

CENTREX

USER GUIDE

MULTI-LINE BUSINESS TELEPHONES

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RECEIVING A CALL ON YOUR PRIME LINE

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

RECEIVING A CALL ON ANOTHER LINE

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

CALLING AN OUTSIDE NUMBER

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

PLACING A CALL WITH HANDSET ON-HOOK

- Select a free line.
- Dial tone is heard through speaker.
- Dial number.
- When ringing starts, lift handset.
- If called number is busy or no answer, press **RLS** key to disconnect.

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.

- Use **VOL UP** or **VOL DOWN** keys to 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.

LAST NUMBER REDIAL

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

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

TRANSFER

Lets you transfer an active call to another party.

- Call on line.
- Press **TRANSFER** or **CONFERENCE** key.
- Dial internal or external number (see note 1).
- Announce call.
- Press **TRANSFER** or **CONFERENCE** key.
- Replace handset or press **RLS** key.

NOTE 1: If no answer, busy or misdial, press **RLS** and the flashing line key to return to the original party.

CONFERENCE

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

- First party on line.
- Press **CONFERENCE** key.
- Dial 2nd number (see note 1).
- Announce conference.
- Press **CONFERENCE** key.

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** key.
- Dial 2nd number (see note 1)
- Consult privately.
- Press **RLS** key or wait for 2nd party to hang up and press flashing line key to return to original party.

HOLD/AUTOMATIC HOLD

Allows you to put an active call on "hold" manually or automatically. Your line will appear busy to other callers. Held party hears music if your company subscribes to it.

To Hold A Call Manually

- Press **HOLD** key. 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** key 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** key and the flashing line key to return to the held party.

☐ **AUTO DIAL**

Lets you 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** key (indicator flashes).
- If programming an external number, enter number including access code + 10-digit telephone number (area code + 7-digit number).
- Press **AUTO DIAL** key (indicator goes out).

To Use

- Select a free line.
- Press **AUTO DIAL** key.

☐ **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**

Lets you 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. While **CALL FWD** is active, your line is available for placing outgoing calls.

To Activate Call Forward

- Do not lift handset (no dial tone).
- Press **CALL FWD** key (indicator flashes).
- Dial number (either internal extension number or external access code + 10-digit number).
- Press **CALL FWD** key (indicator solidly lit).

To Cancel Call Forward

- Do not lift handset (no dial tone).
- Press **CALL FWD** key (indicator goes out).

To Re-activate Call Forward to Same Number

- Press **CALL FWD** key twice.

To Verify Call Forward

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

☐ **CALL PARK**

Allows you to “park” a call against the line you are speaking on. 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 the parked call is not retrieved within a specified time, the call will return to your line. Only one call can be parked per line.

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

To Retrieve a Parked Call

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

☐ **DIRECTED CALL PARK**

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

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

To Retrieve a Parked Call

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

☐ **CALL PICKUP**

Lets you answer other ringing telephones in your Call Pickup Group. If you try to pick up a call made to a phone not in your Pickup Group, or if the call has already been answered, a fast busy tone will be heard.

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

☐ **DIRECTED CALL PICKUP**

Lets you 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 notifies you that another call is waiting. 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 providing your company has subscribed to this option.

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

☐ **CAMP-ON**

While talking on a call, a short buzz is heard to notify you that another call has been transferred to you from the Main Answering position. If you do not answer the camped-on call within a specific time, the call will return to the originating station.

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

☐ **INTERCOM**

Establishes a call over the speaker between two **designated** telephones. 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 key indicator flashes. You may place your call on hold to answer the I/C call.

To Place an Intercom Call

- Press I/C key.
- 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.

☐ GROUP INTERCOM

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

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

☐ HANDSFREE

- Press a free line key or **HANDSFREE/MUTE** key.
- Dial number; either internal extension or external access code + 10 digit 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** key.

To Return to a 2-way conversation

- Press **HANDSFREE/MUTE** key again.

☐ 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** key (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.

☐ MESSAGE WAITING

When a caller leaves a message in your mailbox your **MESSAGE** indicator will be lit.

- Select your line (lift handset).
- Press **MESSAGE** key to automatically be connected to the MessageManager™ system or dial the *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 or -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

- Do not lift handset (no dial tone).
- Press **SPEED CALL** key (indicator flashes).
- Dial the 1- or 2-digit code + outside access code + 10-digit phone number.
- Press **SPEED CALL** key (indicator goes out).
- Repeat procedure for each number to be added or changed.

• To Use

- Select a free line.
- Press **SPEED CALL** key.
- Dial 1- or 2-digit 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.

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