

# Options for Answering Another Phone from Your Phone

There are three main ways to answer someone else's phone (Station B) on your phone (Station A.)

- Grab the Call: You hear Station B's phone ring, you use your phone (Station A) to dial a special code and the ringing number, the call is transferred to your phone.
  - **NOTE: Easiest way to grab a call but you do need to be able to hear the ringing phone**
- Station B Auto-Forwards: The person at Station B uses their phone to tell the system to automatically forward all calls to Station A. Once turned on all calls to Station B will be forwarded to Station A without ringing at Station B. Station B needs to turn this off when done.
  - **NOTE: Not too bad to turn on / off everyday. Best option if you cannot actually hear the ringing of the phone you need to answer.**
- Call Coverage: Sometimes called co-ringing. Station B (the one being covered) allows Call Coverage to be done. Station A (the one covering calls coming into Station B) programs a specific flexible button to cover Station B. When a call comes into Station B, Station B will ring as normal. Station A will also ring but the assigned button will flash and the screen will let you know that it is a covered call. Station A needs to clear the programmed button to make it stop.
  - **NOTE: This is not something you want to turn on / off every day.**

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## Grab a Call / Ringing Phone

1. Phone xxxx (Station B) starts to ring and you (Station A) need to answer it
2. Pick up the handset
3. Dial \*77xxxx
  - a. For example, if you needed to answer a call coming in on 1234 you would dial \*771234
4. You now have the call

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# Forwarding All Incoming Calls for Station B to Station A

## Programming your station to forward calls to another extension

1. On Station B go off-hook (press speaker phone or pick up the handset) and press [DND].
2. Dial a forwarding type, each type is defined in the “Forwarding Types” section.
  - a. [1] forwards all calls immediately and unconditionally.
  - b. [2] forwards all calls when the forwarded station is busy.
  - c. [3] forwards all calls when the forwarded station does not answer.
  - d. [4] forwards all calls when the forwarded station is busy or does not answer.
  - e. [#] cancels forwarding.
3. Dial the extension (Station A) you wish to forward your calls to.
4. You will hear a confirmation tone.
5. Hang up.
6. The station screen will now indicate the current call forwarding state.

## Canceling call forwarding

1. Go off-hook and press [DND].
2. Press [#]
3. The station will sound a confirmation tone.
4. Hang up.
5. The station screen will no longer indicate the station is forwarded.

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## Call Coverage - a little more complicated but it shows additional information on the receiving phone

Call coverage is not traditional call forwarding. Instead it causes the configured station to ring when another station receives a call and show on the screen “Call for” the other station.

Call coverage requires a flexible button be committed to the feature for every extension the station intends to cover.

Call coverage will not ring through mobile extension at default. Contact support to enable this if Required.

## Allowing or disallowing call coverage

By default, a station may not be call covered. Follow these directions to allow or stop others from call covering your station.

1. Press [Transfer] [141]
  - a. The screen will show an on/off option for call coverage mode.
2. Dial [1] to enable or [0] to disable.
3. Press [Hold] to save your selection.

## Programming the covering station

At the station meant to cover another, complete the following to enable call coverage.

1. Press [Transfer]
2. Press the flexible button you wish to program.
  - a. A tone will sound and the programming of the selected button will be displayed on the screen.
3. Dial [\*76] followed by the extension you wish to cover.
4. Press [Hold]
5. Press [Speaker] to exit programming.

## To stop covering another station

To disable call coverage, delete the flexible button programmed with the call coverage feature.

1. Press [Transfer]
2. Press the flexible button programmed with the call coverage feature.
  - a. A tone will sound and the programming of the selected button will be displayed on the screen.
  - b. If the specific button is not known, browse the flexible buttons by continuing to press each flexible button until the screen reads "Call for sta"
3. Press [Hold]
4. Press [Speaker] to exit programming.

## Call coverage ring delay

1. Dial [Transfer] [142]
  - a. The screen will show options for a delay ring cycle.
  - b. The chosen number reflects the number of rings at the covered station before the covering station begins ringing.
2. Dial your selection, [0] through [9].
3. Press [Hold] to save your selection.