

Centrex Dialing Instructions

State CENTREX service allows state employees to call within a local CENTREX at no charge. Also many of Ohio's metropolitan are CENTREX location have been connected together to allow 5-digit dialing between cities at a greatly reduced rate.

Local Centrex Calls

State CENTREX users can call state offices in other cities by dialing the last digit of the prefix 5, 6, 4, 8, or 2 , and the last four digits of the number you wish to call.

Centrex to Centrex Calls

State CENTREX users can call State offices in other cities by dialing the last digit of the prefix, and the last four digits of the number for all prefixes listed below.

Akron	Area Code 330	Prefix 643			
Canton	Area Code 330	Prefix 438	493	497	471
Cleveland	Area Code 216	Prefix 787	795		
Cincinnati	Area Code 513	Prefix 852			
Columbus	Area Code 614	Prefix 466	644	728	752 995
Dayton	Area Code 937	Prefix 245			
Toledo	Area Code 419	Prefix 245	327		
Youngstown	Area Code 330	Prefix 797			

Off Centrex Local Calls

CENTREX users can reach local off CENTREX numbers by dialing 9 and the 7 digit number.

Off Centrex Long Distance Calls

CENTREX users can reach off CENTREX numbers by dialing 9, then 1, the area code and the seven digit telephone number.

ANALOG CENTREX FEATURES

THREE-WAY CONFERENCE

3WC/CXR

CALL TRANSFER

CONSULTATION HOLD

General Description:

This feature is a combination of the three-way conference feature and the call transfer feature. It is the ability to transfer all incoming and outgoing calls as required. The first and second legs of the call can be INTERGROUP or INTRAGROUP.

Feature Activation-Call Transfer:

What to do Response

User is on an established call

1. Depress the switchhook Transfer dial tone
2. Dial the new number Ringback tone
3. Replace the handset

Feature Activation-Three-Way Conference:

What to do Response

User is on an established call

1. Depress the switchhook Transfer dial tone
2. Dial the third party's Ringback tone

telephone number Third party answers
3. Depress the switchhook Three parties connected

Feature Activation-Consultation Hold:
What to do Response
User is on an established call
1. Depress the switchhook Transfer dial tone
2. Dial the third party,
Third Party Answers Ringback tone
3. Depress the switchhook You and the original
twice converse

LAST NUMBER REDIAL

LNR

General Description

Last number redial allows a station user to redial the last called number by depressing one key rather than the entire number.

Feature Activation-Last Number Redial:
What to do Response
1. Go off hook Dial tone
2. Depress the # key twice Call in progress

CALL HOLD

CHD

General Description:

Call hold allows the user to hold one call for any length of time provided neither party goes on-hook.

Feature Activation-Call Hold:
When you are in a normal conversation with a party.
What you do Response
1. Flash the switchhook Transfer dial tone
2. Dial the Call Hold Code 118 Confirmation tone
3. Leave handset off hook, or
4. Dial a new telephone number

To retrieve a call previously put on Call Hold:
1. Flash the switchhook You are reconnected dial Call Hold feature to your held party or hang up handset

CALL PARK

PRK

General Description:

The Call Park feature allows a station to park one call against its own directory number. The parked call can be retrieved from any station. Once a call is parked against a directory number, the user is free to make or receive calls on that directory number.

Feature Activation-Call Park:
What to do Response
To activate:
1. Press the switchhook. Transfer dial tone
2. Dial the Call Park Confirmation tone Activation Code 115
3. Replace the handset

To retrieve the parked call:
1. Go off-hook and dial the Call Park Retrieval Code 116
2. Dial the extension number Reconnected to party the call is parked against

CALL FORWARD UNIVERSAL

CFU

General Description:

Call Forwarding allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. This "forwarded to" number can be in the CENTREX group or off the CENTREX.

Feature Activation-Call Forward Universal:
What to do Response
To activate:

1. Dial the CFU code 106 Transfer dial tone
 2. Dial the number which Wait for party to answer calls are to be forwarded
 3. Inform party that your calls will be forwarded to them
 4. Go on-hook
- *In case party doesn't answer or is busy, repeat steps 1 & 2 Confirmation tone

To deactivate:

1. Dial the CFU code 107 Confirmation tone
2. Go on-hook

CALL PICKUP CPU

General Description:

Call Pickup allows a station user to answer incoming calls at another station within the preset pickup group by dialing a Feature Activation Code. There is no limit on the number of members allowed in a pickup group; however a station cannot be a member of more than one call pickup group.

Feature Activation-Call Pickup:

What to do Response

1. Ringing of another phone
2. Go off-hook Dial tone
3. Dial Pickup code 119 Converse

DIRECTED CALL PICK-UP DCPU(not invasive)

General Description:

The Directed Call Pickup feature permits a station user to answer a call which is ringing on any other station in the same CENTREX.

Feature Activation-Directed Call Pick-Up:

What to do Response

1. Ringing of another phone
2. Go off-hook Dial tone
3. Dial the DCPU access Transfer dial tone code 108
4. Dial the extension number Converse with you want to pick up your party

RING AGAIN RAG

General Description:

A station user encountering a busy station number can choose to be notified when the busy station becomes idle and automatically reaccess that same station by using the Ring Again feature.

Feature Activation-Ring Again:

What to do Response

To activate:

1. Go off-hook Dial tone
2. Dial the extension number Busy tone
3. Flash switchhook Transfer dial tone
4. Dial RAG access Confirmation code 113 tone
5. Go on-hook
6. Your telephone rings
7. Go off-hook Ringback
8. Called party answers Converse

To deactivate:

1. Go off-hook Dial tone
2. Dial RAG cancel Confirmation code 114 tone
3. Go on-hook

SPEED CALL 30

SCL

General Description:

This feature allows you to program up to 30 telephone numbers so that they can be dialed automatically simply by dialing a two digit code.

Feature Activation-Speed Call 30:

Programming a number:

What to do: Response:

1. Lift the handset Dial tone
2. Dial the speed call Special dial tone programming code 105
3. Dial the double-digit (00-29) code by which the number is stored and identified
4. Dial the number to be stored
5. Press # Confirmation tone
6. Replace handset
7. Repeat steps 1-6 to store the rest of the numbers

Using a number:

What to do: Response:

1. Lift the handset Dial tone
2. Dial * and the two digit code (00-29)

Notes:

1. You can change one or more numbers in the speed calling list by simply programming the new number over an existing number.
2. To erase a stored number, repeat the entire procedure but enter # in Step 4.
3. The maximum number of digits you are allowed to program in each entry is 24.

CALL FORWARDING DON'T ANSWER PROGRAMMABLE

General Description:

This feature allows a customer to have incoming calls forwarded after three rings to a predetermined number.

Feature Activation-Call Forwarding Programmable:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 137 Stutter dial tone
3. Dial 5 "digit forward to" Hear ringing number
4. Notify user that calls are being forwarded to them

Feature Deactivation-Call Forwarding Programmable:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 138 Stutter dial tone

CALL FORWARDING BUSY PROGRAMMABLE

General Description:

This feature allows a customer to have incoming calls forwarded on a busy signal to a predetermined number.

Feature Activation-Call Forwarding Programmable:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 135 Stutter dial tone
3. Dial 5 digit forward to Hear ringing number
4. Notify user that calls are being forwarded to them on busy condition

Feature Deactivation-Call Forwarding Programmable:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 136 Stutter dial tone

DIGITAL CENTREX FEATURES

THREE-WAY CONFERENCE

3WC/CXR

CALL TRANSFER CONSULTATION HOLD

General Description:

This feature is a combination of the three-way conference feature and the call transfer feature. It is the ability to transfer all incoming and outgoing calls as required. The first and second legs of the call can be INTERGROUP or INTRAGROUP.

Feature Activation-Call Transfer:

What to do Response

User is on an established call.

1. Depress Transfer key LCD diamond flashes
2. Dial the new number Dial tone and ringing
3. Depress Transfer key Ringing and call are on line with user
4. Depress Release key

Feature Activation-Three Way Conference:

What to do Response

User is on an established call.

1. Depress Transfer key LCD diamond flashes
2. Dial the third party's Dial tone and ringing, telephone number Third party answers
3. Depress Transfer key All three parties are connected

Feature Activation-Consultation Hold:

What to do Response

User is on an established call.

1. Depress Transfer key LCD diamond flashes
2. Dial the third party's Dial tone and ringing, telephone number third party answers
3. Converse with third party

LAST NUMBER REDIAL LNR

General Description:

Last number redial allows a station user to redial the last called number by depressing one key rather than the entire number.

Feature Activation-Last Number Redial:

What to do Response

1. Go off hook Dial tone
2. Depress the # key twice Call in progress

CALL PARK PRK

General Description:

The Call Park feature allows a station user to park one call against its own directory number. The parked call can be retrieved from any station. Once a call is parked against a directory number, the user is free to make or receive calls on that directory number.

Feature Activation-Call Park:

To activate:

What to do Response:

1. Depress Call Park key LCD diamond appears
2. Replace the handset

To retrieve the parked call:

1. Go off hook of any station with call park
2. Depress Call Park key and Resume conversation dial Centrex station on which the call is parked

CALL FORWARDING DON'T ANSWER PROGRAMMABLE

General Description:

This feature allows a customer to have incoming calls forwarded after three rings to a predetermined number.

Feature Activation

Call Forwarding Don't Answer Programmable:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 137 Stutter dial tone
3. Dial 5 digit "forward to" Hear ringing number
4. Notify user that calls are being forwarded to them

Feature Deactivation

Call Forwarding Don't Answer Programmable:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 138 Stutter dial tone

CALL FORWARDING BUSY PROGRAMMABLE

General Description:

This feature allows a customer to have incoming calls forwarded on a busy signal to a predetermined number

Feature Activation-Call Forwarding Programmable:

What to do: Response:

To activate

1. Lift the handset Dial tone
2. Dial 135 Stutter dial tone
3. Dial 5 digit "forward to" Hear ringing number
4. Notify user that calls are being forwarded to them on a busy condition

To Deactivate:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 136 Stutter dial tone

CALL PICKUP

CPU

General Description:

Call Pickup allows a station to answer incoming calls to another station within the preset pickup group by dialing a feature activation code. There is no limit on the number of members allowed in a pickup group; however a station cannot be a member of more than one call pickup group.

Feature Activation-Call Pickup:

What to do: Response:

1. Ringing of another phone
2. Go off-hook Dial tone
3. Depress Call Pickup key Converse

If a digital line has Call Pickup, but not on a key

1. Ringing of another phone
2. Go off-hook Dial tone
3. Dial 119 Converse

CALL FORWARD UNIVERSAL

CFU

General Description:

Call Forwarding allows a user to have incoming calls to a station automatically forwarded to a predetermined telephone number.

Feature Activation-Call Forward Universal:

What to do Response

1. Depress Call Forward key LCD diamond flashes
2. Dial the number to which calls are to be forwarded
3. Depress Call Forward key LCD diamond is solid

To deactivate:

1. Depress Call Forward key LCD diamond disappears

NOTE: The Centrex remembers the last "forwarded to" number. To forward to the same number, depress Call Forward key twice.

RING AGAIN

RAG

General Description:

A station user encountering a busy station number can choose to be notified when the busy station becomes idle and automatically reaccess that same station by using the Ring Again feature.

Feature Activation-Ring Again:

What to do Response

1. Go off-hook Dial tone
2. Dial 5 digit number Busy tone
3. Depress Ring Again key LCD appears solid

When called party becomes idle:

1. Ring Again Key flashes Telephone rings
2. Go off-hook Dial tone
3. Depress Ring Again key Ringback
4. Called party answers

To deactivate:

1. Depress Ring Again key LCD disappears

SPEED CALL 30

SCL

General Description:

This feature allows you to program up to 30 telephone numbers so that they can be dialed automatically, simply by dialing a two-digit code.

Feature Activation-Speed Call 30:

What to do: Response:

1. Lift the handset Dial tone
2. Dial 105 Stutter dial tone
3. Dial the 2 digit (00-29) code by which the number is stored and identified
4. Dial the 5 digit number to be stored
5. Press # Confirmation tone
6. Replace handset
7. Repeat steps 1-6 to store the rest of the numbers

To access a stored number:

1. Lift the handset Dial tone
2. Dial * and the two digit code (00-29)

Notes:

1. You can change one or more numbers in the speed calling list by simply programming the new number over an existing number.
2. To erase a stored number, repeat the entire procedure but enter # in Step 4.
3. The maximum number of digits you are allowed to program in each entry is 24.

GROUP INTERCOM

GIC

General Description:

This feature provides intragroup communications without tying up Centrex lines. The intercom can not interact with Centrex lines, though it sounds like a normal line.

What to do: Response:

1. Lift the handset Dial tone
2. Depress the GIC key Dial tone
3. Dial the intercom number of the person you wish to contact

To answer a group intercom call:

1. Telephone rings
2. Pick up handset and speak

MESSAGE WAITING

MWT

General Description:

This feature provides an indication that another user has a message for you. Message Waiting allows for quick connection to another user or to the State's Voice Mail system.

What to do: Response:

1. Lift the handset Dial tone
2. Dial 5 digit number Ringback or busy
3. Depress Transfer key Stutter dial tone
4. Dial 140 Stutter dial tone

To deactivate:

1. Lift the handset Dial tone
2. Dial 143 Stutter dial tone
3. Dial the 5 digit number of the activated user

To retrieve message waiting:

1. Message Waiting LCD is activated
2. Lift the handset Dial tone
3. Depress Message Waiting Ring and answer

DISPLAY FEATURES

General Description:

A digital set is equipped with the optional 32-character LCD display which provides the user with visual feedback concerning the called number during call setup and operation.

What to do: Response:

1. Lift the handset Dial tone Display is clear.
2. Begin dialing Digits dialed appear from left to right. If more than 16 digits are dialed, the digits begin to appear on the top line.

For incoming calls:

1. Telephone rings
2. Go off-hook Incoming call info is displayed