

# Special Calling Features Quick Reference Guide

## Flash Calls

**NOTE:** Flash calls are available on devices with flash functionality.

### Call Transfer

While engaged in call to be transferred:

- 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) All parties are connected.
- 4) Hang up handset to drop out of the call and connect the other two parties.

### Three-Way Call

The Three-Way service must be assigned.

While engaged in one 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.

**NOTE:** 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 Transfer with Consultation

The Call Transfer service must be assigned.

While engaged in one call:

- 1) Press flash-hook on phone. 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) Consult with connected party.
- 4) Press flash-hook again to return to initial call.

**NOTE:** This service does not work if Three-Way Call is also assigned.

### Call Hold

While engaged in one call:

- 1) Press flash-hook on phone.
- 2) Press the assigned code (ex. \*22).
- 3) You can make a second call and toggle between calls.

## Feature Access Code Calls

**NOTE:** Feature Access Codes provided on this card are examples only.

### Automatic Callback Deactivation

- 1) Lift telephone handset. Press the assigned code (ex. #8).
- 2) Replace telephone handset. The Automatic Callback service is off.

### Call Forwarding Always Activation

- 1) Lift telephone handset. Press the assigned code (ex. \*72).
- 2) Enter phone number to which calls will be forwarded.
- 3) Replace telephone handset. The Call Forwarding Always service is on.

### Call Forwarding Always Deactivation

- 1) Lift telephone handset. Press the assigned code (ex. \*73).
- 2) Replace telephone handset. The Call Forwarding Always service is off.

### Call Forwarding Busy Activation

- 1) Lift telephone handset. Press the assigned code (ex. \*90).
- 2) Enter phone number to forward calls when you are on the phone.
- 3) Replace telephone handset. The Call Forwarding Busy service is on.

### Call Forwarding Busy Deactivation

- 1) Lift telephone handset. Press the assigned code (ex. \*91).
- 2) Replace telephone handset. The Call Forwarding Busy service is off.

### Call Forwarding No Answer Activation

- 1) Lift telephone handset. Press the assigned code (ex. \*92).
- 2) Enter phone number to forward calls when you do not answer the phone.
- 3) Replace telephone handset. The Call Forwarding No Answer service is on.

### Call Forwarding No Answer Deactivation

- 1) Lift telephone handset. Press the assigned code (ex. \*93).
- 2) Replace telephone handset. The Call Forwarding No Answer service is off.

### Calling Line ID Delivery Blocking per Call

- 1) Lift telephone handset. Press the assigned code (ex. \*67).
- 2) Dial the intended phone number.
- 3) The call is placed, and your calling line ID is not displayed.

### Calling Line ID Delivery per-call

- 1) Lift telephone handset. Press the assigned code (ex. \*65).
- 2) Dial the intended phone number.
- 3) The call is placed, and your calling line ID is displayed for this call.

### Call Park

- 1) Lift telephone handset. Press the assigned code (ex. \*68).
- 2) Enter extension of phone on which call is to be parked.
- 3) Replace telephone handset. The call is parked at the indicated extension.

### Call Park Retrieve

- 1) Lift telephone handset. Press the assigned code (ex. \*88).
- 2) You are connected with the call you parked.

### Call Pickup

- 1) Lift telephone handset. Press the assigned code (ex. \*98).
- 2) The longest-ringing phone in your call pick-up group is connected.

### Call Return

- 1) Lift telephone handset. Press the assigned code (ex. \*69).
- 2) The last incoming phone number is redialed.

### Cancel Call Waiting

- 1) Lift telephone handset. Press the assigned code (ex. \*70).
- 2) The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on after the next outgoing phone call.

### Clear Voice Message Waiting Indicator

- 1) Lift telephone handset. Press the assigned code (ex. \*99).
- 2) The audible or visual (on some devices) message waiting indicator on your phone has been cleared.

### Customer Originated Trace

- 1) Lift telephone handset. Press the assigned code (ex. \*57).
- 2) A trace has been started for the identification of the last incoming call.

### Direct Voice Mail Transfer

- 1) Place your active call on hold. Press the assigned code (ex. \*55). The caller is directed to your voice mail.

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## Directed Call Pickup

- 1) Lift telephone handset. Press the assigned code (ex. \*97).
- 2) Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

## Directed Call Pickup with Barge-in

- 1) Lift telephone handset. Press the assigned code (ex. \*33).
- 2) Enter the extension where the call is either ringing or ongoing. You answer or join the call of the specified extension.

## Do Not Disturb Activation

- 1) Lift telephone handset. Press the assigned code (ex. \*78).
- 2) The Do Not Disturb Service has been turned on. Your phone will not ring while this service is on.

## Do Not Disturb Deactivation

- 1) Lift telephone handset. Press the assigned code (ex. \*79).
- 2) The Do Not Disturb Service has been turned off.

## Last Number Redial

- 1) Lift telephone handset. Press the assigned code (ex. \*66).
- 2) The last outgoing phone number is redialed.

## Music On Hold Deactivation

- 1) Lift telephone handset. Press the assigned code (ex. \*60).
- 2) The Music On Hold service is turned off. Callers hear silence when placed on hold.

## Per Call Account Code

- 1) Lift telephone handset. Press the assigned code (ex. \*71).
- 2) Dial the account code.
- 3) Dial the intended phone number.
- 4) The call is placed using the specified account code.

## Push to Talk Activation

- 1) Lift telephone handset. Press the assigned code (ex. \*50).
- 2) The Push to Talk service is activated. You can now be instantly connected to selected users.

## Push to Talk Deactivation

- 1) Lift telephone handset. Press the assigned code (ex. \*50).
- 2) The Push to Talk service is deactivated. You are now no longer instantly connected to selected users.

## Speed Dial 100

To program:

- 1) Lift telephone handset. Press the assigned code (ex. \*75).
- 2) At the dial tone, enter the two-digit code that represents the number you want to program, followed by the complete number.
- 3) Press the # key. The speed number is programmed.

To use:

- 1) Lift telephone handset.
- 2) At the dial tone, enter the prefix set for the Speed Dial 100 service (ex. the # key), followed by the two-digit code that represents the number you want to dial. The speed number is dialed.

## Speed Dial 8

To program:

- 1) Lift telephone handset. Press the assigned code (ex. \*74).
- 2) At the dial tone, enter the one-digit code that represents the number you want to program, followed by the complete number.
- 3) Press the # key. The speed number is programmed.

To use:

- 1) Lift telephone handset.
- 2) At the dial tone, enter the one-digit code that represents the number you want to dial. The speed number is dialed.

## Sustained Authorization Code Activation (Calls Unlocking)

- 1) Lift telephone handset. Press the assigned code (ex. \*47).
- 2) Enter your authorization code followed by the pound key. Your calls are unlocked.

## Sustained Authorization Code Deactivation (Calls Locking)

- 1) Lift telephone handset. Press the assigned code (ex. \*37).
- 2) Enter your authorization code followed by the pound key. Your calls are locked.