

User Guide

Verizon CentraNet® Service

EASY STEPS TO GET YOU STARTED.



**Thank You
for Selecting
Verizon
CentraNet® Service**

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x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5
switches

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x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5
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Tips To Remember

- ▶ “Hookswitch/Flash/Link”: Use the telephone unit’s Hookswitch button, Flash button, or Link button.
- ▶ “Lift handset”: Lift the handset from the telephone cradle or use the telephone’s speakerphone.
- ▶ Not all features are available in all areas.

**IF YOU HAVE QUESTIONS ABOUT YOUR CENTRANET SERVICE,
CALL THE VERIZON HELP DESK.**

TOLL-FREE: 1 (800) 483-2000

MONDAY - FRIDAY, 5 AM - 7 PM PST

SATURDAY, 7 AM - 4 PM PST

SUNDAY: CLOSED

System Tones

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

SYSTEM TONE	WHICH MEANS
Call Waiting Tone A brief burst of tone interrupting phone conversation	You have a call waiting on your line.
Confirmation Tone Two bursts of tone after requesting a feature	Confirmation that you accessed a system feature.
Error Tone Rapid busy signal or announcement	You entered an unavailable feature, incorrect access code, or non-existent station number; the call cannot be completed.
Flash Tone Three bursts of tone followed by dial tone after the Hookswitch has been depressed for one second	You accessed the system and can now enter a number or access code.
Break-in Tone Burst of tone repeated	Another party entered your telephone conversation.

Distinctive Ringing

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Program CentraNet to provide specialized ringing for different types of calls on your telephone.

RING PATTERN	WHICH MEANS
Single Ring (Internal Call)	Indicates a call from another station in your CentraNet system.
x DMS 100 x GTD-5 NOTE: MultiLocation CentraNet internal calls from stations served out of a different telephone company central office will ring as a double ring (external call).	
Double Ring	Indicates a call (External Call) from outside of your CentraNet system.
Triple Ring (System Call)	Indicates a call from the CentraNet system due to a feature selection (i.e., Station Camp-On).

Placing Calls

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Place calls to internal CentraNet system stations and to the external public telephone network.

INTERNAL CENTRANET CALLS

- ▶ Lift handset.
- ▶ Key in last ____ digits of the dialed station or intercom number.
(Last four digits of the dialed number is standard; other digit configurations may be required.)
- ▶ Wait for party to answer.

EXTERNAL CALLS

- ▶ Lift handset.
- ▶ Key in outside access code:
Local Lines **9**
(“9” is standard but any other digit can be used, except “0” or “1” for outside access as arranged by Verizon Customer Service.)
Other _____
- ▶ Key in destination number. (Wait for party to answer.)

AUTOMATIC LINE (OPTIONAL)

Automatically dials a predetermined number when you lift the handset.

- ▶ Lift handset. (Wait for call to process.)

911 EMERGENCY CALLS

- ▶ Dial outside access code. (“9” is standard but, any other digit can be used, except “0” or “1” for outside access as arranged by Verizon Customer Service.)
- ▶ Key in: **9 1 1**.

Transferring Calls

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Transfer a call to another station or an outside number.

TRANSFER TO A STATION

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in destination station number.
- ▶ Announce the call privately, as needed.
- ▶ Hang up. (*The call is automatically transferred.*)

TRANSFER TO AN OUTSIDE LINE

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in access code and destination phone number.
- ▶ Announce the call privately, as needed.
- ▶ Hang up. (*The call is automatically transferred.*)

NOTE: When Three-Way Conference is used in conjunction with Call Transfer and includes long distance, you will be billed the applicable long distance charges for the call(s) you make. If you hang up and a long distance call was involved, you will be billed the applicable long distance charges for the portion of the call you made until the other two parties hang up.

TRANSFER OVER A TIE LINE

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in the Tie Line Code.
- ▶ Key in the destination number.
- ▶ Announce the call privately, as needed.
- ▶ Hang up. (*The call is automatically transferred.*)

NOTE: If you encounter a busy signal, no answer, or you make an error in dialing, Hookswitch/Flash/Link **TWICE** to reconnect to the original party.

Call On Hold

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

CALL HOLD

Place an existing call on hold.

To place a call on hold:

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 0 1**.
- ▶ Call is on hold. Place handset beside the telephone. Do not hang up.

To take the call off hold:

- ▶ Hookswitch/Flash/Link.
 - ▶ Key in: *** 0 1**. (*Talk to the party that was on hold.*)
- OR -
- ▶ Hang up. (*Your phone will ring.*)
 - ▶ Lift handset. (*Talk to the party that was on hold.*)

Call On Hold

Continued

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

CONSULTATION HOLD

Place an existing call on hold and initiate another call. You may have a private conversation with a third party and/or complete a three-way conversation.

To place a call on hold:

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in destination phone number of the third party. (*Wait for the party to answer. If you encounter a busy signal, no answer, or you make an error in dialing, Hookswitch/Flash/ Link TWICE to connect to original party.*)
- ▶ When your party answers, you may consult privately before connecting to the party on hold.

To return to the original caller:

- ▶ Allow the consulted party to hang up.
- ▶ Hookswitch/Flash/Link twice. (*If the Hookswitch/Flash/Link is depressed once, a three-way conference call will be established.*)

Call On Hold

Continued

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

CALL HOLD WITH ALTERNATION

Place an existing call on hold and initiate another call.

NOTE: Only one call can be placed on hold at a time.

To place a call on hold:

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 0 1**. (*Listen for confirmation tone followed by dial tone.*)
- ▶ Key in destination phone number of the third party. (*Wait for the party to answer. If you encounter a busy signal, no answer, or you make an error in dialing, Hookswitch/Flash/ Link TWICE to connect to original party.*)
- ▶ When your party answers, you may consult privately.

To alternate between parties:

- ▶ Hookswitch/Flash/Link. (*Listen for confirmation tone.*)
- ▶ Key in: *** 0 1**.

NOTE: Three-way conversation cannot be established.

To end alternation:

- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 0 1**.
- ▶ Talk with remaining party.

- OR -

- ▶ Hang up.
- ▶ Phone will ring with held party.

Call Park

x 5ESS x DCO x DMS 10 x DMS 100

"Park" a call on the station you are using and retrieve the call from any station.

To activate:

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 1 1**. (*Listen for flash tone.*)
- ▶ Hang-up.

DIRECTED CALL PARK

"Park" a call on any station and retrieve the call from any station.

To activate:

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 1 4**. (*Listen for flash tone.*)
- ▶ Key in the station number of the station where you wish the call to be parked. (*Listen for confirmation tone.*)
- ▶ Hang-up.

To retrieve a call at another station:

- ▶ Lift handset.
- ▶ Key in: *** 1 2**. (*Listen for flash tone.*)
- ▶ Key in the telephone number of the station where the call is parked.
- ▶ Talk to party that was parked.

NOTE: If parked call is not retrieved, parking station will be recalled when idle.

NOTE: Not available in all areas.

Call Park

Continued

x GTD-5

MULTIPLE CALL PARK

"Park" multiple calls on any station, then retrieve them from any station in the CentraNet group.

NOTE: Calls are retrieved in the order in which they are parked.

To activate:

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 1 4**. (*Listen for flash tone.*)
- ▶ Key in the telephone number of the station where the call is to be parked.
- ▶ Hang-up.

To retrieve the call at the same station where call is parked:

- ▶ Lift handset.
- ▶ Key in: *** 1 5**. (*Listen for confirmation tone. You will then be connected to the caller.*)

To retrieve a call at another station:

- ▶ Lift handset.
- ▶ Key in: *** 1 6**. (*Listen for flash tone.*)
- ▶ Key in the telephone number of the station where the call is parked. (*Listen for confirmation tone. You will then be connected to the caller.*)

Call Pick-Up

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

GROUP CALL PICK-UP

Answer calls directed to another station in the same pick-up group without knowing the ringing station's number.

- ▶ Lift handset.
- ▶ Key in: *** 1 7**. (*The incoming call is connected to your station.*)

If you are already on the phone:

- ▶ Ask the first party to hold.
- ▶ Hookswitch/Flash/Link.
- ▶ Key in: *** 0 1**, to put the first call on hold.
- ▶ Key in: *** 1 7**. (*The incoming call is connected to your station.*)

NOTE: If more than one station in the pick-up group is ringing at the same time, the station that has been ringing the longest will be picked up first.

DIRECTED CALL PICK-UP

Answer calls directed to another station outside your pick-up group or extended pick-up groups (*extended pickup for GTD-5 only*).

- ▶ Lift handset.
- ▶ Key in: *** 1 8**. (*Listen for flash tone.*)
- ▶ Key in number of ringing station. (*The incoming call is connected to your station.*)

If you are already on the phone:

- ▶ Ask the first party to hold.
- ▶ Hookswitch/Flash/Link.
- ▶ Key in: *** 0 1** to put the first call on hold.
- ▶ Key in: *** 1 8**. (*Listen for flash tone.*)
- ▶ Key in number of ringing station. (*The incoming call is connected to your station.*)

NOTE: You must dial the access code and station number before you know if the call has already been answered.

Call Forwarding

FIXED CALL FORWARDING

x 5ESS x DCO o DMS 10 x DMS 100 x GTD-5

Redirect incoming calls to a pre-determined, Verizon-established station number or outside number. To change the default station, contact your local Verizon business office.

To activate:

- ▶ Lift handset.
- ▶ Key in one of the following:

x 5ESS x DCO x DMS 100 x GTD-5

All Calls: *** 4 1**

x DCO x DMS 100 x GTD-5

Busy: **# 9 0**

No Answer: **# 9 2**

(*Listen for confirmation tone.*)

- ▶ Hang up.

To cancel:

- ▶ Lift handset.
- ▶ Key in one of the following:

x 5ESS x DCO x DMS 100 x GTD-5

All Calls: *** 4 3**

x DCO x DMS 100 x GTD-5

Busy: **# 9 1**

No Answer: **# 9 3**

(*Listen for confirmation tone.*)

- ▶ Hang up.

Call Forwarding

Continued

VARIABLE CALL FORWARDING

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Redirect incoming calls to another station or an outside number. (You may update, i.e., change the destination, and activate the Variable Call Forwarding feature at the same time.)

To update/activate:

- ▶ Lift handset.
- ▶ Key in one of the following:
 - All Calls: * 7 2
 - Busy: * 9 0
 - No Answer: * 9 2*(Listen for flash tone.)*
- ▶ Key in destination number. *(When an outside number is the destination number, the required access code (i.e., "9" for local lines) must be entered before the number.)*
- ▶ Wait for answer *(If no answer, see note below.)*
- ▶ Hang up.

x DMS 10

For No Answer:

- ▶ Key in ring count (2-9) and the destination number. *(When an outside number is the destination number, you must also enter the required access code, i.e., "9" for local lines.)*
- ▶ Wait for destination to answer.
- ▶ Hang up.

NOTE: If party answers, inform the party of the forwarding action, then hang up. If you encounter no answer or a busy signal, hang up, then repeat the steps within two minutes. You will hear a confirmation tone when forwarding is activated successfully during the two-minute activation period.

Call Forwarding

Continued

To cancel:

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

- ▶ Lift handset.
- ▶ Key in one of the following:
 - All Calls: * 7 3
 - Busy: * 9 1
 - No Answer: * 9 3*(Listen for confirmation tone.)*
- ▶ Hang up.

CUSTOMER-CONTROLLABLE RINGING

x 5ESS x GTD-5

With Variable Call Forwarding:

Define the number of rings, from 1-9, before the incoming call is forwarded.

- ▶ Lift handset.
- ▶ Key in: # 7 0. *(Listen for flash tone followed by continuous dial tone.)*
- ▶ Enter desired number of rings (1-9).
- ▶ Hang up.

With Fixed Call Forwarding:

Define the number of rings, from 1-9, before the incoming call is forwarded.

- ▶ Lift handset.
- ▶ Key in: # 7 1. *(Listen for flash tone followed by continuous dial tone.)*
- ▶ Enter desired number of rings (1-9).
- ▶ Hang up.

(Hunt) Group Call Forwarding

VARIABLE (HUNT) GROUP CALL FORWARDING

x GTD-5

The control station can activate the feature and change the destination at the same time.

To update/activate:

- ▶ Lift handset.
- ▶ Key in one of the following:
 - All Calls: **# 7 2**
 - Busy: **# 5 0***(Listen for flash tone.)*
- ▶ Key in destination number. *(Listen for confirmation tone.)*
- ▶ Hang up.

NOTE: If party answers, inform the party of the forwarding action, then hang up. If you encounter no answer or a busy signal, hang up, then repeat steps within two minutes. You will hear a confirmation tone when forwarding is activated successfully during the two-minute activation period.

To cancel:

- ▶ Lift handset.
- ▶ Key in one of the following:
 - All Calls: **# 7 3**
 - Busy: **# 5 1***(Listen for confirmation tone.)*
- ▶ Hang up.

Data Line Security

x GTD-5

Protect data being transmitted on a telephone line from being disturbed by any of the tones that the system generates. (Deactivation lasts for the duration of one call.)

To activate while a call is in progress:

- ▶ Hookswitch/Flash/Link. *(Listen for flash tone.)*
- ▶ Key in: **# 8 4**. *(Listen for confirmation tone. You will be returned to the original party.)*
- ▶ Hang up.

To deactivate before a call is established:

- ▶ Lift handset.
- ▶ Key in: **# 8 5**. *(Listen for confirmation tone and dial tone.)*
- ▶ Key in destination number. *(Wait for party to answer.)*

Data Line Security

Continued

x DCO

Prevent data errors caused by Call Waiting or Operator Verification tones.

To activate:

- ▶ Lift handset.
- ▶ Key in: **# 8 4**. *(Listen for confirmation tone followed by dial tone.)*
- ▶ Hang up or place call. *(Feature will remain active.)*

To deactivate:

- ▶ Lift handset.
- ▶ Key in: **# 8 5**. *(Listen for confirmation tone.)*
- ▶ Hang up.

x DMS 100

Protect data being transmitted on a telephone line from being disturbed by any of the tones that the system generates.

NOTE: There are no codes to turn this feature on and off. If it is assigned, it is on all the time.

Hunting - Make Set Busy

x DCO x DMS 100 x GTD-5

Make your station "Make Set Busy" so that your station is not included when an idle station is hunted.

MAKE SET BUSY

To activate:

- ▶ Lift handset.
- ▶ Key in: **# 6 8**. *(Listen for confirmation tone.)*
- ▶ Hang up.

To cancel:

- ▶ Lift handset.
- ▶ Key in: **# 6 9**. *(Listen for confirmation tone.)*
- ▶ Hang up.

x GTD-5

NOTE: Not automatically provisioned. Must be requested when ordered.

Conferencing

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

THREE-WAY CONFERENCE

Add a third party (another CentraNet station or an external phone number) to an existing conversation.

While engaged in a two-way conversation:

- ▶ Ask the first party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in the phone number of the party to be added.
(*Wait for party to answer. If you encounter a busy signal, no answer, or you make an error in dialing, Hookswitch/Flash/Link TWICE or hang up to reconnect to the original party.*)
- ▶ Announce you are setting up a conference call.
- ▶ Hookswitch/Flash/Link. (*Three-Way Conference is established.*)

Notes About The Service:

- ▶ You may use Three-Way Conference to add another person, no matter who placed the call. However, if you placed both calls outside the CentraNet group and hang up, the other two people will disconnect.
- ▶ When Three-Way Conference includes long distance, you will be billed the applicable long distance charges for the call(s) you make. If you hang up and a long distance call was involved, you will be billed the applicable long distance charges for the portion of the call you made until the other two parties hang up.

Call Waiting

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

CALL WAITING - TERMINATING

Answer a waiting call (identified by Call Waiting tone) while holding the original call.

When you hear a call waiting tone:

- ▶ Ask the original party to hold.
- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 0 1**. (*Listen for confirmation tone.*)
- ▶ Talk with the waiting party.

To return to the original party or alternate between parties:

- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 0 1**. (*Listen for confirmation tone.*)
- ▶ Talk with the waiting party.

To answer a waiting call and disconnect the original party:

- ▶ Hang up.
- ▶ When your phone rings, lift handset and talk with waiting party.

Call Waiting

Continued

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

CANCEL CALL WAITING - TERMINATING

Cancel the Call Waiting feature for the duration of a single call.

To cancel Call Waiting before you place a call:

- ▶ Lift handset.
- ▶ Key in: *** 7 0**. *(Listen for confirmation tone followed by dial tone.)*
- ▶ Place call.

To cancel Call Waiting if you are already engaged on a call:

- ▶ Ask the party to hold.
- ▶ Hookswitch/Flash/Link. *(Listen for flash tone.)*
- ▶ Key in: *** 7 0**. *(Listen for confirmation tone.)*
- ▶ You will be returned to original party.

DIAL CALL WAITING

Alert the dialed CentraNet station with a tone when a call has been queued to their station.

Upon dialing a CentraNet station and hearing a busy tone:

- ▶ Hang up.
- ▶ Lift handset.
- ▶ Key in: *** 5 4**. *(Listen for flash tone.)*
- ▶ Key in station number of the busy station. *(Called party hears a call waiting tone.)*
- ▶ Remain off-hook until the called party answers.
- ▶ If the party does not answer, hang up.

Automatic Call Back

x 5ESS x DMS 10 x DMS 100 x GTD-5

Initiate an internal CentraNet station call back so your call will be returned when both originating and terminating stations are idle if you place a call and receive a busy signal. (If automatic call back is not answered by the originating station, automatic call back will be cancelled.)

NOTE: You may Automatic Call Back only one station at a time.

Upon dialing another station number and hearing a busy tone:

- ▶ Hookswitch/Flash/Link. *(Listen for flash tone.)*
- ▶ Key in: *** 5 2**. *(Listen for confirmation tone.)*
- ▶ Hang up. *(When the called station is idle, your station will ring with a distinctive ring. When you answer, the system will connect you to the called party.)*

To cancel:

- ▶ Lift handset.
- ▶ Key in: **# 5 2**. *(Listen for confirmation tone.)*
- ▶ Hang up.

Speed Calling

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Enables programming a list of frequently called numbers with one- or two-digit codes and dials the respective numbers using codes instead of dialing the complete number.

Two types of Speed Calling are available:

- ▶ **Individual Speed Calling:** Provides access to telephone numbers using one- or two-digit codes. Individual Speed Calling may be available in a Short List or a Long List depending on your CentraNet system configuration.
- ▶ **Group Speed Calling:** Provides a list of telephone numbers that may be accessed by all CentraNet stations using two-digit codes. This feature may be available to stations that do not have access to the Individual Speed Calling Long List.

PROGRAM/UPDATE INDIVIDUAL SPEED CALLING LIST

SHORT LIST

Step 1:

- ▶ Lift handset.
- ▶ Key in: *** 7 4**. (*Listen for flash tone.*)

Step 2:

x GTD-5

- ▶ Key in: **# 1**, plus the one-digit code (2-9) to which the speed calling number will be stored.

x 5ESS

- ▶ Key in the one-digit code (2-7) to which the speed calling number will be stored.

x DCO x DMS 10 x DMS 100

- ▶ Key in the one-digit code (2-9) to which the speed calling number will be stored.

Speed Calling

Continued

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Step 3:

- ▶ Key in the telephone number along with any required access code (i.e., 9 for outside lines) up to 28 digits.
- ▶ Key in: **#**. (*Listen for confirmation tone.*)
- ▶ Hang up.

LONG LIST

Step 1:

- ▶ Lift handset.
- ▶ Key in: *** 7 5**. (*Listen for flash tone.*)

Step 2:

x GTD-5

- ▶ Key in: **# 2**, plus the two-digit code (20-49) to which the speed calling number will be stored.

x 5ESS x DCO x DMS 10 x DMS 100

- ▶ Key in the two-digit code (20-49) to which the speed calling number will be stored.

Step 3:

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

- ▶ Key in the telephone number along with any required access code (i.e., 9 for outside lines) up to 28 digits.
- ▶ Key in: **#**. (*Listen for confirmation tone.*)
- ▶ Hang up.

To change numbers in a Speed Calling List, simply program a new telephone number over an existing number.

NOTE: See following pages for speed calling directories.

Speed Calling

Continued

PROGRAM/UPDATE GROUP SPEED CALLING LIST

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

NOTE: Group Speed Calling may be programmed only from a pre-determined CentraNet station. This station is designated as the controller of the group list.

Group Speed Calling uses two-digit access codes. Therefore, access to Individual Long List Speed Calling and Group Speed Calling is not available on the same station (DCO only).

Step 1:

- ▶ Lift handset.
- ▶ Key in: **# 7 5**. (*Listen for flash tone*).

Step 2:

x GTD-5

- ▶ Key in: **# 3**, plus the two-digit code (20-49) to which the speed calling number will be stored.

x 5ESS x DCO x DMS 10 x DMS 100

- ▶ Key in the two-digit code (20-49) to which the speed calling number will be stored.

Step 3:

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

- ▶ Key in the telephone number along with any required access codes (i.e., 9 for outside lines) up to 28 digits.
- ▶ Key in: **#**. (*Listen for confirmation tone*).
- ▶ Hang up.

NOTE: See following pages for Speed Calling Directories.

Speed Calling

Continued

SPEED CALLING INDIVIDUAL LIST - SHORT

x DCO x DMS 10 x DMS 100 x GTD-5

To access List:

- ▶ Lift handset.
- ▶ Key in: **# 1**, plus the one-digit code (2-9).

x 5ESS

- ▶ Lift handset.
- ▶ Key in: **# 1**, plus the one-digit code (2-9).

Code:	Name:	Telephone No:
2		
3		
4		
5		
6		
7		
8		
9		

Speed Calling

Continued

INDIVIDUAL 30 NUMBER LIST

GROUP 30 NUMBER LIST

(Group Speed Calling Controller #: _____)

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

INDIVIDUAL LIST - 30

To access Individual List:

- ▶ Lift handset.
- ▶ Key in: **# 2**, plus the two-digit code (20-49).

GROUP LIST - 30

To access Group List:

- ▶ Lift handset.
- ▶ Key in: **# 3**, plus the two-digit code (20-49).

Code:	Name:	Telephone No:
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		

Speed Calling

Continued

Code:	Name:	Telephone No:
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		
41		
42		
43		
44		
45		
46		
47		
48		
49		

Redial Calling

LAST NUMBER REDIAL

x DMS 100 x GTD-5

Automatically redial the last number you dialed by entering a code instead of redialing the entire telephone number.

- ▶ Lift handset.
- ▶ Key in: **# 7 7**. (*Wait for answer.*)

x GTD-5

SAVE NUMBER DIALED

Save the last number you dialed for later use, even if the party called is busy.

- ▶ During a phone call, Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: **# 7 8**. (*Listen for confirmation tone. You will be returned to original party.*)

x GTD-5

DIAL NUMBER SAVED

Call the "Save Number Dialed" telephone number by entering a code.

- ▶ Lift handset.
- ▶ Key in: **# 7 9**. (*Call is being processed.*)

Executive Busy Override

x 5ESS x DMS 10 x DMS 100 x GTD-5

EXECUTIVE BUSY OVERRIDE

Allows you to "Barge-in" on an existing conversation if you reach a busy station. (If a Three-Way Conference is in progress, this feature will not operate.)

Upon keying in another station and hearing the busy tone:

- ▶ Hookswitch/Flash/Link. (*Listen for flash tone.*)
- ▶ Key in: *** 4 0**. (*Both parties will hear break-in tone and the third can now join the conversation.*)

NOTE: If the over-ridden party depresses the Hookswitch/Flash/Link, the over-riding party will be disconnected from the three-way call. If any of the three parties hangs up, the remaining two parties will still be connected.

Uniform Call Distribution (UCD) - HGRP Only

x 5ESS x GTD-5

Distributes calls into the hunt group evenly over all the members of the hunt group, regardless of their member number. (Uniform call distribution is a variation of circular hunting, and is only allowed on circular (CIRC) hunt groups.)

NOTE: There are no codes to turn this feature on and off. If it is assigned, it is on all the time.

MAKE SET BUSY*

(GTD-5 ONLY MUST PAY FOR THIS OPTIONAL FEATURE)

To activate:

- ▶ Lift handset.
- ▶ Key in: **# 6 8**. *(Listen for confirmation tone.)*
- ▶ Hang up.

To cancel:

- ▶ Lift handset.
- ▶ Key in: **# 6 9**. *(Listen for confirmation tone.)*
- ▶ Hang up.

*Not automatically provisioned. Must be requested when ordered.

Uniform Call Distribution

x DCO x DMS 100

Distributes incoming calls evenly to a defined group of stations. (Each incoming call is directed to the first, i.e., longest idle, station in the group. Each station in the group has its own directory number and can be called whether or not you're an active member of the UCD group.)

To activate (receive calls from UCD group number):

x DCO

- ▶ Lift handset.
- ▶ Key in: **# 8 6**. *(Listen for confirmation tone.)*
- ▶ Hang up.

x DMS 100

- ▶ Lift handset.
- ▶ Key in: **# 8 6**. *(Listen for confirmation tone.)*
- ▶ Key in station or intercom number of the UCD Pilot. *(Listen for confirmation tone.)*
- ▶ Hang up.

x DCO x DMS 100

To deactivate (to stop receiving calls from UCD group number):

- ▶ Lift handset.
- ▶ Key in: **# 8 7**. *(Listen for confirmation tone.)*
- ▶ Hang up.

Centranet Class Package

(Call Screening Services)

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

The following call screening services each have a separate list that allows you to enter up to 12 numbers:

- ▶ Call Block
- ▶ VIP Alert
- ▶ Special Call Forwarding
- ▶ Special Call Acceptance
- ▶ Special Call Waiting (GTD-5 only)

Screen your incoming calls by using your special list of phone numbers. (You may change each list of phone numbers at any time. You can also turn any special service ON or OFF. Each list is saved for use when needed.)

Notes About The Service:

- ▶ The first time you use each call screening service, a voice recording will tell you how to turn the service ON.
- ▶ A voice recording will tell you whether the service is ON or OFF each time you use the service.
- ▶ Each list is saved when you hang up after entering phone numbers onto the special list.
- ▶ Currently, the numbers you enter on each special list must be from within your defined calling area.
- ▶ Once you are familiar with the voice instructions, you may interrupt the voice recording at any time.
- ▶ If any of the special lists are full (12 phone numbers maximum per list), you must remove a number before you can add another.
- ▶ The maximum number of digits for each number on your special list is 10.
- ▶ The system will NOT allow you to enter the same number twice on the same list.
- ▶ When any of the call screening services are activated, Anonymous Call Block is overridden. (DMS100, GTD-5 only)

Busy Redial

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Automatically store and redial the last number you dialed. (If you reach a busy number, activate Busy Redial and it will monitor the number you called and ring you back when the number is available.)

After dialing a busy number:

- ▶ Hang up (*or press and release the hookswitch*).
- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 6 6**. (*You will hear two normal ringing tones or an announcement. If the called number is still busy, a voice recording will tell you that your call is next in line.*)
- ▶ Hang up. (*When the number you called is no longer busy, your telephone will ring with a series of short-short-long rings.*)
- ▶ Lift handset and the call will be connected. (*You will hear normal ringing tone.*)

To deactivate:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 8 6**. (*Listen for confirmation tone.*)

Notes About The Service:

- ▶ Busy Redial will only work for calls made to numbers within your defined calling area.
- ▶ **With Busy Redial:**
 - Your telephone will ring with a distinctive ringing tone (short-short-long) when the number of the person you called is no longer busy. (Ringing tones may vary.)
 - The number you called will not ring until you pick up your telephone.
 - Occasionally, the person you are calling uses the phone before Busy Redial can complete your call. If this happens, a voice recording will tell you to hang up and activate Busy Redial again.

Busy Redial

Continued

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

- ▶ Busy Redial will monitor a busy number for one half hour.
- ▶ When your phone rings with a short-short-long ring, you need to answer by the third series of rings or Busy Redial will pause and try to complete your call five minutes later. Busy Redial will ring your phone every five minutes for up to one half hour unless you cancel your request.
- ▶ You can use Busy Redial to return calls to more than one busy number at the same time.

Call Block (Selective Call Rejection)

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Block calls from any of the numbers on your Call Block list (12 phone numbers maximum). (A blocked caller will hear a voice recording that indicates you are not presently accepting calls.)

To access:

Add the number of the last person who called you by following the voice-recorded instructions.

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: * 6 0.
- ▶ Listen to the voice-recorded instructions for Call Block options. (*The phone numbers you enter on your Call Block list will be repeated to you.*)

x GTD-5

NOTE: You must enter the required code to access an outside line (i.e., "9") before each telephone number.

If you are a pilot of a hunt group:

- ▶ Lift handset.
- ▶ Key in: # 6 0.
- ▶ Listen to the voice recording for instructions.

x 5ESS x DCO x DMS 100 x GTD-5

NOTE: You will not be able to block calls from outside your defined calling area or through the operator. This is for your protection in case of an emergency.

Special Call Forwarding

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Choose which calls should be forwarded when you are away from your office. (Only calls from numbers on your Special Call Forwarding list will forward.)

To turn ON/OFF:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 6 3**.
- ▶ Listen to the voice recording for instructions on how to turn your Special Call Forwarding service ON/OFF and how to change or review your Special Call Forwarding list. The phone numbers you enter on your Special Call Forwarding list will be repeated to you.

x GTD-5

NOTE: You must dial the required code to access an outside line (i.e., "9") before each telephone number.

To update your list:

- ▶ Key in: *** 6 3**.
- ▶ Listen to the voice-recording for instructions. *(If your list is full, you must delete one number before you can add another.)*

x GTD-5

If you are a pilot of a hunt group:

- ▶ Lift handset.
- ▶ Key in: **# 6 3**.
- ▶ Listen to the voice recording for instructions.

Special Call Forwarding

Continued

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Notes About The Service:

- ▶ You can store up to 12 phone numbers from within your defined calling area on the Special Call Forwarding list.
- ▶ You may forward calls to any local or long-distance number. If you forward to a long-distance number, you will be charged for each completed call.
- ▶ When Special Call Forwarding is ON and a call forwards:
 - You will hear one short ring.
 - You cannot answer a forwarded call at your telephone when Special Call Forwarding is turned ON.
 - The number to which you have forwarded your calls will ring normally.
 - All other calls not on your Special Call Forwarding list will ring your telephone with normal ringing and can be answered.
 - If you also have Call Forwarding (All Calls) and it is turned ON, all other calls from phone numbers not on your Special Call Forwarding list will forward to the number you have chosen as the Call Forwarding destination.

Special Call Acceptance

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Automatically receive calls only from the numbers on the Special Call Acceptance list you have created (12 phone numbers maximum). (When Special Call Acceptance is turned ON, all callers not on your list will hear a voice recording saying you are not presently accepting calls.)

To turn ON/OFF:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: * 6 4.
- ▶ Listen to the voice recording for instructions on how to turn your Special Call Acceptance service ON/OFF and how to change or review your Special Call Acceptance list. *(The phone numbers you enter on your Special Call Acceptance list will be repeated to you.)*

x GTD-5

NOTE: You must enter the required code to access an outside line (i.e., "9") before each telephone number.

To update your list:

- ▶ Key in: * 6 4.
- ▶ Listen to the voice-recording for instructions.

x GTD-5

If you are a pilot of a hunt group:

- ▶ Lift handset.
- ▶ Key in: # 6 4.
- ▶ Listen to the voice recording for instructions.

Special Call Acceptance

Continued

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Notes About The Service:

- ▶ Special Call Acceptance will store up to 12 phone numbers from within your defined calling area on the Special Call Acceptance list. If your list is full, you must delete one number before you can add another.
- ▶ Special Call Acceptance only allows calls from numbers on your Special Call Acceptance list.
- ▶ If Special Call Acceptance is ON and no numbers are on your list, your feature will turn OFF automatically.

Special Call Waiting

x GTD-5

Get an alert when a phone number on your Special Call Waiting List is calling.

NOTE: If you complete the first call and hang up when you hear the Call Waiting Tone, the telephone will ring with the second caller. If the first caller hangs up, the second caller will automatically be connected. If a Special Call Waiting List caller is received while one call is active and one is on hold, the third caller will receive a busy signal. Special Call Waiting and Call Waiting cannot be active at the same time. This feature does not apply to the pilot number of a hunt group.

To turn ON/OFF:

- ▶ Lift handset.
- ▶ Key in: *** 6 2**.
- ▶ Listen to the voice recording for instructions on how to turn your Special Call Waiting List service ON/OFF and how to add to, remove from, change or review the list.

x GTD-5

NOTE: You must enter the required code to access an outside line (i.e., "9") before each telephone number.

To activate while on another call:

- ▶ When you receive a call from a caller on the Special Service List, ask the first caller to hold.
- ▶ Hookswitch/Flash/Link to put the first caller on hold and answer the second caller.
- ▶ To return to the first caller and put the second caller on hold, Hookswitch/Flash/Link. If you want to discontinue either call, hang-up and the other caller will ring through.

*69 (Automatic Call Return)

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Automatically redial the number of the last person who called you. (*69 can be used to return a call even if you did not answer the call.)

When you miss a call:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 6 9**. (A voice-recording may provide additional instructions.)

To cancel:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 8 9**.

Notes About The Service:

- ▶ *69 works only on calls made from numbers within your defined calling area.
- ▶ If you choose to return the call, and the number is busy, *69 will place your call next in line. In most cases, your phone will ring with a series of short-short-long rings when the number you called is no longer busy.
- ▶ If you have Call Waiting and hear the Call Waiting tone while you are talking to another person, you can use *69 to call back later or you can use Call Waiting during the call.

Optional Class Features

VIP Alert

x 5ESS x DCO x DMS 100 x GTD-5

Get a special ring (short-long-short) when any of the phone numbers you have entered on your VIP Alert screening list call you. (You can enter up to 12 different numbers on your VIP Alert screening list.)

To turn VIP Alert ON/OFF:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 6 1**.
- ▶ Listen to the voice recording for instructions on how to turn the VIP Alert ON or OFF, and how to change or review your list. *(The phone numbers you enter on your VIP Alert screening list will be repeated to you.)*

To update your list:

- ▶ Key in: *** 6 1** and follow the voice-recording for instructions. *(If your list is full, you must erase one number before you can add another.)*

x GTD-5

NOTE: You must enter the required code to access an outside line (i.e., "9") before each telephone number.

Notes About The Service:

- ▶ Your VIP Alert list will store up to 12 phone numbers from within your defined calling area.
- ▶ VIP Alert will ring your telephone with a series of short-long-short rings when the number of the caller matches one of the numbers on your VIP Alert screening list.
- ▶ Any calls made to you from outside your defined calling area or through the operator will ring normally.

Call Tracing Service

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Automatically trace threatening or harassing phone calls from within your defined calling area, any time, day or night. The record of the traced call will be stored at your local telephone office.

If you receive a harassing call:

- ▶ Hang up *(or press and release the hookswitch)*.
- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 5 7** and follow the voice recording for instructions. *(A voice recording will tell you whether the call trace has been completed successfully.)*

NOTE: To take legal action, record the exact date and time of the call and contact us within 10 days at the number provided by the voice recording. If you forget that number, call the Customer Contact Center for assistance. If the situation is an emergency, call your local law enforcement agency.

Notes About The Service:

- ▶ If you successfully trace a call and choose to take further action, you must contact Verizon within 10 days or the call record will no longer be stored in the system.
- ▶ The records of any call trace will be released only to a law enforcement agency.
- ▶ In some areas, Call Tracing Service is available on a "pay-per-use" basis.

Caller ID

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

See the name and number of the person calling you. (The information is displayed on a display device between the first and second rings.)

NOTE: Caller ID display devices vary in design, available features, and the amount of names/numbers that may be retained in memory.

Notes About The Service:

- ▶ A Caller ID display device is a separate piece of equipment that is required for this service. More information is available on the rental or purchase of display devices through your local Customer Contact Center, Verizon Plus® stores, or other retail outlets.
- ▶ Caller ID will display numbers or name and numbers of most calls, including long distance numbers. Some calls may be shown as "Out-of-Area" or as "Private Number", and the number will not be displayed.
- ▶ The display unit must hear one ring before it can receive a number to display.

Selective Blocking (Per Call)

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Prevent your number from being displayed on Caller ID display devices, one call at a time.

To block display of your number:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 6 7**. (*Listen for confirmation tone, followed by dial tone.*)
- ▶ Place your call. (*Your number will NOT be displayed, for that call only.*)

Complete Blocking (Per Line)

x 5ESS x DCO x DMS 10 x DMS 100 x GTD-5

Automatically prevent your number from being displayed on Caller ID devices on most calls you make. (You can allow your number to be displayed when you want to, one call at a time.)

To display your number:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 8 2**. (*Listen for confirmation tone, followed by dial tone.*)
- ▶ Place the call. (*Your number will be displayed, for that call only.*)

NOTE: Selective Blocking and Complete Blocking will NOT prevent your telephone number from displaying on calls placed to 700, 8xx, 900 numbers, or on calls placed to 911 emergency services.

Anonymous Call Block

x 5ESS x DMS 10 x DMS 100 x GTD-5

Block calls from anyone who uses Complete Blocking (Per Line or Selective Blocking Per Call). (Blocked callers hear a message that instructs them to hang up, remove their block-in and call again.)

To turn ON:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 7 7**. (*A recording or confirmation tone will tell you that your Anonymous Call Block is ON.*)

To turn OFF:

- ▶ Lift handset and listen for dial tone.
- ▶ Key in: *** 8 7**. (*A recording or confirmation tone will tell you that your Anonymous Call Block is OFF.*)

NOTE: When any of the call screening services are activated, Anonymous Call Block is overridden.