

# TDS<sup>®</sup> *managed*IP Essentials

Special Calling Features

**1-866-9-TDSBIZ**  
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## Special Calling Features

### Flash Hook Features

Features using the flash hook are available on devices with flash functionality, such as the Analog Terminal Adapter (ATA).

#### *Call Transfer*

While engaged in a call to be transferred:

- 1) Press the flash hook on the 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 the handset to drop out of the call and connect the other two parties.

#### *3-Way Calling*

3-Way Calling service must be assigned.

While engaged in one call:

- 1) Press the flash hook on the phone. The initial call is held.
- 2) Enter the complete phone number or extension of the third party. You can press # to signal the end of the phone number or extension.
- 3) When the call is connected, press the 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 will remain intact. If you hang up, the other two parties will remain connected.

#### *Call Transfer with Consultation*

The Call Transfer service must be assigned.

While engaged in one call:

- 1) Press the flash hook on the phone. The initial call is held.
- 2) Enter the complete phone number or extension of the third party. You can press # to signal the end of the phone number or extension.
- 3) Consult with the connected party.
- 4) Press flash hook again to return to the initial call.

Note: This service does not work if 3-Way Calling is also assigned.

#### *Call Hold*

While engaged in one call:

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

### Feature Access Code Calls

Feature Access Codes provided on this guide are examples only.

#### *Automatic Callback Deactivation*

While engaged in a call to be transferred:

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

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### **Feature Access Code Calls Cont.**

#### *Call Forwarding Always Activation*

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

#### *Call Forwarding Always Deactivation*

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

#### *Call Forwarding Busy Activation*

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

#### *Call Forwarding Busy Deactivation*

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

Note: Call Forwarding Busy and Call Forwarding No Answer are not required for forwarding to Voice Messaging.

#### *Call Forwarding No Answer Activation*

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

#### *Call Forwarding No Answer Deactivation*

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

#### *Call Forwarding Not Reachable Activation*

- 1) Lift the telephone handset. Press the assigned code (\*94).
- 2) Dial the intended phone number.
- 3) Replace the telephone handset. The Call Forwarding No Answer service is on.

#### *Call Forwarding Not Reachable Deactivation*

- 1) Lift the telephone handset. Press the assigned code (\*95).
- 2) Dial the intended phone number.
- 3) Replace the telephone handset. The Call Forwarding No Answer service is off.

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### **Feature Access Code Calls Cont.**

#### *Calling Line ID Delivery Blocking Per Call*

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

#### *Call Return*

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

#### *Cancel Call Waiting*

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

#### *Last Number Redial*

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

#### *Per Call Account Code*

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

#### *Sustained Authorization Code Activation (calls unlocking)*

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

#### *Sustained Authorization Code Deactivation (calls locking)*

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

# Feature Access Codes

The following access codes activate or deactivate features that may be available with your phone service.

Feature	Activation Code	Deactivation Code
Automatic Callback (Call Return)		#8
Call Forwarding Always	*72	*73
Call Forwarding Busy	*90	*91
Call Forwarding No Answer	*92	*93
Call Forwarding Not Reachable	*94	*95
Calling Line ID Delivery Blocking per Call	*67	
Calling Line ID Delivery Blocking Persistent	*31	#31
Calling Line ID Delivery per Call	*65	
Call Return	*69	
Call Waiting	*43	#43
Cancel Call Waiting	*70	
Last Number Redial	*66	
Voice Portal Access	*62	

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