

**CENTREX SYSTEM
QUICK REFERENCE GUIDE
958 SINGLE LINE SET**

**REPORT ALL TELEPHONE
PROBLEMS TO:
OGS TELECOMMUNICATIONS
HELP DESK
1-888-784-4647**

PLACING A CALL

Internal - Hear dial tone
Dial 5 digit extension number

External - Hear dial tone
Dial 9 and number

Non-Local - 9 + 1 + area code + number

HOLD

Press **HOLD** button

To retrieve call:
Press **HOLD** or Lift handset,
You are reconnected to your call

CONFERENCE

To add a third party to an existing call
Ask party to hold
Press **FLASH KEY**
(hear special dial tone)
Dial third parties number
When party answers, press the **FLASH KEY**
All three parties are connected

If the extension is busy or does not answer:
Press the **FLASH KEY TWICE**
(you are reconnected to the call)

TRANSFER

(Internal Only)
To transfer a call to another extension:

Ask Party to hold
Press **FLASH KEY**
Dial extension number
Announce call

If extension is busy or does not answer:
Press **FLASH KEY TWICE**
You are reconnected to the call

CALL FORWARD ALL CALLS

(Internal Only)
To temporarily redirect your incoming calls
to another extension:

Lift handset (hear dial tone)
Dial ***72** (hear special dial tone)
dial extension number to receive calls
(hand up, your calls will be forwarded)

To Cancel:
Lift Handset (hear dial tone)
Dial ***73**
(Wait for confirmation tone, hang up)

CALL PICKUP

To pick up another ringing telephone in your

Lift handset
Hear dial tone, Dial * **Key**

AUTOMATIC CALL BACK

While listening to (inside) busy signal or a no
answer.
Press **FLASH KEY** (hear special tone)
Dial ***78**
Hear confirmation tone, Hang up

When both parties are free, you will hear a
priority ring.
Lift handset
Call is placed

To Cancel:
Dial ***78**

SPECIAL DIAL TONE:

Three beeps followed by the steady dial tone.
This is heard after the **SWITCHHOOK** is pressed
And is your indication that you may proceed with
feature activation.

CONFIRMATION TONE:

Two short bursts of tone followed by silence.
This is heard after a feature access code has
been entered and indicates the feature has been
successfully activated.

REORDER TONE:

A rapid busy signal that indicates you have attempted a
restricted feature or incorrectly entered an access code.

FEATURES/OPTIONS SET UP

(See User Manual that accompanied the telephone for details)

Set Language

Set Contrast

Set Home Area Codes

Set Calls Outside Area Codes

Set VMW (Voice Message Waiting)

Handset Volume

Speakerphone Volume

FIXED FEATURES

Handset or Speakerphone Volume:

Press Volume ▲ or Volume ▼

To adjust the volume of what you hear while on a call.

To switch between handset and speakerphone. While on a handset call, press **SPEAKER** and replace the handset in the cradle. While on a speakerphone call, lift the handset.

Mute

Press **Mute** to prevent the other party from hearing you.

Press **Mute** again to return to two-way conversation.

Redial

Lift handset press **Redial** or press **Speaker** and **Redial**.

Flash

Use **Flash** to access other services such as **Conference** and **Transfer**.

Ringer Volume

Use the **Ringer** switch on the side of the base to adjust the ringer **Volume** to **Lo, High or Off**.

Telephone Directory

** Entries cannot be edited after screen displays **STORED ****

Can store up to 50 numbers with names that you can dial.

Storing Directory Numbers and Names

Press **DIRECTORY**, then **OPTIONS**

The screen displays “**ENTER NUMBER**”

Dial the number you want to store (up to 24 digits)

Press **OPTIONS**

To enter a number up to 15 characters (use

CALL LIST ▲ to backspace and **CALL LIST ▼** to advance or add a space) then press **OPTIONS** to store the name and number.

Use the keypad and the position of letter on each key, to spell out the name.

Example: HOME

Press 4 twice, Press 6 three times, Press 6 once, Press 3 twice.

Storing a PAUSE or FLASH in a directory number

Press **CALL LIST ▼** twice to store a pause in the dialing sequence (the screen displays P) Press **FLASH** to store a press of the flash button (the screen displays F)

Viewing Directory Numbers

Press **Directory**

Press **CALL LIST ▲** or **CALL LIST ▼** to scroll through an alphabetical list of numbers/names stored in the telephone directory Press **DIRECTORY** to exit.

Dialing Directory Numbers

Follow directions in “Viewing Directory Numbers” to find the number you want to call. When the number you want is displayed, press **DISPLAY DIAL** to make the call. The speakerphone is activated or lift the handset to switch from speakerphone to handset.

Deleting Directory Numbers

Follow directions in “Viewing Directory Numbers” to find the number you want to delete. When the number you want to delete is displayed, press **REMOVE**. The system beeps and the entry is deleted. The screen displays **DELETED**.