CENTREX *service*

TDS metrocom

Clearly different.

TABLE OF CONTENTS

This user's guide provides instructions for using Centrex features. A check in the circle next to a feature means that your Centrex line has this feature.

To add new features, call your TDS Metrocom office at 1.800.450.4000 and talk with a Customer Care Advisor.

Features are subject to change.

INTRODUCTION

Centrex offers three feature categories. Each category offers custom features to improve your productivity.

standard features

Automatically activated for each of your lines when you purchase your Centrex system.

selectable standard features

Available for each of your Centrex lines at no additional monthly charge, but must be installed to be used.*

optional features

Available at an additional charge per line and must be installed to be used.*

You may select or change features at any-time. Not all the features available with TDS Metrocom's Centrex service are included in this guide.

If you need assistance selecting or changing features or require additional features not listed, talk with your TDS Metrocom account representative.

Installation charges may apply.

GETTING STARTED

dialing procedures

The following dialing procedures will familiarize you with the use of your Centrex features.

to place a call inside your Centrex group:

1. dial the desired intercom number (usually the last four digits of the phone number)

to place a call outside your Centrex group:

1. for access to an outside line press… 9 and listen for dial tone

2. dial the desired telephone number

special tones

Various tones and ringing patterns may be used to help you use your features properly.

reorder tone– a fast busy signal

It is heard when you use an incorrect procedure to activate, cancel or program a feature. Refer to the correct procedure and try again.

Distinctive Ringing– two short rings

It informs you that a call is ringing from outside your Centrex group. Normal ringing is used for calls from within your Centrex group.

Distinctive Call Waiting tone

These two short beeps heard while the line is in use, inform you that a call from outside your Centrex group is waiting to be answered. A normal Call Waiting tone (one beep) is used for calls from within your Centrex group.

switch hook operation

Many features can only be used by first depressing the switch hook. To do this, depress the switch hook quickly, then release it within a half second.

please note:

- Caution: If you hold the switch hook down too long, your call will be disconnected.

- Some telephone sets have a special button to perform the above function. This button may be labeled "flash," "hookflash," "link" or "tap."

STANDARD FEATURES

3-Way Calling

Up to three people can talk on the phone at the same time with 3-Way Conference Calling.

to set up a 3-Way Conference call:

1. depress the switch hook, then listen for three beeps and a steady dial tone (Present call is placed on hold.)

2. dial the third party's telephone number

3. after you hear ringing or after the third party answers, depress the switch hook for a three-way call

please note:

• You may privately converse with the third party as long as you wish before pressing the switch hook to establish a three-way call.

• If the third party's line is busy or there is no answer, depress the switch hook twice to reconnect the first call.

• After a three-way call is established, you may depress the switch hook to drop the third party at any time.

Call Transfer

Transfer calls to a third party.

to transfer a call:

1. depress the switch hook, then listen for three beeps and a steady dial tone (Present call is placed on hold.)

2. dial the third party's telephone number, wait for ringing, then hang up

-or-

wait for the third party to answer, advise of transfer, then hang up

please note:

• If station is busy or the party does not answer, depress the switch hook twice to reconnect the first call.

• Calls transferred to a long distance number will be charged to your station.

Consultation Hold

While on the phone, temporarily put an existing call on hold and make another phone call. This feature allows you to quickly verify information and reduce costly and time-consuming callbacks.

to use Consultation Hold:

1. put the person you're speaking with on hold by pressing the switch hook

2. press .... `*` `0` `7`

3. listen for dial tone and dial the third person

4. consult with the third person, let the third person hang up

5. press the switch hook to resume original conversation

Intercom

Speak with another person within your Centrex group without incurring local usage charges. You can use the Centrex Intercom in conjunction with your Centrex features (i.e. Call Transfer and 3-Way Calling). The Intercom is associated with the telephone lines and is activated by dialing a pre-assigned number, which are both preprogrammed by TDS Metrocom.

to connect to a person in your Centrex group:

1. pick up the handset and listen for dial tone

2. dial the intercom number

SELECTABLE FEATURES

Call Forward All Calls

Redirect all phone calls to another telephone number.

to forward calls to an intercom number:

1. press .... $*$ 7 2
   and listen for three beeps and a steady dial tone

2. dial the intercom number the calls will be forwarded to– listen for three beeps

3. hang up, or wait for an answer and advise party of Call Forwarding

to forward calls to a number outside your Centrex group:

1. press .... $*$ 7 2

2. listen for three beeps and a steady dial tone

3. press 9
   dial the telephone number to which your calls will be forwarded to

4. hang up, or wait for an answer and advise party of Call Forwarding

• If you receive a busy or no answer, repeat steps 1 and 2 immediately, listen for three beeps– it will automatically activate.

to deactivate Call Forward:

1. press .... $*$ 7 3

2. listen for three beeps and hang up

Call Forward procedures are on the previous page. Follow the Call Forward instructions, but substitute the proper activation/ deactivation codes.

Call Forward Busy Line

Forward your calls to another telephone number when your station is busy.

Activation Code:................. ⟨∗⟩ ⟨9⟩ ⟨0⟩

Deactivation Code: .... ⟨∗⟩ ⟨9⟩ ⟨1⟩

Call Forward Don't Answer

Forward your calls to another telephone number when you do not answer your phone within a predetermined number of rings.

Activation Code:................. ⟨∗⟩ ⟨9⟩ ⟨2⟩

Deactivation Code: .... ⟨∗⟩ ⟨9⟩ ⟨3⟩

please note:

- When Call Forward All Calls is activated, it takes precedence over Busy Line and Don't Answer.

- To change the number to which your calls will be forwarded, you must first cancel Call Forward.

- You may not be able to make changes to these forwarding services.

SELECTABLE FEATURES

Remote Access Call Forward

Turn your Call Forwarding on and off from any location.

to access Remote Call Forward:

1. dial the special access phone number:
   _____ -1005

2. after hearing a recording, enter the telephone number you would like calls to be forwarded from and your assigned security PIN number

to activate Call Forward:

(after completing the above steps):

1. press............................... $*$ 7 2

2. at the tone, dial the telephone number to which calls will be forwarded
   you may first need to press............ 9

3. listen for confirmation tone (you can either hang up or stay on the line), wait for ringing and advise party of Call Forwarding

to deactivate Call Forward:

1. press .... $*$ 7 3

2. listen for confirmation tone and hang up

please note:

- If you receive a busy or no answer when activating this feature, repeat activation steps immediately and listen for three beeps.

Call Hold

Put a call on hold to initiate a second call, or to consult privately with another person.

to put calls on hold:

1. depress the switch hook and listen for a steady dial tone

2. press .... `*` `0` `7`

3. listen for three beeps and a steady dial tone, then place another call

to return to a call on hold:

1. depress the switch hook, listen for three beeps and a steady dial tone

2. press .... `*` `0` `7`

-or-

1. hang up and allow your phone to ring

2. lift the handset and resume conversation

to alternate between calls:

1. depress the switch hook

2. press .... `*` `0` `7`
   (Present call is placed on hold; previous call is reconnected.)

Call Waiting

When you are on the phone, Call Waiting alerts you with a short beep that another call is waiting to be answered.

to end an existing call and answer a waiting call:
1. hang up

2. allow the telephone to ring and answer it

to hold an existing call and answer a waiting call:
1. depress the switch hook

2. if you have Call Hold, press... ⁎ 0 7

to alternate between calls:
1. depress the switch hook

2. if you have Call Hold, press... ⁎ 0 7

Cancel Call waiting

to cancel Call Waiting before making a call:
1. press .... ⁎ 7 0
   and listen for three beeps and a steady dial tone

2. dial the desired telephone number

to cancel Call Waiting during a call:
(3-Way Calling or Call Transfer required)
1. depress the switch hook and listen for three beeps and a steady dial tone

2. press .... ⁎ 7 0
   and listen for three beeps

3. wait for an automatic reconnection to the existing call

Call Pick-Up

Answer another telephone in your Call Pick-Up group.

to Pick Up a call:

1. press .... [*] [0] [9].

2. answer the call at your station

please note:

- If more than one station is ringing, the one that has been ringing the longest will be answered first.

- If the call you attempt to pick up has already been answered, you will receive a fast busy tone.

Directed Call Pick-Up

Selectively answer calls ringing at another telephone from any telephone in your Centrex group.

to Pick-Up a call:

1. press .... [*] [9] [8] and listen for three beeps and a dial tone

2. dial the intercom number of the ringing telephone, then answer

please note:

- If the call you attempt to pick up has been answered, you will receive a fast busy tone.

Speed Call 8

Call preselected telephone numbers quickly by dialing an assigned code.

to set up or change Speed Calling numbers:

1. press .... ✱ 7 4
   and listen for three beeps and a steady dial tone

2. enter the Speed Calling code (2-9)

3. dial the desired telephone number, you may first need to press 9

4. press .... #
   or wait four seconds

5. listen for three beeps and hang up

to use Speed Calling:

1. press .... ✱
   dial the desired Speed Calling code (2-9)
   (The assigned number will be dialed automatically.)

please note:

• Access codes cannot be used for Speed Calling codes.

• If a Speed Calling list is shared by multiple users, only TDS Metrocom can set up or change the codes and phone numbers.

• When programming a Speed Calling number, be sure to include any long distance carrier access codes.

OPTIONAL FEATURES

Automatic Callback

Automatic Callback remembers and dials the last party to call you.

to use Automatic Callback:

1. press ……………………… $*$ 6 9
   and listen for an announcement telling you the phone number of the party who last called you

2. if you wish to return the call,
   press ………………………………… 1

3. listen for ringing and wait for an answer

4. if you do not wish to return the call, hang up

5. if the line is busy:
   – listen for announcement telling you the number is busy and hang up

   – you will hear a short-short-long ring when the line is free

   – your call will automatically be made when you lift the handset

Automatic Callback

to cancel Automatic Callback:

1. press .... ⁎ , 8 9 and listen for dial tone or an announcement

please note:

- There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received.

- If the number you are trying to reach is outside the area served by Automatic Callback, you will hear a recording advising you that the call cannot be made.

- If you hear a Call Waiting tone during a phone call, you can use Automatic Callback to return a call to the Call Waiting number.

Automatic Redial

Automatic Redial allows you to dial a code to have your phone continuously attempt to redial the last number you called.

to use Automatic Redial:

1. hang up, lift the receiver and listen for dial tone
2. press.......................... *) 6) 6)
3. if the line is not busy; listen for ringing and wait for an answer
4. if the line is busy:
   – listen for three beeps or an announcement telling you the number is busy and hang up
   – you will hear a short-short-long ring when the line is free
   – your call will automatically be made when you lift the handset

to cancel Automatic Redial:

1. press .... *) 6) 8)
   and listen for dial tone or an announcement

please note:

- While Automatic Redial is activated, you may still make and receive other calls.
- Automatic Redial will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled.
- If the number you are trying to reach is outside the area served by Automatic Redial, you will hear a recording advising you that the call cannot be made.

OPTIONAL FEATURES

Conference Calling (6-Way)

Up to six people can talk on the phone at the same time, with 6-Way Calling.

to set up a 6-Way Conference:

1. press............................. ∗ 4 1 and listen for three beeps and a steady dial tone

2. dial the number of the first party and wait for an answer

3. depress the switch hook, dial the next party and wait for an answer

4. press............................. ∗ 4 1 to connect yourself and the party(s) you have dialed

5. repeat steps 3 through 4 until you have dialed all parties for the conference call (up to five other parties)

please note:
- To activate 6-Way Calling while on an existing call, depress the switch hook, then follow steps 1 through 5.

- You may privately converse with any party as long as you wish before depressing the switch hook to connect the conference call.

- Called parties can hang up at any time without disconnecting the conference call.

- If you receive a busy signal or dial a wrong number while establishing a conference call, hang up. The conference will ring you back and the last call made will be disconnected.

Call Trace

Automatically request a trace of an obscene, threatening or harassing call. The calling party's phone number will be stored at TDS Metrocom.

to use Call Trace:

1. hang up after receiving the annoying call

2. lift the receiver and listen for the dial tone

3. press .... $*$ 5 7

4. to trace the call, press..................... 1

please note:

• You will not receive the trace record. Upon request from legal authority, TDS Metrocom will forward the record to the local police.

• It is important you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number.

• If a Call Waiting tone is received during a call being traced, tracing will occur on the Call Waiting call rather than the original calling number.

Call Park

"Park" a call against your extension, then use any other telephone within your Centrex system to retrieve the call. The caller will hear a ringing tone until the call is retrieved.

to Park a call:

1. depress the switch hook and listen for a dial tone

2. press.............................. $*$ 5 6
   and listen for three beeps and a dial tone (Call is parked at your extension.)

3. hang up or make another call

to retrieve a Parked Call:

1. press.............................. $*$ 5 8
   and listen for three beeps and a dial tone

2. dial the extension number from which the call has been parked– you will now be connected to the parked call

please note:

• You will not receive incoming calls when you have a call parked on your extension.

• These instructions are specific to Call Park on an analog Centrex line.

• If a parked call is not retrieved within a predetermined amount of time, the person who parked the call will be rung back as a reminder.

• A line cannot have both Call Park and Directed Call Park.

Directed Call Park

"Park" a call on any extension within your Centrex group and then retrieve it at any extension.

to Park a call:
1. depress switch hook
   and listen for a dial tone
2. press .... ⁎⟩ 5⟩ 9⟩
   and listen for three beeps and a dial tone
3. dial intercom number designation where
   the call will be parked
4. hang up or make another call

to retrieve a Parked Call:
1. press .... ⁎⟩ 5⟩ 8⟩
   and listen for three beeps and a dial tone
2. dial the intercom number where the call
   is parked– you will now be connected to
   the parked call.

please note:
- These instructions are specific to Directed
  Call Park on an analog Centrex line.

- If a parked call is not retrieved within a
  predetermined amount of time, the person
  who parked the call will be rung back
  as a reminder.

- A line cannot have both Call Park and
  Directed Call Park.

Do Not Disturb

Prevent incoming calls from ringing at your station. When Do Not Disturb is activated, callers will receive an announcement. Only callers who have your Personal Identification Number (PIN) can override the Do Not Disturb feature and ring your telephone.

to activate Do Not Disturb:

1. press .... ⁎ 7 8

2. listen for three beeps and hang up

to cancel Do Not Disturb:

1. press .... ⁎ 7 9

2. listen for three beeps and hang up

Call Screening

Block unwanted and harassing calls. Calls from numbers on the screening list are automatically rejected. The calling party receives announcement stating,"the call is not accepted by the called party."

to use Call Screening:

1. press.............................. ∗ 6 0
   and listen to the voice instructions

2. select from the following commands:

   repeat....................................... 0

   review the Call Screening list 1

   turn Call Screening on or off........ 3

   add a number to the list .... #

   delete a number from the list ...... ∗

   delete last number you heard
   on the list 0 7

   delete all numbers
   on the list 0 8

   delete private numbers
   from the list 0 9

   add the last incoming number
   to the list .... # 0 1 #

3. after all changes have been made, hang up

OPTIONAL FEATURES

Speed Calling 30

Call preselected telephone numbers quickly by dialing an assigned code.

to set up or change Speed Calling numbers:
1. press .... [*] [7] [5]
   and listen for three beeps and a steady dial tone

2. enter the Speed Calling code (20 - 49)

3. dial the desired telephone number
   you may first need to press .... [9]

4. press .... [#]
   or wait four seconds– listen for three beeps and hang up

to use Speed Calling:
1. press...................................... [*]
   dial the desired Speed Calling code (20-49) (The assigned number will be dialed automatically.)

please note:
- If a Speed Call list is shared by multiple users, only TDS Metrocom can set up or change the codes and phone numbers.

- When programming a Speed Calling number, be sure to include any long distance carrier access codes.

- Access codes cannot be used for Speed Dial codes.

Priority Ringing

Program your telephone line to ring with a special ringing pattern whenever you are called from a select list of phone numbers. If you have Call Waiting, you will hear special call waiting tones.

to use Priority Ringing:

1. press................................ ∗ 6 1

2. select from the following commands:

   repeat the instructions 0

   review the numbers on your list 1

   turn Priority Ringing on/off 3

   add a number to your list .... #

   delete a number from your list ...... ∗

   delete all numbers from list 0 8

please note:

- Call Waiting tones/patterns will vary.

- When called from any number on your list: there is a *short-long-short* ringing pattern or tone.

- When called from any other numbers: there will be a *Normal* ringing or tone.

CENTREX QUICK REFERENCE

3-Way calling
to use: ....flash+ number
....after answer, flash

Call Transfer
to use: ....flash+ number
................................wait for ringing, hang up

Consultation Hold
to use: ....flash+ number

to cancel: ....flash, flash

Call Forwarding
all calls:
to use:.................... `*` `7` `2` + number

to cancel: .... `*` `7` `3`

busy line:
to use: .... `*` `9` `0` + number

to cancel: .... `*` `9` `1`

don't answer:
to use: .... `*` `9` `2` + number

to cancel: .... `*` `9` `3`

Call Hold
to hold or retrieve:....flash + `*` `0` `7`

Call Waiting
to use: ....flash or hang up

using call hold: ......flash + `*` `0` `7`

Cancel Call Waiting

to use before call:.... `*` `7` `0` + number

to use during call:....flash + `*` `7` `0`

Call Pick-Up

to use: ……………………… `*` `0` `9`

Directed Call Pick-Up

to use: ………….. `*` `9` `8` + intercom

Automatic Redial

to use: .... `*` `6` `6`

to cancel: .... `*` `6` `8`

Speed Calling

to use: .... `*` + code (2-9 or 20-49)

6-Way Conference

to use: .... `*` `4` `1` + first number

to call additional parties:................................flash + number

to add a party to the conference:............... `*` `4` `1`

Do Not Disturb

to use: .... `*` `7` `8`

to cancel: .... `*` `7` `9`