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.

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 switch hook 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 switch hook or "flash" button twice.

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 switch hook 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.

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

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 switch hook 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.

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 (*06).
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 (*07).
4. Listen for confirmation tone (two short beeps followed by dial tone).
5. Hang up.

Add a third party to a call

➡ Three-Way Conference
Calling
Procedure:
1. Pick up receiver and
place call.
2. While on call, depress
switch hook 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
switch hook or "flash"
button again to connect
initial caller.
To disconnect the third
party, depress switch hook
or "flash" button and
resume private conversation
with initial caller.