Telephone Features Reference Guide

Function	How To	Code	Description
Hold	To Activate		FLASH, hear stutter tone, do not hang up (your call is now on hold). If you hang up, your phone rings intermittently to remind you.
	To Return		FLASH (or lift handset if you had hung up), you will be reconnected to the caller.
Call Transfer	To Activate		FLASH, hear stutter tone, dial number, announce caller in privacy, hang up.
3-Way Conference	To Activate		During existing call, FLASH, hear stutter tone, dial third party, FLASH to bring all 3 parties together. Conference calls for more than 3 parties must go through the Operator Attendant.
	To Return		FLASH to drop third party.
Caller ID	Displays the telephone number of incoming calls originating from the DOE switch.		
Call Forward Busy Line	All calls to a busy number are directed to another number specified by the customer.		
Call Forward Don't Answer	All calls to an idle number will ring a predetermined number of rings and then be redirected to another number specified by the customer.		
6-Way Conference **(Unavailable at this time)**	To Activate	*41	Lift handset, dial *41, hear dial tone, dial first party, flash again to receive dial tone, continue these steps until all parties are on the conference call.
Call Pickup	To Respond	*53	Lift handset, dial *53, answer call for another station in your group.
Consultation Hold "Flip/Flop"	To Activate	*52	Ask first party to hold, FLASH, hear stutter tone, dial *52, hear stutter tone, dial number, consult privately. To alternate between held calls, FLASH plus *52.

Automatic Call Back (Camp-On)	To Activate	*66	When reaching busy signal, FLASH, hear dial tone, dial *66, hear confirmation tone (triple beep) and hang up.
	To Respond		Hear 3 short bursts of ringing, lift handset, number is automatically dialed.
	To Cancel	*86	Lift handset, dial *86, hear stutter tone, hang up. Works on DOE switch only.
Call Return	To Activate	*69	Dials the last incoming call. (This feature works only with calls originating from the DOE switch.)
	To Cancel	*89	
Call Waiting	To Respond		Hear quick beep during a conversation. To answer new call, FLASH (first call is put on hold), talk to incoming caller. (FLASH to alternate between callers.)
	To Disable	*70	To disable Call Waiting for one call only, lift handset, dial *70, hear stutter tone, and dial the number. This also disables priority calls for one call only.
Call Forward Variable	To Activate	*72	Lift handset, dial *72, hear dial tone, dial number where calls are to be forwarded, hear stutter tone. ALL INCOMING CALLS WILL FORWARD IMMEDIATELY.
	To Cancel	*73	Lift handset, dial *73, hear stutter tone, hang up.
Call Block on Public Lines[1]	To Activate	*67	Lift handset, dial *67, call will not display on Caller ID equipment.
Call Block on Private Lines[2]	To Activate	*67	Lift handset, dial *67, call will display on Caller ID equipment.
Manual Exclusion Auto Exclusion	To Activate	*60	Lift handset, dial *60. This will prevent another station from joining the call where analog lines appear on ISDN sets.

	To Deactivate	*61	Lift handset, dial *61 before placing the call. This will allow another party to join in on the call.
Speed Calling I Speed Call 8 Number Storage	To Program	*74	Lift handset, dial *74, hear dial tone, dial the storage code plus the number to be stored, hear stutter tone, hang up. Lift handset, dial the storage code plus #. (Use numbers 2-9 for storage code.)
Speed Calling II Speed Call 20 Number Storage	To Program	*75	Lift handset, dial *75, hear dial tone, dial the storage code plus the number to be stored, hear stutter tone, hang up. Lift handset, dial the storage code plus #. (Use numbers 20-39 for storage code.)

Notes

- Not all features are available on all lines due to system administration.
- Feature activation codes may change based on system administration updates.
- There are no additional charges for the above features. Each telephone number has the Hold, Call Transfer, and 3-Way Conference features; all other features must be requested.
- On telephones without a FLASH button, depress the switch hook briefly to activate FLASH. Please use FLASH or RECALL button when available.

[1] Lines are normally set up as public. This means that all calls placed from your phone *will* display on Caller ID equipment.
[2] Upon request, a line set up as private. This means that all calls placed from your phone *will not* display on Caller ID equipment.