

## Speed Dial/Speed 100



The Speed Dial feature on the 31i phone does not support having a name associated with the speed dial entry.

### Add a Speed Dial Entry

To add a new speed dial entry on the 31i phone:

- Get dial tone on your phone.
- Press **\*75**.
- Enter a two-digit speed dial code (i.e. 00-99).
- Enter the phone number you wish to save, followed by #.
  - For on-campus numbers, enter the four digit extension (i.e. 2011#).
  - For off-campus numbers, enter 9+1+phone number (i.e. 917145551212#).
- You will hear a confirmation that your speed dial entry was successfully created.



Please be aware that there are no confirmation tones or prompts when using this feature. The phone display will also not show the information you are entering.

### Dial a Speed Dial Number

To dial an existing speed dial number on the 31i phone:

- Press the **Speed 100** feature key.
- Use the up/down navigation keys to scroll through the existing speed dial entries.
- When you locate the entry you wish to dial, pick up the handset or press the **Speaker** key. Your phone will dial the number associated with the Speed Dial entry.

### Edit a Speed Dial Entry

To edit a speed dial entry on the 31i phone:

- Press the **Speed 100** feature key.
- Use the up/down navigation keys to scroll through the existing speed dial entries.
- When you locate the entry you wish to edit, press the **Enter** soft key.
- Press the down navigation key to display the phone number associated with the selected speed dial entry.
- Press the **Enter** soft key to edit the phone number.
- Press the **Cancel** soft key until the phone number is erased.
- Type in the new phone number using your keypad.
  - For on-campus numbers, enter the four digit extension (i.e. 2011).

- For off-campus numbers, enter 9+1+phone number (i.e. 917145551212).
- Press the **Enter** soft key. Note: there will not be a confirmation message, but your changes have been saved.
- Press the **Goodbye** key to exit.

## Call Pickup



The Call Pickup feature is only functional for users who have been added to a call pickup group. You are only able to use this feature to pick up calls for other members of your call pickup group.

When a phone in your call pickup group rings:

- Get dial tone on your phone.
- Press the **Call Pickup** feature key or \*98.
- You are connected to the call.



You cannot specify which extension/phone to pick up; if more than one phone in your call pickup group is ringing, the system will pick up the call that started ringing first.



For assistance with your phone, contact the IT Call Center at x7777 or [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu).

Updated and additional VoIP user guides and tutorials are available at: <http://voip.fullerton.edu>.

## Feature Codes

Feature codes allow you to perform additional functions on your phone.

Feature	Activate	Deactivate	What Does It Do?
Call Forwarding Always	*72	*73	Forwards all of your calls to another extension.
Calling Line ID Delivery Blocking per Call	*67		Blocks your number from being seen on just the next outbound call.
Calling Line ID Delivery Blocking Persistent	*31	#31	Blocks your number from being seen on all future outbound calls.
Call Park	*68		Parks a call on hold so you can retrieve it from another campus phone.
Call Park Retrieve	*88		Retrieves a parked call.
Call Pickup	*98		Answers a phone in your call pickup group.
Clear Voice Message Waiting Indicator	*99		Turns off the voice message waiting light and the display. This turns back on the next time you get a new message.
Speed Dial 100	*75		Program up to 99 numbers for speed dialing
Direct Voicemail Transfer	Press Xfer and then dial *55 or 6525		Transfers a caller directly to a voicemail box.
Do Not Disturb	*78	*79	Forwards all of your calls to voicemail; callers hear your busy voicemail greeting.
Last Number Redial	*66		Redials the last on-campus or off-campus number that you dialed.
Voicemail Retrieval	*86		Accesses your voicemail messages directly.
Voice Portal Access	*62		Accesses your voicemail box main menu.