

Your Pivit telephony service includes many advanced features. This guide explains how to activate and use all currently available features. All features (other than voicemail) are included with the line rental, monthly charge. Voicemail is available for a small monthly charge. Contact the Pivit Customer Service Centre by calling 1300 66 33 20 or via email [info@pivit.com.au](mailto:info@pivit.com.au) for further assistance.

## Quick Reference

Feature	Enable	Disable
Abbreviated Dial	75#	75#
Anonymous Call Rejection	*77	*87
Call Forward – All	72# + no. + #	73#
Call Forward – Busy	76# + no. + #	77#
Call Forward – No Answer	78# + no. + #	79#
Call Forward – Selective	*63 + Menu	*83 + menu
Do Not Disturb	*04	*04
Redial	*07	N/A
Call Block	*60 + menu	*80 + menu
Caller ID Block	*67	N/A
Call Return	*69	N/A
Call Waiting	Flash / Recall	*70 + no.
Hold	Flash / Recall	Flash / Recall
Permanent Caller ID Block Release	N/A	*82 + no.
Voice Mail	*09	N/A

## Please Note: Flash/Recall Button

If required to press the flash or recall button you can either, quickly press and release the receiver button on your phone or you can use the flash or recall button on your phone if it has one.

## Please Note: Pound/#/Hash

The telephony system may refer to the 'pound' key on your telephone. This is the # (hash) key which usually located below the number 9 on the telephone's keypad.

## Abbreviated Dialling

Abbreviated dialling lets you create up to 100 personal 2-digit Abbreviated Dial codes. The Abbreviated Dial menu provides step-by-step instructions.

### To program an Abbreviated Dial Code:

- Lift the handset, Press 75#
- Follow the voice prompts

### To use an Abbreviated Dial Code

- Lift the handset, Press \*3
- Enter the desired 2-digit code

## Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their caller ID.

### To enable Anonymous Call Rejection

- Lift the handset
- Press \*77
- Hang up

### To disable Anonymous Call Rejection

- Lift the handset
- Press \*87

- *Hang up*

### Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

#### To enable/modify Call Forwarding

- *Lift the handset, Press 72#*
- *Enter the phone number for the forwarding destination*
- *Hang up*

#### To disable Call Forwarding

- *Lift the handset, Press 73#*
- *After hearing the verification, hang up*

### Call Forward (Busy)

Call forward (Busy) forwards calls to another number when you are already on a call.

#### To enable/modify Call Forward (Busy)

- *Lift the handset, Press 76#*
- *Enter the phone number for the forwarding destination followed by #*
- *After hearing the verification, hang up*

#### To disable Call Forward (Busy)

- *Lift the handset, Press 77#*
- *After hearing the verification, hang up*

### Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer

#### To enable/modify Call Forward (No Answer)

- *Lift the handset, Press 78#*
- *Enter the extension or number for the forwarding destination followed by #*
- *After hearing the verification, hang up*

#### To disable Call Forward (No Answer)

- *Lift the handset, Press 79#*
- *After hearing the verification, hang up*

### Call Forward (Selective)

Selective Call Forward lets you program your phone to send calls from a list of phone numbers to another phone number. All calls from phone numbers on the list go to the same destination.

#### To enable/modify Call Forward (Selective)

- *Lift the handset, Press \*63*
- *Follow the voice prompts to enable or disable the feature, or add, delete, or list numbers to be forwarded.*

#### To disable Call Forward (Selective)

- *Lift the handset, Press \*63*
- *After hearing the verification, hang up*

Note: Disabling selective call forward will not delete the list of numbers to be forwarded.

### Do Not Disturb

If you want your incoming calls to go directly to voice mail – if enabled

#### To enable Do Not Disturb

- *Lift the handset, Press \*04*
- *After hearing the verification, hang up*

### **To disable Do Not Disturb**

- *Lift the handset, Press \*04*
- *After hearing the verification, hang up*

Note: Your phone will not ring until you disable Do Not Disturb

### **Re-Dial**

To Re-dial the last call you placed:

- *Lift the handset, Press \*07*

### **Call Block**

Call Block lets you program your phone to reject calls from a list of telephone numbers.

- *Lift the handset, Press \*60*
- *Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, and add, delete, or list numbers to be blocked*

### **Caller ID Block**

Blocks display of your Caller ID for this call only.

- *Lift the handset, Press \*67*
- *Dial the desired phone number*

### **Call Return**

Call Return dials the number of the last incoming call received.

- *Lift the handset, Press \*69*
- *Wait for the called party to answer*

Calls can be returned to all numbers you can normally dial from your phone. However, if you have dialling restrictions on your line, you cannot place calls to restricted numbers using the call return feature.

### **Call Waiting**

Call Waiting lets you put one call on hold while you answer a second call. You may then alternate between the two. If additional callers try to reach you, they get a busy signal. While on a call, if you hear a tone:

- *Press the flash or recall button on your telephone.*

You are connected to the incoming call and the first call is put on hold. Repeat the step to switch between calls. To end one of the calls, hang up your phone while on that line. The phone will then ring with your remaining caller.

### **To temporarily disable Call Waiting**

- *Lift the handset, Press \*70*
- *Dial your desired number*

Call Waiting is restored when you hang up.

### **To permanently disable Call Waiting**

- *Contact the Pivit Customer Service Centre on 1300 66 33 20.*

### **Hold**

During a call if you want to place someone on hold:

- *Press the flash or recall button*

The call is placed on hold and you hear dial tone, your connected party hears 'on-hold' music.

### **To Retrieve a Call on Hold**

- *Lift the handset and press the flash or recall button*

While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone you get the new call first.

### Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID information, this feature will send your Caller ID information for a single phone call

- *Lift the handset, Press \*82*
- *At the second dial tone, dial the extension or telephone number you wish to reach.*

### Voice Mail

Voicemail can be activated for an additional monthly charge. Contact the Pivit Customer Service Centre on 1300 66 33 20 or via email [info@pivit.com.au](mailto:info@pivit.com.au) to order this service.

If voicemail has been activated, callers will automatically be forwarded to voicemail, on 'busy', on 'no answer' and if 'do not disturb' has been activated.

#### Accessing the voice mail system

- *Lift the handset and Press \*09*
- *If prompted by the system, enter your password and press the # (hash or pound) key*

#### Main Menu – (default when there are no new messages)

The default menu will presented when there are no new messages.

- 1 – Play Inbox Messages
- 2 – Play Saved Messages
- 3 – Change Password (the password is the last four digits of the line's phone number)
- 4 – Play Back Personal Greeting
- 5 – Record Personal Greeting

#### Menu when there are new voice mail messages

If there is a new message the following menu options are given after the message is played.

- 2 – Send Reply Message
- 3 – Dial Originating Telephone
- 4 – Delete Current Message
- 5 – Save Message
- 6 – Forward Message
- 7 – Replay Message
- 8 – Continue (moves on to the next new message, or moves on to the main menu)

#### Do you have a new voice mail message?

If you have a new message you will hear a stuttered dial tone initially before returning to the normal, continuous beep.

#### Accessing the voice mail system remotely

- *Call the telephone number that has voice mail activated on it (your normal phone number).*
- *When the Voice Mail greeting starts playing press the \* button.*
- *The system will then ask for password. Enter the password and proceed as normal.*

#### Please Note

The voicemail system refers to the '**pound**' key. This is the # (hash) key.