

# CENTREX

## USER GUIDE

### BUSINESS TELEPHONES

**M5208**  
**M5209**  
**M5216**  
**M5312**  
**M5316**

#### RECEIVING A CALL ON YOUR PRIME LINE

- Set rings & line indicator flashes.
- Lift handset to answer.

#### RECEIVING A CALL ON ANOTHER LINE

- Set rings & line indicator flashes.
- Press line key.
- Lift handset to answer.

#### PLACING A CALL WITH HANDSET ON-HOOK

- Select a free line.
- Dial tone is heard through speaker.
- Dial number.
- When ringing starts, lift handset.

**NOTE 1:** If called number is busy, press RING AGAIN and RLS or RLS.

#### PLACING A CALL WITH HANDSET OFF-HOOK

- **From Your Prime Line**
  - Lift handset and dial number.
- **From Another Line**
  - Press a free line key.
  - Lift handset and dial number.

#### VOLUME CONTROL

- Eight volume levels are available.
- Volume can be adjusted only when tones are heard through the speaker.
- VOL UP or VOL DOWN keys increase or decrease volume by one level each time key is pressed.
- When desired volume level is reached, press VOL UP and VOL DOWN keys simultaneously to lock volume level.

#### CALLING AN OUTSIDE NUMBER

- Select a free line.
- Dial the outside access code + telephone number.

#### LAST NUMBER REDIAL

This feature automatically dials the last number you had manually dialed from your phone.

- Select a free line.
- Press the # key twice.

#### TRANSFER

Allows you to transfer an active call to another party.

- Call on line.
- Press TRANSFER or CONFERENCE.
- Dial number (see Note 2).

- Announce call.
- Press TRANSFER or CONFERENCE.
- Replace handset or press RLS.

#### CONFERENCE

Allows you to establish a call with 2 (or 5 if allowed) other parties. They can be internal and/or external parties.

- First party on line.
- Press CONFERENCE.
- Dial number (see Note 2).
- Announce conference.
- Press CONFERENCE.
- Repeat steps for each additional person to be added.

#### CONSULT PRIVATELY

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

- Call on line.
- Press TRANSFER or CONFERENCE.
- Dial number (see Note 2).
- Consult privately.
- Press flashing line key to return to original party.

**NOTE 2:** If no answer, busy, or misdial, press RLS and the flashing line key to return to original party.

#### HOLD/AUTOMATIC HOLD

Allows you to put an active call on “hold” manually or automatically. The line will appear busy to other callers. Held party hears music if your company provides it.

- **To Hold A Call Manually**
  - Press HOLD. Line indicator flashes.
  - To return to the call, press the flashing line key.
- **To Hold A Call Automatically in Order to Place Another Call**
  - Select a free line (existing call is automatically put on hold).
  - Dial number.
  - When second call is completed, press RLS and the flashing line key to return to the held party.
- **To Hold A Call Automatically in Order to Receive Another Call**
  - Press the flashing line key (existing call is automatically put on hold).
  - You are connected with the new call.
  - When second call is completed, press RLS and the flashing line key to return to the held party.

#### AUTO DIAL

Allows you to program one frequently called number per one AUTO DIAL key on your set for future one-button dialing.

- **To Program**
  - Do not lift handset (no dial tone).
  - Press AUTO DIAL (indicator flashes).
  - Dial number (including access code if outside).
  - Press AUTO DIAL (indicator goes out).
- **To Use**
  - Select a free line.
  - Press AUTO DIAL.

#### CALL FORWARD NO ANSWER – PREASSIGNED

If you do not answer your line 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 line is busy, incoming calls will forward to a predetermined destination. Applicable to internal and/or external calls. This is programmed by MTS.

#### CALL FORWARD

Allows you to re-route your calls to another internal or external telephone number. CALL FWD will override any Preassigned Call Forward No Answer and/or Busy that is programmed on your line.

- **To Activate Call Forward**
  - Do not lift handset (no dial tone).
  - Press CALL FWD (indicator flashes).
  - Dial number (including access code if outside).
  - Press CALL FWD (indicator solidly lit).
- **To Cancel Call Forward**
  - Do not lift handset (no dial tone).
  - Press CALL FWD (indicator goes out).
- **To Re-activate Call Forward to Same Number**
  - Press CALL FWD twice.

**NOTE 3:** To verify Call Forward, call your own number and it will ring the number designated.

**NOTE 4:** While CALL FWD is active, your line is available for placing calls.

## ☐ CALL PARK

Allows you to “park” a call against the line you are speaking on. Unlike **HOLD** where your line is still busy, **PARK** frees up your line to place/receive other calls. The parked call can be retrieved from any telephone that has the Call Park feature.

- Press **CALL PARK** (hear 2 quick beeps and dial tone).
- Replace handset or press **RLS**.

### • To Retrieve a Parked Call

- Select a free line.
- Press **CALL PARK** (hear 4 quick beeps and dial tone).
- Dial the extension number that the call was parked against.

**NOTE 5:** Only one call can be parked per line.

**NOTE 6:** If the parked call is not retrieved within a specified time, it will come back to your line.

## ☐ DIRECTED CALL PARK

Allows you to “park” a call against any extension number.

- Press **CALL PARK** (hear 2 quick beeps and dial tone).
- Dial the extension number that you want to park the call against.
- Replace handset or press **RLS**.

### • To Retrieve a Parked Call

- Select a free line.
- Press **CALL PARK** (hear 4 quick beeps and dial tone).
- Dial the extension number that the call was parked against.

## ☐ CALL PICKUP

Allows you to answer other ringing telephones in your Call Pickup Group.

- Select a free line.
- Press **CALL PICKUP** or dial \*73.
- You are connected to the caller.

**NOTE 7:** If you try to answer a call to a phone which is not in your Pickup Group or if the call has already been answered, a fast busy tone will be heard.

## ☐ DIRECTED CALL PICKUP

Allows you to answer any ringing telephones in your company.

- Select a free line.
- Dial access code \*79.
- Dial extension number of line to be answered.
- You are connected to the caller.

## ☐ CALL WAITING

While talking on a call, a tone heard through the speaker indicates that another call is waiting.

- **CALL WAITING** indicator flashes.
- Press **CALL WAITING** (original call is automatically on hold).
- You are connected to the waiting call.
- To return to the original call, press flashing line key (waiting call automatically put on hold).
- You may flip-flop between calls as often as you wish.
- Press **RLS** when completed with one call.
- Press flashing line or **CALL WAITING** key to be reconnected to the remaining call.

**NOTE 8:** If you do not answer the waiting call within a specified time and your line is programmed with Preassigned Call Forward No Answer, the call may forward there. This depends upon whether your company has requested this option.

## ☐ CAMP-ON

While talking on a call, a short buzz is heard to notify you that another call is waiting at the “switchboard”.

- Terminate, transfer or **PARK** the existing call.
- Replace handset.
- Telephone rings, answer second call.

**NOTE 9:** If you do not answer the Camped On call within a specific time, the call will return to the switchboard.

## ☐ INTERCOM

Establishes a call over the speaker between two designated telephones.

### • To Place an Intercom Call

- Press **I/C**.
- Lift handset.
- Ringing is heard.
- When ringing stops, you are connected to the other set’s speaker.
- Deliver your message.

### • To Answer an Intercom Call

- Press **I/C** key.
- Lift handset.
- A two-way conversation may be held.

**NOTE 10:** If you are on your phone when an **I/C** call comes in, you hear a single buzz through the speaker and the **I/C** indicator flashes. You may place your call on hold to answer the **I/C** call.

## ☐ GROUP INTERCOM

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

- Press **I/C GROUP**.
- Dial the intercom code.

## ☐ HANDSFREE

- Press a free line key or **HANDSFREE/MUTE**.
- Dial telephone number.
- When called party answers, talk toward the microphone on your telephone.

### • To Mute a HANDSFREE Call

- You will continue to hear your party but they can’t hear you.
- Press **HANDSFREE/MUTE**.
- Press again to return to 2-way conversation.

## ☐ LISTEN ON HOLD

If the person you are talking to puts you on hold, you can replace your handset and hear through the speaker when the other party re-establishes the call.

- Press **HOLD** (line indicator flashes).
- Replace handset.
- Press the flashing line key. When other party returns their voice is heard through the speaker.
- Lift handset to resume conversation.

## ☐ RING AGAIN

Allows you to be notified when a busy extension becomes free.

- Called extension is busy.
- Press **RING AGAIN** (indicator solidly lit).
- Replace handset. You can continue to make and receive calls.

### • To Answer

- When called extension becomes free, **RING AGAIN** indicator flashes and a tone sounds through the speaker.
- Select a free line.
- Press **RING AGAIN** (indicator goes out).
- Desired extension rings.

**NOTE 11 :** You have 18 seconds to respond to the tone, otherwise **RING AGAIN** will be cancelled automatically. Also, if you don’t respond quickly, the called extension may be busy again. **RING AGAIN** may be activated again if desired.

### • To Cancel

- Do not lift handset (no dial tone).
- Press **RING AGAIN** (flashing indicator goes out).

## ☐ MESSAGE WAITING

When a caller leaves a message in your mailbox or the Message Centre attendant has a message for you, your **MESSAGE** indicator will be lit.

- Select your line (lift handset).
- Press **MESSAGE** or dial the Message Centre attendant or the MessageManager number.

## ☐ SPEED CALL

Allows you to program and store 10, 50 or 70 frequently called telephone numbers. Each number is assigned a 1 (0-9) or 2 (00-49 or 00-69) digit code. By dialing the code, the number will be dialed for you.

The 50 & 70 number lists can be shared amongst users. The 10 number list can not be shared.

If a list is shared, one phone is designated as a Controller and only this phone can program the numbers. Other phones are allowed to use the Speed Call feature to call the programmed numbers.

### • To Program

- Do not lift handset (no dial tone).
- Press **SPEED CALL** (indicator flashes).
- Dial the code + telephone number (including outside access code).
- Press **SPEED CALL** (indicator goes out).
- Repeat procedure for each number to be added or changed.

### • To Use

- Select a free line.
- Press **SPEED CALL**.
- Dial code.

**Your Business Set may be equipped with some features not covered in this guide. Your communications manager will provide you with instructions for their use.**