



An Informational User Guide for: **FeatureLink**

Consultation Hold

- While on the phone conversation, depress the “Flash” button or switch hook one time.
- This call is on hold.
- Depress the “Flash” button or switch hook again to return to the call.

Three Way Calling, Conference Calling

- While on the phone conversation, depress the “Flash” button or switch hook one time.
- You will then hear 3 beeps and then dial tone.
- Dial the third party’s number whether it is an extension or telephone number.
- Once the third party answers the call, depress the “Flash” button or switch hook to conference all parties together.

By depressing the “Flash” button or switch hook one more time, the third party is disconnected and the initial call can resume.

Call Transfer

- While on the phone conversation, depress the “Flash” button or switch hook one time.
- Dial the third party’s telephone number.
- Hang up the phone.

Call Forwarding Variable – Activation

- Pick up the phone and listen for dial tone.
- Dial feature code **72#** from your touch tone phone (72 on a rotary phone).
- Upon hearing dial tone, dial the phone number where you would like your calls to be answered.
- Wait for the 2 tones and ringing. Call Forwarding is activated when the number you are trying to forward the calls to answers the phone.
- If there is no answer, repeat the previous steps. No answer is needed for Call Forwarding to be activated on the second attempt.

Call Forwarding Variable – Deactivation

- Pick up the phone and listen for dial tone.
- Dial feature code **73#** from your touch tone phone (73 on a rotary phone).
- You should hear 2 beeps and dial tone.
- Hang up the phone.