

## Centrex Communication to You

The Centrex system uses dial tone to communicate with you. There are several different types of audible signals or dial tone which may be heard. A steady dial tone indicates that the Centrex system is ready for you to dial. A confirmation tone is heard when a feature transaction or step is successfully completed. The confirmation tone is two or three stuttered tones followed by steady dial tone.

A continuous on/off cycling tone means that the number you have dialed is busy. A similar cycling "busy" which is much faster is called "reorder". Reorder indicates that the attempt to complete a transaction was not successful. This could occur as the result of an unsuccessful feature transaction or after placing a call to where facilities may not be available to complete the call.

### Flash Button

The instructions in this brochure were written for telephones with flash buttons. If your telephone does not have a flash button, use the switchhook instead.

### Dialing Plan

- 3 Internal calls
- 9+1 LINC (long distance)
- 9 Local and toll free calls

# Centrex Feature Guide

*Louisiana*  
**OTM**

State of Louisiana

OTM Information and Training  
P. O. Box 94280  
Baton Rouge, LA 70804-9280  
225-342-7725

**Call Transfer** enables you to transfer any call to another telephone within your system.

1. Tell the party that you are transferring the call
2. Depress flash button
3. Listen for dial tone
4. Dial the desired number
5. Party answers
6. Announce the transfer
7. Hang up

If the called party is busy or does not answer, depress the flash button twice to return to the original call.

**Conference Call** permits you to establish a three-way conversation. (Two other parties + yourself = three parties)

1. Listen for dial tone
2. Dial the desired number
3. First party answers
4. Depress flash button
5. Repeat steps 1&2
6. When second party answers, depress flash button and start three-way conversation

If the second party is busy or does not answer, depress the flash button twice to return to the original call.

To add a second party to an established call, start with step 4.

**Call Pickup** lets you answer any ringing telephone in your call pickup group from your telephone.

A call pickup group is predetermined by your TC and ordered through OTM. To answer a ringing telephone:

1. Listen for dial tone
2. Dial "102"
3. The other telephone will stop ringing
4. The incoming call will be on your telephone

If you are already on the telephone and have the *Call Hold* feature, you can answer a ringing telephone in your call pickup group and return to your call:

1. Depress flash button
2. Complete *Call Pickup* steps and finish call
3. Hold down the flash button or hang up the handset
4. Your telephone rings
5. Resume your original conversation

**Call Forward** sends incoming calls to another telephone when your telephone is busy or may go unanswered. There are several options to *Call Forward*.

**Call Forward Busy** lets you forward a telephone call to a preselected telephone number in the same Centrex system when your line is busy.

- The preselected number was determined by your TC
- To change your preselected number, a service order must be issued by your TC to OTM
- This feature is automatically activated any time your telephone is busy
- The preselected number is usually the same as used for *Call Forward Don't Answer*

**Call Forward Don't Answer** automatically sends an incoming telephone call to a preselected telephone in the same Centrex system if your line isn't answered within a certain number of rings.

- The preselected number and the number of rings are determined by your TC
- To change the preselected number or the number of rings, a service order must be issued by your TC to OTM
- This feature is automatically activated any time your telephone is not answered within the preselected number of rings
- The preselected number is usually the same as used for *Call Forward Busy*

**Call Forward Variable** sends all incoming calls to another telephone in the same Centrex system. By programming a number when forwarding your telephone, you choose where your calls will go.

*Call Forward Variable*, when activated, overrides *Call Forward Busy* and *Call Forward Don't Answer*.

To activate *Call Forward Variable*:

1. Listen for dial tone
2. Dial "72" and listen for dial tone
3. Dial the number where you want your calls to ring
4. Announce you've forwarded your telephone and hang up. All calls to your number will now automatically forward to the selected number

To cancel *Call Forward Variable*:

1. Listen for dial tone
2. Dial "73", listen for stutter dial tone and hang up

**Call Waiting Terminating** allows you to hear a tone when you are talking on the telephone and have another incoming call.

If you do **not** have *Call Hold*, to end your present call and answer the second call:

1. Depress flash button
2. Answer call

If you have *Call Hold*, you can transfer or hold your present call and answer the waiting call.

1. Depress switchhook
2. Listen for dial tone
3. Dial the desired number to transfer call; OR,
4. Dial *Call Hold* code "107" to hold present call. Second call will then be on the line
5. Handle second call as you would any other call
6. To return to first call, hang up. Telephone will ring
7. Answer telephone. Begin talking with waiting call

**Call Waiting Originating** will send a call waiting tone to any busy line within your Centrex system even if the other party does not have *Call Waiting*. What happens is:

1. You hear ringing while the person you are calling hears a call waiting tone
2. If the called party hangs up or puts current call on hold, your telephone will be answered by the called party.
3. Begin your conversation

**Call Hold** gives you the ability to put any call in progress on hold. This frees your line so that you can:

- ! Originate another call
- ! Answer another call by using *Call Pickup*
- ! Return to a previously held call

To use *Call Hold*:

1. Depress flash button while your call is in progress
2. Listen for dial tone
3. Dial "107", listen for confirmation tone
5. Lay your handset down (do not hang up)

To return to your call:

1. Hang up handset or hold down flash button
2. Your telephone will ring
3. Answer your telephone and resume your conversation