



Centrex Dialing Guide

Make a call outside the Centrex system ➔ Direct Outward Dialing

Procedure:

1. Pick up receiver.
2. Listen for dial tone.
3. Dial 9 + the telephone number.

Make a call to a colleague within the Centrex system ➔ Intercom Calling

Procedure:

1. Pick up receiver.
2. Listen for dial tone.
3. Dial the three-, four- or five-digit extension.

Place a call on hold while I look up some information ➔ Call Hold

Procedure:

1. Pick up receiver and place call.
2. While on call, depress switchhook or "flash" button.
3. Listen for special dial tone (three short beeps followed by dial tone).
4. Dial feature access code (18).
5. Listen for confirmation tone (two short beeps followed by dial tone).

Call is now on hold.

To retrieve the held call, hang up.

Consult with a third party before returning to an initial call ➔ Consultation Hold

Procedure:

1. Pick up receiver and place call.
2. While on call, depress switchhook or "flash" button.
3. Listen for special dial tone (three short beeps followed by dial tone).
4. Dial either the Centrex extension or telephone number and speak to third party.

To return to held call, depress the switchhook or "flash" button twice.

Add a third party to a call ➔ Three-Way Conference Calling

Procedure:

1. Pick up receiver and place call.
2. While on call, depress switchhook or "flash" button.
3. Listen for special dial tone (three short beeps followed by dial tone).
4. Dial third party's number.
5. Once third party answers, depress switchhook or "flash" button again to connect initial caller.

To disconnect the third party, depress switchhook or "flash" button and resume private conversation with initial caller.

Transfer a call to a colleague (either within or outside the Centrex system) ➔ Call Transfer/Call Transfer-Deluxe

Procedure:

1. Pick up receiver and place call.
2. While on call, depress switchhook or "flash" button.
3. Listen for special dial tone (three short beeps, followed by dial tone).
4. Dial third party's number.
5. Once third party answers, tell him/her who's on the line.
6. Hang up.

Forward my calls to another telephone number, including my cellular phone and voice mailbox, when I am out of the office ➔ Call Forward-Variable

Procedure:

1. Pick up receiver.
2. Listen for dial tone.
3. Dial feature access code (106).
4. Listen for confirmation tone (two short beeps followed by dial tone).
5. Dial the telephone number to which you want your calls forwarded.
6. Listen for confirmation tone again.

To cancel call forwarding:

1. Pick up receiver.
2. Listen for dial tone.
3. Dial feature cancellation code (107).
4. Listen for confirmation tone (two short beeps followed by dial tone).
5. Hang up.

Set up a list of speed dial codes for the numbers I call the most ➔ Speed Call-Short

Procedure:

To set up your custom list of codes:

1. Pick up receiver.
2. Listen for dial tone.
3. Dial the Speed Call Program Code (16).
4. Listen for special dial tone (three short beeps followed by dial tone).
5. Dial the memory location number (0-9, e.g., 0 will be your colleague down the hall).
For EWSD switch, ensure that access codes aren't the same as your speed dial codes.
6. Dial the telephone number, followed by #.
7. Listen for confirmation tone (two short beeps followed by dial tone).
8. Hang up.

To call someone using your speed dial codes:

1. Pick up receiver.
2. Listen for dial tone.
3. Dial the memory location number (*0# - *9#)
*For EWSD, * not required*