

CENTREX

USER GUIDE

SINGLE LINE REGULAR TELEPHONE SETS

M9417
M9316
M9216
M9009
M8009

☐ CALLING AN OUTSIDE NUMBER

- **Local Calls** – Dial outside access code (if applicable) + 10 digit telephone number (area code + 7-digit number).
- **Long Distance** – Dial outside access code (if applicable) + 1 + 10 digit telephone number.

☐ CALL DISPLAY BLOCKING

Display Blocking prevents your name and phone number from appearing on a display screen on a per-call basis. “Private Name/Number” or “Unknown Name/Number” will be displayed instead of your phone number and name.

To Activate

- Dial *967 before dialing outside access code + 10 digit number.

☐ TRANSFER

Lets you transfer an active call to another party.

- Call on line.
- Press **LINK** key.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial internal or external number (see note 1).
- Announce the call.
- Hang up or press **RELEASE**.

☐ CONFERENCE

Lets you establish a call with 2 internal and/or external parties.

- First party on line.
- Press **LINK** key.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial second number (see note 1).
- Announce conference.
- Press **LINK** to join all parties.

☐ CONSULT PRIVATELY

While active on one call, you can call another party, talk privately, and then return to the original party.

- Call on line.
- Press **LINK** key.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial second number (see note 1).
- Consult privately.

- When second caller hangs up, you are automatically reconnected to the original party.

NOTE 1: If no answer, busy or misdialed, press the **LINK** key twice to clear the tone and return to original party.

☐ CALL FORWARD NO ANSWER – PREASSIGNED

If you do not answer your telephone within a specified time, the call will forward to a predetermined destination. Applicable to internal and/or external calls. This is programmed by MTS.

☐ CALL FORWARD BUSY – PREASSIGNED

If your phone is busy, incoming calls will forward to a predetermined destination. Applicable to internal and/or external calls. This is programmed by MTS.

☐ CALL FORWARD

Lets you re-route your calls to another internal or external telephone number. Call Forward will override any Preassigned Call Forward No Answer and/or Busy that is programmed on your set. If you receive a call while Call Forward is activated, your phone will ring a short ring to alert you that Call Forward is active on your set. If you hear a fast busy while trying to activate Call Forward, it means you already have an active Call Forward destination programmed. You must cancel the active destination before establishing a new Call Forward destination.

To Activate Call Forward

- Lift handset.
- Dial Call Forward Activate access code *70.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial number (either internal extension number or external access code + 10 digit number).
- Listen for confirmation tone (4 quick beeps followed by a fast busy tone).
- Hang up.
- Your phone is available for placing outbound calls if desired.

To Cancel Call Forward

- Lift handset.

- Dial Call Forward Cancel access code *71.
- Listen for confirmation tone (4 quick beeps followed by fast busy).
- Hang up.

To Verify Call Forward

- Call your own number and it will ring the number designated.

□ CALL HOLD

Lets you put an active call on “hold”. Your line will appear busy to other callers. Held party hears music if your company subscribes to it.

To Hold a Call

- Call on line.
- Press **LINK** key.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial Call Hold access code *76.
- Listen for confirmation tone (4 quick beeps).
- Hang up (see note 2).

OR

- Call on line.
- Press **HOLD** key.
- Hang up (see note 3).

To Retrieve a Held Call

- Lift handset.

NOTE 2: At a predetermined interval, your phone will ring once to remind you of the held call.

NOTE 3: Music will only be provided if you use the *76 method, not if you use the **HOLD** key on your set.

□ CALL PARK

Lets you “park” a call against your extension number. Unlike **HOLD** where your line is still busy, Call Park frees up your line to receive or place other calls. The parked call can be retrieved from any telephone that has the Call Park feature. If a parked call is not retrieved within a specified time, the call will re-ring your phone.

- Call on line.
- Press **LINK** key.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial Call Park access code *74.

- Listen for confirmation tone (2 quick beeps followed by silence).
- Hang up.

□ DIRECTED CALL PARK

Lets you “park” a call against any extension number.

- Call on line.
- Press **LINK** key.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial Directed Call Park access code *89.
- Listen for confirmation tone (2 quick beeps followed by silence).
- Dial the extension number that you want to park the call against.
- Hang up.

□ CALL PARK RETRIEVAL

A parked call can be retrieved from any telephone that has the Call Park or Directed Call Park feature.

- Lift handset.
- Dial Call Park Retrieve access code *75.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial the extension number that the call is parked against.
- Announce yourself.

□ CALL PICKUP

Lets you answer other ringing telephones in your Call Pickup Group. If you are using your telephone, you must terminate, transfer, or park your call before you can use Call Pickup.

- Lift handset.
- Dial Call Pickup access code *73.
- Announce yourself.

□ DIRECTED CALL PICKUP

Lets you answer any ringing telephone in your company. If you are using your telephone, you must terminate, transfer, or park your call before you can use Directed Call Pickup.

- Lift handset.
- Dial Directed Call Pickup access code *79.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial extension number of telephone to be answered.
- Announce yourself.

□ CALL WAITING

While talking on a call, a tone through your handset (one beep repeated once in 10 seconds) advises you that a call is waiting. If you do not answer the waiting call within a specified time **and** your set is programmed with Preassigned Call Forward No Answer, the call may forward there providing your company has subscribed to this option.

- Hang up handset, telephone rings, answer waiting call.

OR

- Press **RLS** key, answer waiting call.

OR

- Press **LINK** key. Original call is automatically on hold.
- Second party is on line.
- Press **LINK** key to return to original party.
- You may flip-flop between calls as often as you wish by pressing the **LINK** key.

□ CAMP-ON

While talking on a call, one beep tone heard through your handset notifies you that another call is waiting for you from the Main Answering position. If you do not answer a camped-on call within a specified time, it will return to the originating station.

- Follow same procedure as **Call Waiting**.

□ GROUP INTERCOM

Lets you call another party within your intercom group by dialing a 1- or 2- digit code.

- Lift handset.
- Dial # plus the 1- or 2- digit code plus #.

□ LAST NUMBER REDIAL

Lets you dial the last number you manually dialed from your phone.

- Lift handset.
- Dial # key twice.

□ MESSAGE WAITING

When a caller leaves a message in your mailbox your message indicator will be lit. If you do not have a message indicator you will hear a stutter dial tone.

- Lift handset.
- Dial MessageManager™ number (access code + 10 digit number).

□ SPEED CALL

SPEED CALL-8 or -10

Lets you personally pre-program and store 8 or 10 frequently called telephone numbers on your phone. Each phone number is assigned a 1-digit code (0-7 or 0-9). By dialing the 1-digit code, the phone number is dialed for you. Speed Call-8 and -10 cannot be shared.

SPEED CALL-30 or -50 or -70

Allows for the pre-programing, storing and sharing of 30 or 50 or 70 frequently called telephone numbers. Each phone number is assigned a 2-digit code (00-29 or 00-49 or 00-69). By dialing the code, the number is dialed for you. Speed Call-30 or -50 or -70 lists can be shared. If shared, only 1 phone is designated as a controller and only the controller can pre-program the phone numbers. Other phones are programmed with access to use the Speed Call-30 or -50 or -70 list.

To Program a Speed Call Number

- Lift handset.
- Dial Speed Call Program access code:
 - *77 for Speed Call-8 or -10
 - *78 for Speed Call-30 or -50 or -70
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial the 1- or 2-digit code + outside access code + 10-digit phone number followed by the # key.
- Listen for confirmation tone (4 quick beeps followed by fast busy).
- Hang up.
- Repeat procedure for each phone number to be added or changed.

To Delete a Speed Call Number

- Lift handset.
- Dial Speed Call Program access code:
 - *77 for Speed Call-8 or -10
 - *78 for Speed Call-30 or -50 or -70
- Dial the assigned 1- or 2-digit code followed by the # key.
- Hang up.

To Use Speed Call

- Lift handset.
- Dial * key plus 1- or 2-digit code + # key.

ACCESS CODES

Call Display Blocking	*967
Call Forward	<ul style="list-style-type: none">• Activate *70• Cancel *71
Call Hold	*76
Call Park	*74
Directed Call Park	*89
Call Park Retrieval	*75
Call Pickup	*73
Directed Call Pickup	*79
Group Intercom	# + Code + #
Last Number Redial	# #
Speed Call -8 or -10 number	<ul style="list-style-type: none">• Program *77• Use * + Code + #
Speed Call -30 or -50 or -70	<ul style="list-style-type: none">• Program *78• Use * + Code + #

If you have an M9000 series or M8009 set, your memory keys may be programmed as a LINK key + a feature access code.

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