



An Informational User Guide for:

CENTREX Feature Instructions

Calling Outside the CENTREX System

- Pick up the phone and listen for a dial tone.
- Dial 9 + the number you are trying to reach.

Calling Inside the CENTREX System

- Pick up the phone and listen for a dial tone.
- Dial the person's extension (usually 3 or 4 digits).

Call Hold

- While on the phone conversation, depress the "Flash" button or switch hook one time.
- You will hear 3 beeps and then dial tone.
- Dial feature code **18** from your phone.
- You should then hear 2 beeps and dial tone to confirm the call is on hold.

To retrieve the call, hang up.

Consultation Hold

- While on the phone conversation, depress the "Flash" button or switch hook one time.
- You will then hear 3 beeps and then dial tone.
- Dial the third party's number whether it is an extension or telephone number.

To return to the initial call, depress the "Flash" button or switch hook two times.

Three Way Calling, Conference Calling

- While on the phone conversation, depress the "Flash" button or switch hook one time.
- You will then hear 3 beeps and then dial tone.
- Dial the third party's number whether it is an extension or telephone number
- Once the third party answers the call, depress the "Flash" button or switch hook to conference all parties together.

By depressing the "Flash" button or switch hook one more time, the third party is disconnected and the initial call can resume.

Continued



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Call Transfer

- While on the phone conversation, depress the "Flash" button or switch hook one time.
- You will then hear 3 beeps and then dial tone.
- Dial the third party's number whether it is an extension or telephone number.
- Once the third party answers the call, announce the call.
- Hang up the phone

Call Forwarding Variable-Activation

- Pick up the phone and listen for a dial tone.
- Dial feature code **106** from your phone.
- You should hear 2 beeps and dial tone.
- Dial the phone number where you would like your calls to be answered.
- Wait for the confirmation tone.

Call Forwarding Variable-Deactivation

- Pick up the phone and listen for dial tone.
- Dial feature code **107** from your phone.
- You should hear 2 beeps and dial tone.
- Hang up the phone.

Consultation Hold

- Pick up the phone and listen for dial tone.
- Dial feature code **16** from your phone.
- You should hear 3 beeps and dial tone.
- Press the number on your key pad you want to denote as the memory location (can be 0-9, making sure to not assign the number that you use to dial outside of the system, for example many people use 9 to dial outside their CENTREX).
- Dial the phone number you want to be assigned to this memory location as you would if you were to dial out.
- Follow this by the # key.
- Hang up the phone.

Speed Call Short-Set Up

- Pick up the phone and listen for dial tone.
- Dial * + the memory location of the phone number you wish to call.