



Facts on **Demand**

Welcome to Centrex!

By Choosing Centrex you now have access to the most powerful selection of calling features available today. Accompanying this letter is a feature instruction card that can provide you with a quick reference for using the Centrex features that have been customized for your system. As the Manager of the Centrex system, you will want to keep this information card with your other Centrex records.

Centrex Features

Following are just some of the standard Centrex features included with your service that will help your business increase communications efficiency and better manager costs:

Intercom Calling---Enables users within the same local AT&T Switching Center or Central Office to call each other without incurring usage charges, simply by dialing a 3-5 digit extension number.

Call Transfer Deluxe---Allows incoming calls to be transferred to other Centrex lines or any line outside the Centrex group, immediately freeing the line for additional calls. Customers can conveniently be transferred to you, no matter where you are, and are spared the inconvenience of having to re-dial.

Call Forwarding---Enables users to automatically route incoming calls to a pre-selected line inside or outside the office, including to your cellular phone. Employees have the freedom to perform tasks away from their desks without the worry of missing an important call.

Three-Way Conference Calling---Enables users to improve business efficiency by connecting up to three parties on a single line. Employees can discuss issues and make decisions in "real time", thereby reducing delays of multiple calls and "telephone tag".

Speed Calling---Gives users the option to preprogram numbers that can quickly be re-dialed using an access code, saving time when dialing frequently used numbers.

Advanced Centrex Functionality

If you're not already taking advantage of the following Centrex capabilities, you will want to consider how they can help your business when considering your future telecommunications needs.

Electronic Key Centrex---Offers all the Basic Centrex features, plus:

- The ability for electronic key sets to be used on your lines, with display of the name of the person calling within your Centrex group.
- Easy-to-use access to advanced features with the touch of a button---no need to memorize complicated codes.

ISDN Centrex---Includes all the features of Basic and Electronic Key Centrex, plus:

- High-speed communications (64 kbps) capabilities that enable you to transmit 80 pages of data in less than a minute, and simultaneously send voice, data and video over a single phone line---reducing the need for additional lines.



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Centrex Feature Instructions

DMS100 --- Ohio

The switchhook refers to the buttons the handset rests on when not in use. Depress switchhook means to press one of the buttons down firmly, then release it immediately. On some phones a **Tap, Flash, Recall or Link** button is used instead of the switchhook.

Calling Outside the Centrex

- Listen for dial tone.
- Dial ___ + the telephone number.

Calling Inside the Centrex

- Listen for dial tone.
- Dial the last _____ digits of the other Centrex station.

Consultation Hold

(To consult w/ a third party, while the caller is on hold)

- Depress the switchhook.
- Hear special dial tone.
- Dial third party's number.
- Begin conversation.

To return to the caller, depress the switchhook twice.

Call Transfer

(To transfer a call)

- Depress the switchhook.
- Hear special dial tone.
- Dial third party's number.
- Party answers/Announce the call.
- Hang up/The call is transferred.

If you reach a busy, depress the switchhook twice.

Three-Way Calling

(To add a third party to an existing call)

- Depress the switchhook.
- Hear special dial tone.
- Dial third party's number.
- Party answers.
- Depress the switchhook once.
- All three will be connected.

If you reach a busy, depress the switchhook twice.

Call Hold

(To place a call on hold)

- Depress the switchhook.
- Hear special dial tone.
- Dial *18.
- Hear dial tone.
- The dial tone will stop after a few seconds.

Return to the held call: Hang up and your phone will ring with the held caller.

Call Forward

(To have your calls ring at another phone)

- Listen for dial tone.
- Dial *06.
- Dial telephone number to forward to.
- Hear confirmation tone (2 beeps).
- Hang up.

To Cancel Call Forwarding, listen for dial tone, dial *07, hear confirmation tone, and hang up.

Call Waiting

(To answer a signal received when a call is waiting)

- Depress the switchhook.
- Listen for dial tone.
- Dial *12.

Your first call is on Call Hold. Begin talking. If you are finished with your first call, hang up. The second call will ring.

Cancel Call Waiting

Before making a call:

- Listen for dial tone.
- Dial *10.
- Dial the telephone number.

During a call:

- Depress the switchhook.
- Listen for dial tone.
- Dial *10.

Call Pickup

(To answer a ringing phone in your call pickup group)

- Listen for dial tone.
- Dial *19.
- Begin conversation.

Use Call Hold to hold a call and pick up another.

Speed Calling

Before programming, write down the codes you have chosen (0-9) and the telephone numbers you are assigning them to.

To add or change a speed call code:

- Listen for dial tone.
- Dial *04.
- Listen for dial tone.
- Dial the code number plus the telephone number.

For a number outside the Centrex, first input the outside access code, then the telephone number.

To dial a speed call number:

- Listen for dial tone.
- Dial * plus the speed call code.
- Depress the # button.

Night Service

(To answer an incoming call when Night Service is active)

- Listen for dial tone.
- Dial *16.