

## Help guide for using call features

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### Three-Way Calling

This feature allows for a three-party conference call.

*Most newer phones now have a “flash” button. If you don’t have a flash button, pressing it is the same as hanging up briefly, under a second, and picking the line back up. Please note that some phones will prompt for different options after pressing the flash button.*

#### **To use this feature:**

- Call the first party and ask him to hold the line
- Press the “flash” button and wait for regular dial-tone
- Dial the second party and wait for him to answer
- Press the “flash” button again to reconnect the first caller
- You are now in a three-way conference call

*If there is any problem reaching the second party, press the “flash” button twice in order to get reconnected to the first party. The three-way call procedure can then be attempted again.*

*Anyone can hang up the phone at any time without interrupting the call between the other two parties. As the originator, you can also disconnect the second party from the call by pressing the “flash” button.*

### Call Forwarding

This feature allows you to forward all calls to another phone line.

#### **To activate this feature:**

- Pick up the line and dial \*72
- Enter 10-digit phone number (Precede with “1” for long-distance)

Wait for confirmation “Call Forward enabled” and hang up.

*If there was any error entering the phone number, just start over from the beginning.*

*Please note that long distance charges will apply according to your long-distance plan when calls are forwarded to a long-distance phone number.*

#### **To deactivate this feature:**

- Pick up the line and dial \*73
- Voice prompt will confirm deactivation
- Call Forward is now disabled

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### Last Call Return

This feature allows you to find out the phone number of the last caller and gives you the option to call back.

**To use this feature:**

- Pick up the line and dial \*69
- A voice prompt will dictate the phone number for the last incoming call
- Press 1 to call back this number

*The call back feature will not work if the last caller used call privacy features to hide his number or if the call was made from a phone that can't receive calls such as a pay phone.*

### Voicemail

This feature allows callers to leave a message in your personal mailbox.

**To access your mailbox:**

- From your home phone, dial \*98
- From another Hearst Connect customer's phone, dial \*99
  - When prompted, input your home phone number followed by your pin
- From another service provider, dial your home phone number
  - Let it ring until the voicemail greeting comes on
- Press star (\*) followed by your pin Voicemail prompts will guide you through the process to listen, save or delete your messages
- Note that a pin is required to access your mailbox from another Hearst Connect customer's phone or from another service provider. If you do not have one, please call our office to have one set up.
  - **After dialing \*98 or \*99, here's the menu:** Press 1 to listen to your voicemail or old messages
  - Press 2 to change folders (Do not use this option)
  - Press 3 for advanced options
  - Press 0 for mail box options
  - Press \* for main menu
  - Press # to exit