

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.



Special Calling Features Quick Reference Guide

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 Activation

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

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

- 1) Lift telephone handset. Press the assigned code (ex. *74), followed by the prefix and two-digit code representing the phone number you would like to call.
- 2) The speed number is dialed.

Speed Dial 8

- 1) Lift telephone handset. Press the assigned code (ex. *74), and the 2 – 9 digit number representing the phone number you would like to call.
- 2) 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.