



Centrex

User's Guide: Analog telephone

Index

Access Codes for Centrex Functions	7
Call Forward - Busy/No Answer	6
Call Forwarding	5
Call Pickup	1
Call Trace	3
Call Waiting	4
Description of Tones/Signals	6
External Calls	1
Hold	1
Internal Calls	1
Last Number Redial	3
Message Waiting	4
Per-Call Blocking	3
Speed Calling	2
Speed Calling Code Identifiers Long List	8
Speed Calling Code Identifiers Short List	8
Three-Way Conference Consultation Hold Transfer	4

External Calls

(local and long-distance)

For a call via the public network.

- 1 Pick up the handset.
- 2 Enter the dial out code (usually **9**)
Not required for Basic Business Bundle (BBB).
- 3 Dial the number you wish to call. For a long-distance call, dial **1** and then the area code, followed by the number.

Note:

Because a dial out code (usually **9**) is necessary to access the public network, all systems or equipment that use preprogrammed numbers must be reprogrammed (ex.: alarm systems, fax machines, etc.).

Internal Calls

For a call within the system.

- 1 Pick up the handset.
- 2 Dial the extension you wish to call (usually 4 digits).

Call Pickup

Allows you to use your own telephone to pick up a call to another telephone in your group.

When another phone in your group rings:

- 1 Pick up the handset of your phone.
- 2 Enter **#74**.
You are on the line with the caller.

Hold

Allows you to place a call on hold from a phone that does not have a hold button.

To place a call on hold:

- 1 Press the **LINK** button (or the receiver button).
- 2 At the special dial tone, enter **#75**.
- 3 Hang up when you hear the confirmation tone.
The call is on hold at your telephone.

To retrieve a call on hold:

- 1 Pick up the handset.
You are back on the line.

Note:

If the call is not retrieved within three minutes, it will automatically ring again (ring again signal).

Speed Calling

Allows you to assign a one or two-digit code to frequently called numbers and store them in memory for easy dialing.

To store a number:

- 1 Pick up the handset.
- 2 Enter the access code for your Speed Calling list.
short list (available with package A): *77
long list (available with package B): *78.
- 3 At the special dial tone, enter the code identifier that you wish to assign to the number to be stored:
Code 0 to 9 for the short list
Code 00 to 49 for the long list (maximum 30 numbers).
- 4 Dial the number you wish to store (maximum 24 digits), including your dial out code (not required for BBB).
- 5 Press #.
- 6 Hang up when you hear the confirmation tone.
The number is stored in memory.

Note:

Repeat these steps for each number you wish to store.

To call a stored number:

- 1 Pick up the handset.
- 2 Enter * followed by the code identifier.

To delete a stored number:

- 1 Pick up the handset.
- 2 Enter the access code for your Speed Calling list.
short list: *77.
long list: *78.
- 3 Enter the code from your personal list assigned to the number you wish to delete.
- 4 Press #.
- 5 Hang up when you hear the confirmation tone.

Last Number Redial

Allows you to automatically redial the last number dialed.

- 1 Pick up the handset.
- 2 Press **#** twice.
The last number dialed is automatically redialed.

Per-Call Blocking

Prevents the person you are calling from seeing a display of your name and number.

To block display of your name and number when you make a call:

- 1 Pick up the handset.
- 2 Enter ***967**.
- 3 When you hear the special dial tone, dial your dial out code (if applicable) and the number you wish to call.

Note:

This prevents your name and number from displaying for this call only. Repeat steps 1, 2 and 3 each time you wish to block display for a call.

Call Trace

Allows you to put a trace on threatening or harassing calls.

Immediately after receiving the threatening or harassing call:

- 1 Pick up the handset.
- 2 At the dial tone, enter ***957**.
- 3 Hang up when you hear the confirmation tone.

Note:

The number, date and time of the call are recorded and can be communicated to the proper authorities at the customer's request. **However, we are** not authorized to give you the number of the person who made the threatening or harassing call.

Message Waiting

This function lets you know when there is a new message in your voice mailbox with a visual or audible indicator, depending on the type of phone.



You have a new message when the light is flashing or you hear an intermittent dial tone when you pick up the handset:

- 1 To listen to your message, follow the steps for retrieving voice mail.


Call Waiting

With this function, a special dial tone signals an incoming call while you are already on the line. You can answer the second call without disconnecting the first one.

The sound of 2 beeps when you are on the line means that you have an incoming call. To answer the call:

- 1 Press  (or the receiver button). This places the original call on hold, and puts you on the line with the second caller.
- 2 To return to the first call, press  (or the receiver button) again.



Note:

Each time you press  (or the receiver button) the person you are talking to is placed on hold, and you switch to the other call.

Three-Way Conference Consultation Hold Transfer

This function allows you to connect to a third party during a call. Once you have reached the third party, you can either return to the original call (Consultation Hold), add the third party to the conversation in progress (Three-Way Conference) or transfer the original call (Transfer).

To transfer a call, consult a third party or establish a three-way conference when you are already on the line, first:

- 1 Place the first call on hold by pressing  (or the receiver button).
- 2 At the special dial tone, enter the dial out code (if applicable) and the number you wish to reach. If the line is busy or there is no answer, press  (or the receiver button) twice to return to the original call.

When the third party answers, you have three options:

Consultation Hold:

- 1 You can speak privately with the third party.
- 2 To return to the first call, press **LINK** (or the receiver button) twice.

Three-Way Conference:

- 1 Press **LINK** (or the receiver button) again. The first person will be added to the conversation.

Transfer:

- 1 Press **LINK** (or the receiver button) again. This will connect the first person.
- 2 Hang up.

Call Forwarding

This function lets you redirect all incoming calls to another number.

To forward all incoming calls:

- 1 Pick up the handset.
- 2 Enter ***70**.
- 3 At the special dial tone, dial the extension to which you want calls forwarded. For an outside number, enter your dial out code (if applicable) followed by the number.
- 4 Hang up when you hear the confirmation tone.

Note:

While Call Forwarding is activated, you will hear a short ring each time you receive a call.

To deactivate:

- 1 Pick up the handset.
- 2 Enter ***71**.
- 3 Hang up when you hear the confirmation tone.
You will receive incoming calls as usual.

Call Forward - Busy/ No Answer

Allows you to redirect incoming calls when you are already on the line or unable to answer (available with package A or B only).

Call Forward-Busy / No Answer may already have been programmed on your telephone. If necessary you can activate, deactivate and enter the number to which you want calls forwarded at any time.

Call Forward – Busy (when you are already on the line):

To activate:

- 1 Pick up the handset.
- 2 Enter ***88**.
- 3 At the special dial tone, dial the extension to which you want calls forwarded. For an outside number, enter your dial out code (if applicable) followed by the number.
- 4 Hang up when you hear the confirmation tone.

To deactivate:

- 1 Pick up the handset.
- 2 Enter ***89**.
- 3 Hang up when you hear the confirmation tone.

Call Forward – No Answer (when you are unable to answer):

Follow the steps shown above, using ***90** to activate and ***91** to deactivate.

Description of Tones/ Signals

- Confirmation tone
Two beeps followed by silence.
- Ring again signal
One long ring and two short ones.
- Special dial tone
Three beeps followed by a regular dial tone.

Access Codes For CENTREX Functions

- * 8 8 Call Forward Busy – activation (package A and B)
- * 8 9 Call Forward Busy – deactivation (package A and B)
- * 9 0 Call Forward No Answer – activation (package A and B)
- * 9 1 Call Forward No Answer – deactivation (package A and B)
- * 7 0 Call Forwarding – activation (package A, B and BBB)
- * 7 1 Call Forwarding – deactivation (package A, B and BBB)
- * 8 4 Call Forwarding per key – activation (multi-line phones only) (package A and B)
- * 8 5 Call Forwarding per key – deactivation (multi-line phones only) (package A and B)
- * 7 2 Call Park – activation (package A and B)
- * 7 3 Call Park – retrieve call (package A and B)
- * 7 4 Call Pickup (package A and B)
- * 9 5 7 Call Trace (package A, B and BBB)
- * 4 7 Call Waiting - deactivation (package A, B and BBB)
- * 7 5 Hold (package A and B)
- * 9 6 7 Per-Call Blocking (package A, B and BBB)
- * 7 6 Ring Again (internal) (package A and B)
- * 7 7 Speed Calling – short list (package A and BBB)
- * 7 8 Speed Calling – long list (package B)
- * 9 2 Uniform Call Distribution – activation of night service (package B)
- * 9 3 Uniform Call Distribution – deactivation of night service (package B)
- * 8 1 Uniform Call Distribution – entry procedure (package B)
- * 8 2 Uniform Call Distribution – exit procedure (package B)

Speed Calling Code Identifiers Short List

CODE	NAME	NUMBER
0	_____	_____
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____
5	_____	_____
6	_____	_____
7	_____	_____
8	_____	_____
9	_____	_____

Speed Calling Code Identifiers Long List

CODE	NAME	NUMBER
00	_____	_____
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____
11	_____	_____
12	_____	_____
13	_____	_____
14	_____	_____

15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		
41		
42		
43		
44		
45		
46		
47		
48		
49		

