FEATURE DESCRIPTIONS

* **Call Transfer** – Allows active calls to be transferred to another number. *(DEFAULT FEATURE)*

Call Forward – Call Forward allows incoming calls to your telephone number to be automatically forwarded to another telephone number of your choice.

* **Last Number Re-dial** – The Last Number Redial feature allows you to re-dial the last number you dialed. *(DEFAULT FEATURE)*

Call Park – Places a call in a parked state so that it can be retrieved from another telephone.

Call Pick-Up – Allows your phone to answer incoming calls to another telephone in your office. The ringing station must be a member of your call pick-up group in order to answer the incoming call with this feature.

Ring Again – When you are making a call and encounter a busy signal, this feature will cause the switch to notify you when the number is free by sending a distinctive ring to your phone. When you pick up the receiver the switch will re-dial the number called. This feature will may not work correctly if the station you are trying to call has a Voice Mail box.

Speed Call – Allows you to place internal or external calls by dialing a pre-programmed code.

Conference – This feature will allow you to initiate a conference call for up to 6 parties.

Directed Call Pick-Up – Allows you to answer a call that is ringing on any line.

Call Hold – This feature allows the user to hold one call until either party goes on-hook. With one call on hold the user can place another call.

Malicious Call Hold – Allows a subscriber to hold a connection on the switch on a malicious call, enabling the call to be traced back to the originating party.

* NOTE:
A "*" indicates that the feature is a default feature and is pre-programmed on all phones.

** NOTE:
Not all features are available on all phones or in all locations. For more information, call 767-8181.

*** NOTE:
Features that are not default must be requested and may have a fee associated with them.

FEATURE ACTIVATION

Call Transfer & Three-Way Conference
Analog
- While on an active call, flash the hookswitch (you get a unique tone) and dial the seven (7) digit number the call is to be transferred to. Upon hearing the ring back the transferring station can either: (1) Hang up to complete the transfer OR (2) Wait for an answer and flash the hookswitch once to establish a three-way conference.

Digital/P-Phone/VoIP
- While on an active call, press the "Trans" key to transfer or "Conf" key to conference (the original call will be placed on hold). Dial the number you want to transfer to/conference with and press the corresponding key again.

Call Forward
Analog/P-Phone
- Pick up the handset and dial the Call Forward feature code – *71. Then dial the seven (7) digit number you wish to forward your calls to. Hang up when you hear a confirmation tone

Digital/P-Phone/VoIP
- Press the "Fwd" key. Then enter the seven (7) digit number you wish to forward your calls to. Press the "Fwd" key again to forward your calls.

Remove Call Forward
Analog/P-Phone
- Pick up the handset and dial the Remove Call Forward feature code – *71. Hang up when you hear a confirmation tone

Digital/P-Phone/VoIP
- Press the "Fwd" key.

Last Number Redial
Analog/P-Phone
- Pick up the handset and press the number sign (#) key twice or *73.

Digital/VoIP
- Press the DN key (button next to your phone number) twice. See manual for more info.

Call Park/Call Park Retrieve
Analog
- To park a call, dial the Call Park feature code – *84
- To retrieve the parked call from a different telephone, pick up the handset and dial the Call Park Retrieve feature code – *85. Then dial the number against which the call is parked

Digital/P-Phone/VoIP
- To park a call, press the "Park" key. Verify the default Park number is correct and press the "park" key again.
- To retrieve the parked call from a different telephone, pick up the handset and dial the number against which the call is parked.

Call Pickup
Analog/Digital/P-Phone/VoIP
- Pick up the handset and dial the Call Pickup feature code – *88.

Digital/P-Phone/VoIP
- Pick up the handset and push the "Pickup" key.

FEATURE ACTIVATION

Ring Again
After encountering a busy signal:
Analog
- Flash the hook-switch (you get a unique tone) and dial the Ring Again feature code – *75. Hang up after hearing a confirmation tone. When the busy station becomes idle, you will receive special ringing. When you lift the handset, the system will automatically re-dial the station.
- To cancel Ring Again feature, lift the handset and dial the feature code – *75

Digital/P-Phone/VoIP
- Press the "RingAgn" key. When the busy station becomes idle, you will receive special ringing. When you lift the handset, the system will automatically re-dial the station.

Speed Call
- Dial 767-8181 for more info on this feature.

Conference (Up to 6 Parties)
Analog
- Pick up the handset and dial the Conference feature code – *50. Dial the first conferee. After the conferee answers, flash the hookswitch, you get unique tone, dial *50. Repeat steps of hook flash, dialing conferee, and dial *50 for each additional party. If a conferee is busy or no answer, dial release code – hookswitch to drop party.

Digital/P-Phone/VoIP
- Press the "Conf" key while on a call. This places the call on hold and you receive dial tone. Dial another number and press "Connect" (Digital) or "Conf" (P-Phone and VoIP) key to conference together. Repeat for additional conferees.

Directed Call Pickup
- Dial 767-8181 for more info on this feature.

Call Hold
While on an active call:
Analog
- To place a call on hold, flash the hook-switch (you get a unique tone) and dial the Call Hold feature code – *79 and hang up.
- To retrieve a held call, pick up the handset and dial the Call Hold feature code – *79, you will be reconnected to the call.

Digital/P-Phone/VoIP
- To place a call on hold, press the "Hold" key.
- To retrieve a held call, press the DN key (button next to your phone number) on which the call is on hold.

Malicious Call Hold
While on an active call on :
Analog
- Flash the hook-switch (you get a unique tone) and dial the Malicious Call Hold feature code – *86. After this, you will be brought back into the original call. Upon completion of the call, notify the MP Desk at 767-4264 and inform them of the call.

Digital/P-Phone/VoIP
- Press the "CallTrace" (Digital and VoIP) or "MCH" (P-Phone) feature key. After this, you will be brought back into the original call and continue as directed above.

VOICE MAIL

Voice Mail Access..767-9799

First Time Setup:
* Dial Voice Mail Access (767-9799) and enter your mailbox number and "#"(your mailbox number is your seven digit extension) and when prompted for your **temporary password**: dial (**12**) and your 7 digit ext. number and "#". I.e.: **12-XXX-XXXX# (12-Your phone number and #).**
* Follow system prompts to set up your voice mailbox: Passwords must have 6 to 16 digits. The password assigned **CAN NOT** be the same six numbers or numbers in succession. Security of the system will not allow these types of passwords.

Regular Use:
* Dial the Voice Mail Access (767-9799) and enter your 7 digit telephone number and "#" OR press the Voice Mail button on your P-Phone.
* When prompted for "Password", enter your 6 to 16 digit password and "#".

See VM Instructions document for more information.

BASE SERVICE CODES

Fort Stewart provides several common services by dialing the following numbers:

0	**Directory Assistance / Operator**
711	**Telecommunications Relay Service**
911	**Emergency Service**
767-TIME	**Local Time and Temperature**

FEATURE ACCESS CODES

Access Code	Feature
Hookflash	Call Transfer/3-way call
*50	Conference (up to 6 parties)
*70	Speed Call (Short List)
*71	Call Forward (Program)
*72	Call Forward (Cancel)
*73 or # #	Last Number Redial
*75	Ring Again
*79	Call Hold
*80	Speed Call (Long List)
*81	Call Forward Busy (Program)
*82	Call Forward Busy (Cancel)
*84	Call Park
*85	Call Park Retrieve
*86	Malicious Call Hold
*88	Call Pick Up (in Pick Up Group only)
*90	Directed Call Pick Up
*91	Call Forward Don't Answer (Program)
*92	Call Forward Don't Answer (Cancel)

DIALING SCHEMES

Type of Call	Access & Number

DSN (AUTOVON)

* CONUS Routine .... 94 (2nd Dial Tone) + 7 Digits

* Overseas .... 94 (2nd Dial Tone) + 10 Digits
OR
Operator Assisted

LONG DISTANCE

* CONUS.. 97 + 1 + 10 Digits

* International Direct Dial 97 + 011 + Country Code + City Code

* International Operator Assisted .. 97+ 010 + Country Code + City Code

* Credit Card .... 97 + 1 + 800 + Carrier Access Number

TOLL FREE CALLING

* Toll Free Calling (800,866,877,888) .... 97 + 1+ 8xx + 7 Digits

LOCAL CALLING

* Off Post Local Calling .... 99 + 7 Digits

ON POST CALLING

Fort Stewart .... 767 + 4 Digits

Fort Stewart .... 435 + 4 Digits

Hunter Army Airfield .... 315 + 4 Digits

Note: * Requires proper class of service for access.

DSN PREFIXES

767 prefix - DSN is 870
435 prefix - DSN is 475
315 prefix - DSN is 729

EMERGENCY NUMBERS

For EMERGENCIES that require the Fire Department, Ambulance, or Military Police, dial **911** and give the following information:

– Name of requester
– Address of requester
– Address or location of emergency
– Nature of emergency

LET'S TALK

**A Quick Reference
for the Telephone System
at**

Fort Stewart
and
Hunter Army Airfield

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3D INFANTRY DIVISION (MECH)

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