Rogers Business Phone
User Guide

Rogers Business Phone Features

The highlights below are managed using feature codes dialed from your phone.

Blind Transfer

Press ***** **1** to initiate a blind transfer from an active call. After hearing the transfer prompt and dial tone, immediately enter the transfer recipient's phone number and then wait for the call to end and hang up. The call will then be blind transferred to the recipient.

Voicemail Management

Press ***** **9**^{WXY} **5**^{JKL} to access your Voicemail Management feature. Once prompted, enter your voicemail password (**default password is 1234**) to then review and manage your voicemails, greetings, and mailbox options.

Follow the steps below to access the voicemails remotely:

- Dial your mailbox number (telephone number) for which voice mail messages need to be retrieved

- Once the greeting starts playing, press ***** during the greeting, before the beep to enter the voicemail box

- When prompted, enter the voice mail password (default password is 1234) to authenticate voicemail box access

- Follow the prompts and options to listen to voice mail messages and manage the mailbox

Caller ID

Press ***** **6**^{MNO} **5**^{JKL} to enable your outgoing callerID and display your name and number. **Press** ***** **8**^{TUV} **5**^{JKL} to disable your outgoing callerID and display you as anonymous. This feature is enabled by default and will display the phone number associated to the line.

Attended Transfer

Press ***** **2**^{ABC} to initiate an attended transfer from an active call. After hearing the transfer prompt and dial tone, immediately enter the transfer recipient's phone number. The initial caller will then be put on hold and you will be connected to the transfer recipient. Once ready to transfer the call, hang up and the initial caller will be connected to the transfer recipient. If the transfer recipient doesn't answer, or ends the call before you do, the original call will be returned to you.

Call Waiting

Press ***** **7**^{PRS} **1** to enable your Call Waiting. **Press** ***** **7**^{PRS} **0**^{OZ} to disable your Call waiting. This feature is enabled by default and should be left on in most cases.

Do Not Disturb

Press ***** **7**^{PRS} **8**^{TUV} to enable the Do Not Disturb feature. **Press** ***** **7**^{PRS} **9**^{WXY} to disable the Do Not Disturb feature. This feature is disabled by default and should be left off in most cases.

Features management portal

The Features Management portal is separated into two sections. Peer features and call forwarding rules.

PEER FEATURE SECTION

Voicemail

Voicemail can be enabled/disabled by toggling the button. The email address used for voicemail-to-email delivery and the voicemail ring time can be set and modified within this section.

Fax

The inbound fax-to-email can be enabled/disabled by toggling the button. The email address for fax-to-email delivery can be set and modified within this section. This feature is disabled by default.

Call forwarding rules section

In this feature the call forwarding options can be set up, managed, and enabled/disabled. Once a rule is created it can also be enabled/disabled from the phone by dialing ***741**, but any changes to the call forwarding rules must be made within the portal. This feature is disabled by default, and any call forwarding rules must be configured and enabled in the portal before they can be used.

Unconditional

When enabled, all calls will be forwarded at all times regardless of circumstances.

Example Rule: Ring for (seconds) 30, when CallerID is [blank], extension status is [Any], and call status was [Any].

Failover / Busy

When enabled, calls will be forwarded when the peer returns a busy signal.

Example Rule: Ring for (seconds) 30, when CallerID is [blank], extension status is [Any], and call status was ['Busy']

No Answer

When enabled, calls will be forwarded when the peer rings for more than 30 seconds without answer.

Example Rule: Ring for (seconds) 30, when CallerID is [blank], extension status is [Any], and call status was ['No Answer].

Selective

When enabled, calls will be forwarded only when the specified telephone number is calling. In the example, a call from (111) 555 1234 will trigger the forward.

Example Rule: Ring for (seconds) 30, when CallerID is ['1115551234'], extension status is [Any], and call status was [Any].

Emergency Redirect / Unavailable

When enabled, calls will be forwarded when the peer is unavailable (e.g., disconnected from the network).

Example Rule: Ring for (seconds) 30, when CallerID is [blank], extension status is ['Unreachable'], and call status was [Any].

Find Me / Follow Me

When enabled, calls will ring both the destination telephone number as well as the peer.

Example Rule: Ring for (seconds) 30, when CallerID is [blank], extension status is [Any], and call status was [Any].

Other / Complex

A complex rule does not fit into any of the specific types mentioned above, and can be any other combination of the available options.

Additional features

Multiline Hunt

You can assign a pilot number and create hunt group for your incoming calls to be routed. If pilot number is busy, call routes to next available number in hunt group or Voicemail. The hunt group can be set up at the time of activation (when requested). Changes can be made to hunt groups by calling Rogers Business Care. This feature cannot be managed through feature management portal.

Visual Call Waiting

This feature enables you to see the number of call waiting in queue. The feature is a combination of Call Waiting + Call Display.

This feature is always enabled and managed by the desk phone, no code is required.

3-way Calling

This feature allows users to initiate a conference using desk phone. You have the ability to add 3rd party to established 2-party call. This feature is always enabled and managed by the desk phone, no code is required.

Toll Block

You have the option to block Toll calls. The following Toll Block options can be activated by calling Rogers Business Care and requesting for Toll Block services and providing details as requested by the agent.

- Block chargeable outgoing calls made to US/Canada (i.e. outside the extended local calling area)
- Block international outgoing calls
- Block all chargeable calls – US/Canada (outside extended local calling area) and International