

Feature	Set	Cancel
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Remote Activ	2484850097 + menu	73*
Call Return	*69	N/A
Call Waiting	FLASH	*70 + no.
Caller ID Block	*67	N/A
3 Way Calling	FLASH + no.	N/A
Hold	FLASH	FLASH
Redial	*07	N/A
Speed Dial	74* + menu	74* + menu
Transfer	*08	N/A
Voice Mail	*09	N/A



## Analog Phone Quick Reference Card

Residential Feature Set  
Release 5.6

### Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

#### To enable/modify Call Forwarding

- Lift the handset and dial 72\*
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

#### To disable Call Forwarding

- Lift the handset and dial 73\*
- After hearing the verification, hang up

### Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

#### To enable/modify Call Forward (Busy)

- Lift the handset and dial 76\*
- Enter the phone number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

#### To cancel Call Forward (Busy)

- Lift the handset and dial 77\*
- Hang up

### Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

#### To enable/modify Call Forward (No Answer)

- Lift the handset and dial 78\*
- Enter the extension or number for the forwarding destination followed by #
- Press # to confirm followed by 2 to exit
- Hang up

#### To cancel Call Forward (No Answer)

- Lift the handset and dial 79\*
- Hang up

### Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or by your service provider.

#### To enable Call Forward (Out of Service)

- Lift the handset and dial 70\*
- Press # to confirm followed by 2 to exit
- Hang up

#### To disable Call Forward (Out of Service)

- Lift the handset and dial 71\*
- Hang up

### Call Forward (Remote Activation)

Call Forward (Remote Activation) lets you forward incoming calls to another number when calling from a remote location.

#### To enable/modify Call Forwarding (Remote Activation)

- Dial 2484850097
- Enter the 10 digit number of your home phone followed by #
- Enter your password followed by #
- Enter the phone number for the forwarding destination followed by #
- The system will announce that your forwarding number has been changed successfully
- Hang up

#### To disable Call Forwarding (Remote Activation)

- Lift the handset of your home phone and dial 73\*
- After hearing the verification, hang up

## Call Return

Dials the number of the last incoming call received at your phone.

### To return a call

- Lift the handset and dial \*69
- Verify the number and press 1 to return the call
- Wait for the called party to answer

Note: If your phone has Toll Restrictions, you will not be able to return restricted calls.

## Call Waiting

Lets you put one call on hold while you answer a second call. You may then alternate between the two calls.

### To toggle between calls

- Flash the receiver button. You will be connected to the incoming call and the first call is put on hold. Repeat to toggle between calls.

### To disconnect a call

- Hang up the phone while on that line. The phone will ring so you can answer the remaining call.

## Cancel Call Waiting

Cancel Call Waiting disables Call Waiting for a single call.

### To temporarily cancel call waiting:

- Lift the handset and dial \*70
- Dial the desired number

## Caller ID Block

Blocks display of your Caller ID for this call only.

### To prevent sending your Caller ID for a single call

- Lift the handset and dial \*67
- Dial the desired phone number

## 3 Way Calling

Conferencing enables you to talk to multiple parties simultaneously.

### To add a party to the current call

- Inform the current party that you'll be starting a conference
- Flash the receiver button
- The call is placed on hold and you will hear dial tone
- Dial the phone number of the party you wish to include
- Inform them of the conference
- Flash the receiver button to bring in the 3rd party

You are now in conference with both parties. Repeat the process to add additional parties.

## Hold

### To place the current call on hold

- Press the Flash button or flash the receiver button
- Hang up or place another call.

### To retrieve a held call

- Lift the handset or flash the receiver button

Note: While on-hook, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you get the new call first.

## Redial

### To re-dial the call you placed:

- Lift the handset and dial \*07

## Speed Dial

You can assign up to seven numbers to a 1-digit speed dial number.

### Programming a Speed Dial Number

- Lift the handset and dial 74\*
- At the prompt, press 1 to program a Speed Dial digit
- Press the desired Speed Dial digit (i.e., 1-7)
- Enter the phone number you want to assign to this Speed Number and press #
- After the prompt, press # and hang up

### Dialing a Speed Dial Number

- Lift the handset or flash the receiver button
- Press the Speed Dial digit (i.e., 1-7) followed by \*
- Wait for the called party to answer

### Verifying a Speed Dial Number

You can verify what phone number is assigned to a Speed Number at any time.

- Lift the handset and dial 74\*
- After the prompt, press 2 to verify a Speed Number
- Press the Speed Dial digit you wish to verify

## Transfer

### To transfer the current call to another extension

- Announce the transfer
- Flash the receiver button and dial \*08
- Dial the extension to which to transfer the call
- Announce the transfer, if desired, and hang up

## Voice Mail

If you have any voice mail messages, when you lift the handset you hear stutter dial tone.

### To access your voice mail:

- Lift the handset and dial \*09
- Follow the prompts to use the voice mail system