



Enjoy your new service.

Here's what you'll need to know.

CENTREX PLUS CustoPAK Package DIALING INSTRUCTIONS

Answer Calls

Lift handset

Announce your department name and your name.

Call Hold

To place a call on Hold:

Ask party to wait

Press Switchhook or Flash key

Hear Dial Tone

Dial *80

Confirmation tone is heard.

A steady tone will be heard which will time out after approximately 25 seconds.

To retrieve:

Hang up

Phone will ring; answer

You are connected to held party.

Call Transfer

To transfer call to another number:

Ask party to wait

Press Switchhook or Flash key

Hear Dial Tone

Dial number

When person answers, announce call

Press Switchhook or Flash key to connect

all three parties.

Hang up.

If number is busy or does not answer:

Press Switchhook or Flash key twice

You are reconnected to the caller.

Three Way Conference Calling

To add a third party to an existing call:

Ask party to wait

Press Switchhook or Flash key

Hear Dial Tone

Dial third party's telephone number

When the person answers, press Switchhook or Flash key

All three parties will be connected.

To drop third party:

Press Switchhook or Flash key.

Call Pick Up

To answer a call that is ringing at another telephone in your call pickup group:

Lift handset

Dial *70

You are connected to the call.

If more than one line within the Call Pickup Group is ringing, the one that has been ringing the longest will be answered. All stations within the same Call Pickup Group should be within hearing range.

Call Forwarding (Variable)

To temporarily redirect your incoming calls to another location:

Lift handset

Dial *72

Hear Dial Tone

Dial number to receive your calls
Listen for confirmation tone
(Optional: Announce forwarding of calls)
Hang up
Your calls are forwarded.

If the called number does not answer or is busy, repeat the process a second time. Calls will be forwarded after the process has been repeated the second time.

To cancel:
Lift handset
Dial *73
Hear confirmation tone
Hang Up

Note: Verizon programs Call Forward-Busy Line & Call Forward-No Answer.

Call Waiting (with Call Hold on the line)

If you hear a beep while on a call:
Ask party to wait
Press Switchhook or Flash key, Dial *80
Original call is on hold
You are connected to second call.

To return to the original call:
Press Switchhook or Flash key,
Hear Dial Tone, dial *80 and be automatically connected to the original call.

You may alternate between calls:
Press Switchhook or Flash key
Hear Dial Tone
Dial *80

If the new call hangs up while the original call is on hold, you will be automatically connected to the original call.

Call Waiting (without Call Hold on the line)

If you hear a beep while on a call:
Ask party to wait
Press Switchhook or Flash key to put the first call on hold and answer the second call.
Press Switchhook or Flash key again to go back to the original call.

Cancel Call Waiting

Lift receiver
Hear Dial Tone
Dial *86
Place the call normally.
Feature will automatically cancel at the completion of this call.

During this call only, Call Waiting service is inactive, no Call Waiting tones will interrupt this call.



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Trunk Answer Any Line

Trunk Answer Any Line allows any telephone line to answer the main number when it is ringing.

- Lift receiver from any idle telephone
- Hear Dial Tone
- Dial *71
- Answer the call.

Single Digit Speed Calling

To dial a stored number:

- Lift handset and hear Dial Tone
- Dial the code assigned to the number you want to call. (*0-*9)

To program or change Speed Dial Code

- Lift handset and hear Dial Tone
- Dial *74
- Hear interrupted Dial Tone
- Dial the code by which you want the telephone number to be identified and stored. (*0-*9)
- Dial the telephone number to be stored exactly as it will be dialed.
- Hang up
- Repeat process to encode and store the remaining numbers.

Two Digit Speed Dial

To dial a stored number:

- Lift handset and hear Dial Tone
- Dial the code assigned to the number you wish to call. (*00-*29)

To program or change Speed Dial Code

- Lift handset and hear Dial Tone
- Dial the Speed Dial Single Digit Access Code *75
- Hear interrupted Dial Tone
- Dial the code by which you want the telephone number to be identified and stored. (*00-*29)
- Dial the telephone number to be stored exactly as it will be dialed.
- Hang up
- Repeat process to encode and store the remaining numbers.

Automatic Callback

To activate:

- Lift handset
- Hear Dial Tone
- Press Switchhook or Flash Key once
- Dial *78, hear confirmation tone
- Hang up. Feature is in effect for 30 minutes.

To receive an Automatic Callback Call:

- Continue to place and receive calls
- When your phone rings, you will hear ringing tone.
- You are connected when the called party Answers.

To cancel:

- Lift handset
- Dial *88
- Hear confirmation tone.

Directed Call Pickup with Barge-In

To answer a ringing line:

Lift handset

Hear Dial Tone

Dial *56 or *81

Hear Dial Tone

Dial the number of the telephone to be picked up

If the call has not yet been answered, the call is routed to your line.

If the call has been answered, you may barge into the conversation and create a three way call.

Directed Call Pickup without Barge-In

To answer a ringing line:

Lift handset

Hear Dial Tone

Dial *81

Dial the number of the telephone to be picked up

If the call has not yet been answered, the call is routed to your line.

If the call has been answered, you will receive a busy signal.

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