

Centrex Features Chart

Union Grove

Feature	Basic Feature		Dialing Instructions
Internal Calling	Yes		Lift handset...hear dialtone...dial 4 digit extension number
External Calling	Yes		Lift handset...hear dialtone...dial outside access code...hear dialtone...dial number
Automatic Call Back (To call a busy Centrex number automatically)	Yes	To Activate	If a station is busy...depress switch hook, flash or link key...hear dialtone...dial 151...wait for confirmation tone...hang up. When busy line is free, you will be called back
		To Cancel	Lift handset...hear dialtone...dial 152...wait for confirmation tone...hang up
Call Transfer	Yes	To Activate	depress switch hook, flash or link key(first call is placed on temporary hold)...hear special tone...dial number(1)...announce call in privacy...hang up
3 Way Calling (To add a third party to an existing call)	Yes		depress switch hook, flash or link key(first call is placed on temporary hold)...hear special tone...dial number(1)...announce conference...depress switch hook, flash or link key again...begin conversation
Consultation Hold (To talk privately with a third party)	Yes		depress switch hook, flash or link key(first call is placed on temporary hold)...hear special tone...dial number(1)...converse...when conversation is complete and third party hangs up, original call is reconnected
Call Hold (To place a call on hold)	No	To Activate	Ask caller to hold...depress switch hook, flash or link key...hear special tone...dial 11... hear confirmation tone followed by dialtone...leave handset off hook to keep call on hold...OR...dial another number
		To Reconnect	Hang up...when phone rings...lift handset and resume conversation
Call Pickup (To answer a ringing phone in your group)	No	To pick up from an idle telephone	Lift handset...hear dial tone...dial 12...the incoming call is now connected to your line...begin conversation
Directed Call Pickup (To answer any ringing phone that allows call pickup)	No	To pick up from an idle telephone	Lift handset...hear dial tone...dial 14...dial the number of the ringing telephone...the incoming call is now connected to your line...begin conversation
Call Forward Variable (To have all incoming calls ring at a different number)	Yes	To Activate	Lift handset...hear dial tone...dial 17...hear special dial tone...dial extension number to which calls will be forwarded...hear confirmation tone followed by ringing or busy...if number answers...announce that you are forwarding your calls...if no answer or busy...hang up...calls will be forwarded (2) ISDN: Press CFV button...lamp will remain lit while forwarded. If no CFV button use 17
		To Cancel	Lift handset...hear dial tone...dial 18...wait for confirmation tone...hang up ISDN: Press CFV button...lamp will not be lit. If no CFV button use 18
		To Change ISDN Call Forward Feature Button	Lift handset...dial *84...hear dial tone...dial extension number to which calls are to be forwarded. Hear confirmation tone, hang up

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Call Forward Don't Answer (Forward all calls to a pre-selected number when your line is not answered after a specified number of rings)		To activate:	This feature is predefined...no access code required to activate this feature ISDN: Press CFD button...lamp will remain lit while forwarded
		To Cancel (ISDN)	ISDN: Press CFD button...lamp will not be lit
		To Change (ISDN)	ISDN: Lift handset...dial *80...hear dial tone...dial extension number to which calls are to be forwarded. Hear confirmation tone, hang up
		To change number of rings (ISDN)	ISDN: Lift handset...dial *83...hear dial tone...press button 2-6 to indicate the number of rings before transfer. Hear confirmation tone, hang up
Call Forward Busy (Forwards all calls to a pre-selected number when your line is busy)		To activate:	This feature is predefined...no access code required to activate this feature ISDN: Press CFB button...lamp will remain lit while forwarded.
		To cancel (ISDN)	ISDN: Press CFB button...lamp will not be lit
		To change (ISDN):	ISDN: Lift handset...dial *87...hear dial tone...dial extension number to which calls are to be forwarded. Hear confirmation tone, hang up
Call Waiting (Signals you that another call is waiting on your line)		To Respond	When call waiting tone is heard...depress switch hook, flash or link key (first call is placed on temporary hold)...second call is now on the line...begin conversation. To return to first call or alternate between calls...depress switch hook, flash or link key once...caller will be on the line
		To cancel for one call	Dial 10...hear special dial tone...dial desired number
6 Number Speed Dial (To dial an abbreviated code to reach frequently called numbers)	Yes	To Program or Change	Lift handset...hear dial tone...dial 16...hear second dial tone...dial the 1 digit code (2-7)...dial the number you wish to store...listen for steady dial tone...hang up...the number is now stored
		To Use	Lift handset...hear dial tone...dial the 1 digit code (2-7)...Press # (touch tone) or wait for ringing (rotary)
Expanded Speed Call List (30 number speed call list and 80 number speed call lists, see note 3 below)		To Program or Change	Lift handset...hear dial tone...dial 19...hear second dial tone...dial the speed calling code (3) to be changed...dial the number you wish to store...listen for steady dial tone...hang up...the number is now stored
		To Use	Lift handset...hear dial tone...dial the 2 digit code(3)...Press # (touch tone) or wait for ringing (rotary)
6 Way Conference (A call consisting of 3 to 6 parties)	Not Available	To Activate	Lift handset...hear dial tone...dial the conference code ...listen for steady dial tone...dial number of first party...party is automatically connected upon answering. To add next conferee...depress switch hook, flash or link key...hear special dial tone...dial number...announce conference...depress switch hook, flash or link key...begin conversation. Repeat the procedure for each conferee to be added...(if called number is busy or does not answer, hang up...when telephone rings, lift handset and resume conversation with existing conferees) ISDN: The conference code is if you have an ISDN set without a 6 port conversation button.

Note 1: If third party doesn't answer or line is busy, depress switch hook, flash or link key twice to be reconnected to original party and eliminate busy or ringing signal

Note 2: Repeat procedure within 2 minutes when forwarding line is busy or not answered, or forwarding line is outside Centrex. If forwarding line is outside Centrex you must press 9

Note 3: Speed calling codes for 30 number lists are 20-49. Codes for 80 number lists are #20-#99