

## **Centrex**

**Record(s) last updated: 2/28/2002**

### **Centrex User Guide**

Centrex is a central office-based telecommunications system that lets you customize your telephone service to suit your unique business needs.

With Centrex, you can grow from two lines to as many as you need and from the basic features to many optional features. This guide will provide you with brief instructions on some of the features.

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### **How to use**

#### **Station to Station Dialing**

*Station to Station Dialing allows you to intercom between stations by using abbreviated dialing.*

Intercom calls between stations don't incur message units, even if the other station is in another location.

Calls within the Centrex system may be placed by dialing the last four digits of the telephone number.

To reach a person with the Centrex number 888-0001, just dial 0001.

#### **Consultation Hold**

*Consultation Hold allows you to place a call on hold and make another call.*

Consultation Hold is a temporary hold to be used for consultation purposes only and not as a substitute for Call Hold.

1. Press the feature or switch hook button
2. Wait for dial tone
3. Enter the number for the second call
4. When the call is answered, consult with the other party  
Note: If busy, no answer, or wrong number, press feature or switch hook button twice to return to original call.
5. To end the second call press the feature or switch hook button twice to return to the original call

#### **Three Way Calling**

*Three Way Calling turns a two-way call into a mini-conference call. You can add a third person to your call at any time.*

Consultation Hold is part of the Three Way Calling feature so that you can privately announce the call prior to adding the party on hold.

1. Press the feature or switch hook button.
2. Wait for dial tone
3. Enter the number of the third party
4. When the third party answers, press the feature or switch hook button and the three way call is now connected.  
Note: If busy, no answer, or wrong number, press feature or switch hook button twice to return to original call.

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### **Call Transfer**

#### **Automatic Callback**

*Automatic Callback allows you to be called when a previously busy station becomes idle. Save time by not having to redial the number and let the system work for you.*

1. At the busy signal, press the feature or switch hook button
2. Wait for dial tone
3. Enter \*\_\_ or \* and the 2 digit activation code for Automatic Callback
4. Wait for dial tone and hang up
5. When the line is no longer busy, the system will call you automatically  
Listen for three short rings  
Answer the call line will be ringing

1. To cancel Automatic Callback
2. Obtain dial tone
3. Enter \*\_\_ or \* and the 2 digit deactivation code for Automatic Callback
4. Wait for dial tone and hang up

#### **Call Forwarding Variable**

*Call Forwarding Variable sends calls where you like, inside or outside your company. Just program your telephone with the forwarding number. It's automatic from there.*

Calls are forwarded regardless of the idle or busy status of the activating station.

This feature takes precedence over Call Forwarding Busy and/or Call Forwarding Don't Answer.

Obtain dial tone

1. Enter \*72 or \* and the 2 digit activation code for Call Forwarding Variable
  2. Wait for dial tone
  3. Enter the number where calls will be forwarded  
Note: Enter the number exactly as if you were calling the number directly.
  4. Wait for dial tone and hang up
- 
1. To cancel Call Forwarding
  2. Obtain dial tone
  3. Enter \*73 or \* and the 2 digit deactivation code for Call Forwarding Variable
  4. Wait for dial tone and hang up

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### **Call Hold**

*Call Hold lets you put a caller on hold for an unlimited period of time. It is especially useful on phones without the hold button.*

Unlike a hold button, this feature provides access to a dial tone while the call is being held.

1. Press the feature or switch hook button
2. Wait for dial tone
3. Enter \*99 or \* and the 2 digit activation code for Call Hold
4. At the dial tone, call is on hold

1. To make another call
2. Enter the new number

Note: To alternate between calls, press feature or switchhook button; wait for dial tone and enter the 2 digit activation code.

1. To return to call on hold
2. Hang up and the phone set will ring with the first call on the line

### **Call Park**

*Call Park lets you hold a call on one Centrex line and pick up the call on another Centrex line. Avoid running from desk to desk.*

1. While on a call
2. Press the feature or switch hook button
3. Wait for dial tone
4. Enter \*\_\_ or \* and the 2 digit activation code for Call Park
5. Wait for dial tone and hang up

1. To pick up the "parked" call from any Centrex line

Note: If you don't pick up a "parked" call within a specified period of time, it rings back on the original set.

2. Obtain dial tone
3. Enter \*\_\_ or \* and the 2 digit access code for Call Park
4. Wait for dial tone
5. Enter the line number where the call is "parked"
6. You are connected to the call

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### **Call Pick-up**

*Call Pickup uses your telephone to answer any ringing phone in your designated group-no more running from desk to desk or room to room.*

To answer a ringing line in your Call Pickup Group from an idle line

1. Obtain dial tone
2. Enter \*11 or \* and the 2 digit access code for Call Pickup
3. The call will then transfer to your line

To answer a ringing line while on a call

1. Press the feature or switch hook button
2. Wait for dial tone
3. Enter the \*99 or \* and the 2 digit activation code for Call Hold

To place the first call on hold

1. Wait for dial tone
2. Enter \*11 or \* and the 2 digit access code for Call Pickup
3. The call will then transfer to your line

Note: To return to original call, hang up, set rings with first call on the line.

### **Call Waiting**

*Call Waiting allows you to take a second call even if you are already on the line. You will hear a beep tone when a second call arrives.*

On important calls, you can temporarily cancel the Call Waiting feature prior to making the calls.

Upon hearing the beep tone

1. Press the feature or switch hook button
2. Wait for dial tone
3. Enter \*99 or \* and the 2 digit access code for Call Waiting to receive the second call

To end the second call and return to the first call

1. Hang up
2. Your set will ring with the first call on the line

Note: To alternate between calls, press feature or switchhook button and wait for dial tone; enter \*99 or \* and the 2 digit access code for Call Waiting.

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To temporarily cancel Call Waiting

1. Press the feature or switch hook button
2. Wait for dial tone
3. Enter \*70
4. Wait for dial tone
5. Enter the number of the call

## **Directed Call Pickup**

*Directed Call Pickup lets you answer a fellow employee's line within the call pickup group without moving from your desk.*

To answer a ringing line in your Directed Call Pickup Group from an idle line

1. Obtain dial tone
2. Enter \*12 or \* and the 2 digit access code for Directed Call Pickup
3. The call will transfer to your line

To answer a ringing line while on a call

1. Press the feature or switch hook button
2. Wait for dial tone
3. Enter the \*99 or \* and the 2 digit activation code for Call Hold to place the first call on hold
4. Wait for dial tone
5. Enter \*12 or \* and the 2 digit access code for Directed Call Pickup
6. The call will transfer to your line

Note: To return to original call, hang up, set rings with first call on the line.

## **Executive Busy Override**

*Executive Busy Override permits you to interrupt a Centrex station that has a call in progress. Parties engaged in a conversation will hear a warning tone before you join the conversation.*

1. At the busy signal, press the feature or switch hook button
2. Enter \* and the 2 digit activation code for Executive Busy Override
3. A confirmation tone alerts the parties on an interrupted line before the three way call is in progress

To leave the three way call while the other two parties stay connected

1. Hang up

To talk privately with the party you called

1. Press the feature or switch hook button
2. Enter \* and the 2 digit activation code for Executive Busy Override

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### **Meet Me Conference**

*Meet Me Conference allows you to hold discussions with 6 to 30 people on a conference call.*

1. At a specified date and time, each participant calls into a pre-arranged Meet-Me Conference number
2. The conference call begins when the first two callers are connected
3. A confirmation tone sounds as each person joins the call or hangs up
4. When all callers are on the line, the pre-selected person will press the feature or switch hook button to make the conference call private so that other incoming callers cannot enter the call.
5. To end the conference call
6. All parties hang up

### **Remote Access to Call Forwarding**

*Remote Access to Call Forwarding allows you to control the designation of your forwarded calls from outside the office.*

1. From a remote location
2. Obtain dial tone
3. Enter the 7 or 10 digit remote access directory number to connect to the voice prompt system
4. Enter the 10-digit Centrex number you wish to change
5. Enter your 4-digit personal ID code

To activate Call Forwarding

1. Enter \*72 or \* or the 2 digit activation code for Call Forwarding
  2. Enter the telephone number where calls will be forwarded
  3. Wait for confirmation tone and hang up
- Note: Enter the number exactly as if you were calling the number from your Centrex line.

To cancel Call Forwarding

1. Enter \*73 or \* and the 2 digit deactivation code for Call Forwarding

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### **Speed Calling**

Speed Calling lets you connect with our most frequently called number by pressing just a few digits. You are allowed to program up to 30 numbers.

To program the codes

1. Obtain dial tone
2. Enter \*74 or \* and the two digit activation code for Speed Calling
3. Enter the two digit code from 20-49 you want to program
4. Enter the telephone number for that code and press #
5. Wait for dial tone and hang up

Note: Enter the number exactly as if you were calling the number from your Centrex station.

To use Speed Calling

1. Obtain dial tone
2. Enter \* and the two digit code followed by #
3. Your call will be connected instantly

Note: Some larger Centrex systems have been customized so that the access codes to the features may vary from the standard system. If the access codes indicated above do not work, contact your Account Manager for the customized instructions.

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