION**

1. Press **\*73**.
2. The Call Forwarding Always service is deactivated.

#### **CALL FORWARDING ALWAYS TO VOICE MAIL ACTIVATION**

1. Press **\*21**.
2. The service is activated.

#### **CALL FORWARDING ALWAYS TO VOICE MAIL DEACTIVATION**

1. Press **#21**.
2. The Call Forwarding Always to Voice Mail service is deactivated.

#### **CALL FORWARDING BUSY TO VOICE MAIL ACTIVATION**

1. Press **\*40**.
2. The service is activated.

#### **CALL FORWARDING BUSY TO VOICE MAIL DEACTIVATION**

1. Press **#40**.
2. The Call Forwarding Busy to Voice Mail service is deactivated.

#### **CALL FORWARDING NO ANSWER ACTIVATION**

1. Press **\*92**.
2. Enter the phone number to forward calls to when you do not answer the phone.
3. The service is activated.

#### **CALL FORWARDING NO ANSWER DEACTIVATION**

1. Press **\*93**.
2. The Call Forwarding No Answer service is deactivated.

## **CALL FORWARDING NO ANSWER TO VOICE MAIL ACTIVATION**

1. Press **\*41**.
2. The service is activated.

## **CALL FORWARDING NO ANSWER TO VOICE MAIL DEACTIVATION**

1. Press **#41**.
2. The Call Forwarding No Answer to Voice Mail service is deactivated.

## **CALL PICKUP AND RETURN**

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### **CALL PICKUP**

1. Press **\*98**.
2. The longest-ringing phone in your call pick-up group is connected.

### **CALL RETURN**

1. Press **\*69**.
2. The last incoming phone number is redialed.

## **CLEAR MWI**

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### **CLEAR VOICE MESSAGE WAITING INDICATOR**

1. Press **\*99**.
2. The audible or visual (on some devices) message waiting indicator on your phone is cleared.

## **DIRECTED CALL PICKUP**

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### **DIRECTED CALL PICKUP**

1. Press **\*97**.
2. Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

### **DIRECTED CALL PICKUP WITH BARGE-IN**

1. Press **\*33**.
2. Enter the extension where the call is either ringing or ongoing. You answer or join the call of the specified extension.

## **DO NOT DISTURB**

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### **DO NOT DISTURB ACTIVATION**

1. Press **\*78**. DND is activated.

### **DO NOT DISTURB DEACTIVATION**

1. Press **\*79**. DND is deactivated.

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### SHARED CALL APPEARANCE

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#### SHARED CALL APPEARANCE CALL RETRIEVE (CALL PULL)

1. Press \*11. The held call is retrieved from the location that placed the call on hold.

#### SHARED CALL APPEARANCE LOCATION CONTROL ACTIVATION

1. Press \*12. Activates the feature at a particular location.

#### SHARED CALL APPEARANCE LOCATION CONTROL DEACTIVATION

1. Press \*13. Deactivates the feature at a particular location.

### MISCELLANEOUS

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#### LAST NUMBER REDIAL

1. Press \*66. The last outgoing phone number you dialed is redialed.

#### MUSIC ON HOLD PER-CALL DEACTIVATION

1. Press \*60. The service is deactivated for this call.

#### VOICE PORTAL ACCESS

1. Press \*62.
2. You can now access the group Voice Portal.

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If you require further information or instruction, please contact Rockefeller Group Technology Solutions at 212-282-2222 or [csc@rgts.com](mailto:csc@rgts.com)



NEW YORK – HEADQUARTERS  
1221 Avenue of the Americas  
New York, NY 10020-1095  
(212) 282-2200

[www.rgts.com](http://www.rgts.com)