



TelNet FXS: Phone with ATA Adapter

User Guide

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NOTE: Open this interactive PDF in Adobe Reader or Adobe Acrobat for optimal functionality.

Dialing

How to dial phone number or extension

- **Local call** – dial the 7-digit local number
- **Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the extension

NOTES

- Be sure to use a surge protector with your phone adapter.
- Because VoIP (Voice over Internet Protocol) service works differently than traditional phone service, VoIP 911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your phone, please read the TelNet 911 Emergency Service Advisory Notification at <https://www.telnetww.com/infosource/e911-acknowledgment-form.pdf>

Flash Calling Features

Flash calls are available on devices with flash functionality.

Call Transfer

While on an active call:

1. Press **flash-hook** on phone. The initial call is held.
2. Enter the complete phone number or extension of party to receive call. You can press # to signal the end of the phone number or extension.
3. Hang up handset to drop out of the call and connect the other two parties.

Three-Way Call

Three-way call allows you to talk to multiple parties simultaneously. While on an active call:

1. Press **flash-hook** on phone. The initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press **flash-hook** again. All parties are connected in a three-way call.
4. To drop the add-on party, press the **flash-hook** again.

Quick Dial Calling Features



- If either of the two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

Call Hold

How to place a call on hold

1. While on an active call, press the *flash-hook* on phone and caller will be placed on hold. Press *flash-hook* again to resume the call.
2. You can make a second call and toggle between calls.

Call Forwarding

Forward all incoming calls to another number. In addition, as part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

How to activate Call Forwarding

1. Lift handset. Press the * code (below).
2. Enter phone number to which calls will be forwarded.
3. Replace handset. The service is on.

How to deactivate Call Forwarding

1. Lift handset. Press the * or # code (below).
2. Replace handset. The service is off.

Call Forwarding	Activate	Deactivate
All Calls	*72#	*73#
Not Reachable	*94#	*95#
Check Not Reachable status	*63*	

Call Return

1. Lift handset. Press *69#
2. System announces the last incoming phone number.
3. Press 1 to activate/dial the last incoming number.

Call Waiting (if enabled)

Be notified of other calls coming in while you are on the line.

How to activate Call Waiting for All Calls

1. Lift handset. Press ***43#**.
2. The Call Waiting service is turned on for all calls.

How to deactivate Call Waiting for All Calls

1. Lift handset. Press **#43#**.
2. The Call Waiting service is turned off for all calls.

How to cancel Call Waiting for a Single Call

1. Lift handset. Press ***70#**.
2. Call Waiting service is turned off so you can make an uninterrupted phone call. Call Waiting service will be back on after the next phone call.

Directed Call Pickup (if enabled)

Intercept or pick up a call coming in on another phone in your call pickup group.

1. Lift handset. Press ***97#**.
2. Enter the extension of the phone that is ringing and then press the # key. The call will be redirected to your extension and you will be connected to the call.

Last Number Redial

1. Lift handset. Press ***66#**.
2. The last outgoing phone number is redialed.

Call Park and Call Unpark (if enabled)

You can “park” a call on a designated extension so you or another person in your company can pick up the call on another phone.

How to park a call

1. While on an active call, press *flash-hook* to put call on hold.
2. Press **#58#**. Listen to the call park extension that is announced.

How to unpark the call on another phone

1. Press ***88#** on the phone on which you wish to pick up the call, followed by the park extension, then press #.

No Answer Timer (if voicemail is enabled)

Change the number of rings before a call goes to voicemail

1. Lift handset. Press ***610#**.
2. Follow prompts to set number of rings.

Do Not Disturb (if enabled)

How to enable Do Not Disturb

1. Lift handset. Press *78#.
2. All incoming calls will be redirected to voicemail without ringing the phone.

How to clear Do Not Disturb

1. Lift handset. Press *79#.

Voice Portal / Voicemail Access

1. Lift handset. Press *86#.
2. Follow prompts of the Voice Messaging Menu.

Speed Dial 8 (1-digit codes) (if enabled)

Setup and update 1-digit speed dial codes for frequently dialed numbers.

How to set up/update Speed Dial 8 (1-digit codes)

1. Dial *74 and listen for tone.
2. Enter the 1-digit code plus the 10-digit phone number you would like assigned. (Recorded message confirms code was programmed.)

How to place call using Speed Dial 8:

1. Press the 1-digit speed dial code followed by #.

Speed Dial 100 (2-digit codes) (if enabled)

Setup and update 2-digit speed dial codes for frequently dialed numbers.

How to setup/update Speed Dial 100 (2-digit codes)

1. Dial *75 and listen for tone.
2. Enter the 2-digit code plus the 10-digit phone number you would like assigned. (Recorded message confirms code was programmed.)

How to place call using Speed Dial 100

From phone –

1. Press # plus the 2-digit speed dial code and press # again.

Quick Dial Guide	On	Off
Call Forward		
All Calls	*72#	*73#
All Calls to Voicemail	*21#	#21#
When Busy	*90#	*91#
Busy to Voicemail	*40#	#40#
When No Answer to Voicemail	*41#	#41#
Not Reachable (for business continuity plan)	*94#	*95#
Check Not Reachable status	*63*	
Call Waiting	*43#	#43#
Cancel for single call		*70#
Call Return (last inbound number)	*69#	*69#
Directed Call Pickup (+ extension)	*97#	
Redial (last outbound number)	*66#	
Call Park/Retrieve on other phone	#58#	*88# + ext + #
Block Calling Line ID Delivery (per call)	*67#	
Access Voicemail	*86#	
Transfer Call	Flash-hook	
Call Hold	Flash-hook	Flash-hook
Do Not Disturb	*78#	*79#
Three-way Call	Flash-hook	(Repeat to add)
Music On Hold Deactivation (per-call deactivation)		*60#
Clear Message Waiting Indicator	*99#	
No Answer Timer (voicemail)	*610#	

Accessing Voicemail and Your Voice Portal

You can access your voicemail and voice portal using your own phone or another phone. To access:

- **From your phone** – dial ***86#**.
- **From another phone & voice portal** – dial voice portal number. Press ***** and enter extension + **#** and passcode.

Initial Voicemail set up

1. First time logging in, dial ***86** from your phone.
2. Enter a new passcode at the prompt then **#**.
3. Re-enter your passcode at the prompt then **#**.
4. Record your name at the prompt and press **#**. Your voicemail is setup and ready for use.

NOTE

- Voicemail passcode must be 6 digits in length. Avoid using continuous numbers like 123456 or repeating numbers like 111222

To access your Voicemail and Voice Portal

From your own phone:

1. Dial ***86#**.
2. Enter your passcode, then **#**. (Skip if auto-login enabled.)
3. Follow prompts of the **Voice Messaging Main Menu**.

From another phone within your group:

1. Dial your phone number or extension.
2. Press ***** during your greeting to reach login prompt.
3. Enter your passcode, then **#** to reach **Voice Messaging Main Menu**.
4. At the Voice Messaging menu, make selection, (or press ***** to reach the **Voice Portal Main Menu**).

From a phone outside of your group:

1. Dial the voice portal general access phone number/extension
2. Enter your mailbox number (typically your phone number).
3. Enter your passcode followed by **#**. Follow prompts of the **Voice Portal Main Menu**.

Voice Messaging Main Menu

1	Listen to Messages
2	Busy Greeting Menu
3	No Answer Greeting Menu
4	Extended Away Greeting Menu
5	Compose Message Menu
7	Delete All Messages
8	Message Deposit Settings Menu
*	Voice Portal Main Menu
#	Repeat Menu

“Play Message” options

While listening to message		Between messages	
1	Skip Back	#	Save
2	Pause/Resume	7	Delete
3	Skip Forward	2	Repeat
4	Jump to Beginning	5	Envelope Info
6	Jump to End	6	Play Next Message
Any time		8	Callback Caller
*	Return to Previous Menu	9	Additional Options 1 Reply to Message 2 Forward Message * Return to Previous Menu # Repeat

Voice Portal Main Menu

1	Access Voice Mailbox
3	Greetings Menu – Record Name
5	Change Passcode
6	Exit
#	Repeat