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Special Calling Features for Analog Phones

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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 3-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 who's left 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.

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 PARK

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

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FEATURE ACCESS CODE CALLS CONT.

CALL PARK RETRIEVE
1) Lift the telephone handset. Press the assigned code (*88).
2) You are connected with the call you parked.

CALL PICKUP
1) Lift the telephone handset. Press the assigned code (*98).
2) The longest-ringing phone in your call pickup group is connected.

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.

REMOVE VOICE MESSAGE WAITING INDICATOR
1) Lift the telephone handset. Press the assigned code (*99).
2) The audible or visual (on some devices) Message Waiting indicator on your phone has been cleared.

CUSTOMER ORIGINATED TRACE
1) Lift the telephone handset. Press the assigned code (*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 (*55). The caller is directed to your voice mail.

> **NOTE:** To return to your caller after dialing *55—but before dialing the destination extension—press * (do not press the "cancel" soft key). The caller will be placed on hold. Press the "resume" soft key or the flash hook to resume the conversation.

DIRECTED CALL PICKUP
1) Lift the telephone handset. Press the assigned code (*97).
2) Enter the extension where the call is ringing. You will answer the ringing call at the specified extension.

DIRECTED CALL PICKUP WITH BARGE-IN
1) Lift the telephone handset. Press the assigned code (*33).
2) Enter the extension where the call is either ringing or ongoing. You will answer or join the call of the specified extension.

DO NOT DISTURB ACTIVATION
1) Lift the telephone handset. Press the assigned code (*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 the telephone handset. Press the assigned code (*79).
2) The Do Not Disturb Service has been turned off.

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FEATURE ACCESS CODE CALLS CONT.

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

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

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

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

SPEED DIAL 100
To program:
1) Lift the telephone handset. Press the assigned code (*75), followed by the prefix and 2-digit code representing the phone number you would like to call.
2) The speed number is dialed.

SPEED DIAL 8
To program:
1) Lift the telephone handset. Press the assigned code (*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 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.

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

Feataure	Activation Code	Deactivation Code
Automatic Callback		#8
Call Forwarding Always	*72	*73
Call Forwarding Always To Voice Mail	*21	#21
Call Forwarding Busy	*90	*91
Call Forwarding Busy To Voice Mail	*40	#40
Call Forwarding No Answer	*92	*93
Call Forwarding No Answer To Voice Mail	*41	#41
Calling Line ID Delivery Blocking per Call	*67	
Calling Line ID Delivery Blocking Persistent	*31	#31
Calling Line ID Delivery per Call	*65	
Call Park	*68	
Call Park Retrieve	*88	
Call Pickup	*98	
Call Retrieve	*11	
Call Return	*69	
Call Waiting Persistent	*43	#43
Cancel Call Waiting	*70	
Customer Originated Trace	*57	
Directed Call Pickup	*97	
Direct Voice Mail Transfer	*55	
Diversion Inhibitor	*80	
Do Not Disturb	*78	*79
Group Call Park	#58	
Last Number Redial	*66	
Location Control	*12	*13
Music On Hold Per-Call		*60
No Answer Timer	*61	
Per-Call Account Code	*71	
Push to Talk	*50	
Speed Dial 8	*74	
Speed Dial 100	*75	
Voice Mail Clear MWI	*99	
Voice Portal Access	*62	

ADDITIONAL SUPPORT

- Contact the managedIP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources