

### Flash Calls

**NOTE:** Flash services may behave differently based on the assignment of other flash services.

#### Flash Call Transfer

While engaged in call to be transferred:

1. Depress 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.

#### Flash Call Waiting

While engaged in call:

1. Call Waiting tone indicates another call to your line.
2. Depress flash-hook to switch to the incoming call. Initial call is automatically held.
3. Depress flash-hook again to switch to the held call.
4. You can toggle between calls. You cannot receive additional calls while both lines are engaged.

#### Flash Three-Way Call

While engaged in one call:

1. Depress 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, depress flash-hook again. All parties are connected in a three-way call.
4. To drop the add-on party, depress 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.

#### Flash Call Transfer with Consultation

While engaged in one call:

1. Depress 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. Depress flash-hook again to return to initial call.

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

### Feature Access Code Calls

#### Call Forwarding Always Activation

1. Lift telephone handset. Press \*, assigned code.
2. Enter phone number to which all calls will be forwarded.
3. Replace telephone handset. The Call Forwarding Always service is on.

#### Call Forwarding Always Deactivation

1. Lift telephone handset. Press \*, assigned code.
2. Replace telephone handset. The Call Forwarding Always service is off.

#### Call Forwarding Busy Activation

1. Lift telephone handset. Press \*, assigned code.
2. Enter phone number to which calls will be forwarded 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 \*, assigned code.
2. Replace telephone handset. The Call Forwarding Busy service is off.

#### Call Forwarding No Answer Activation

1. Lift telephone handset. Press \*, assigned code.
2. Enter phone number to which calls will be forwarded 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 \*, assigned code.
2. Replace telephone handset. The Call Forwarding No Answer service is off.

#### Calling Line ID Delivery Blocking

1. Lift telephone handset. Press \*, assigned code.
2. Dial the intended phone number.
3. The call is placed, and your calling line ID is not displayed to the called party.

#### Call Park

1. Lift telephone handset. Press \*, assigned code.
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 \*, assigned code.
2. You are connected with the call you parked.

#### Call Pickup

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

#### Call Return

1. Lift telephone handset. Press \*, assigned code.
2. The last incoming phone number is redialed.

#### Cancel Call Waiting

1. Lift telephone handset. Press \*, assigned code.
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 \*, assigned code.
2. The audible or visual (on certain devices) message waiting indicator on your phone has been cleared.

#### Customer Originated Trace

1. Lift telephone handset. Press \*, assigned code.
2. A trace has been started for the identification of the last incoming call.

#### Do Not Disturb Activation

1. Lift telephone handset. Press \*, assigned code.
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 \*, assigned code.
2. The Do Not Disturb Service has been turned off.

#### Last Number Redial

1. Lift telephone handset. Press \*, assigned code.
2. The last outgoing phone number is redialed.

#### Speed Call 8

1. Lift telephone handset. Press \*, assigned code, and the 2 – 9 digit representing the phone number you would like to call.
2. The speed number is dialed.