Centrex System Features

Programming

Standard programming on telephone lines has a one time programming charge to make the appropriate changes in the telephone switch. However, an additional fee is charged for programming on proprietary telephones (P-Phones) due to their complexity.

Basic Feature Package

The Basic Centrex IIN Feature Package is available for a one time programming charge and a monthly service charge. The basic feature package is available in primary Springfield (524, 557, 558, 782, 785, and 786) and Chicago (793 and 814) central offices. The package may also be available in other areas of the state where central office equipment permits. Unless otherwise specified, your telephone line will automatically be upgraded to the basic feature package when any programming is requested on the line. The basic feature package when any programming is requested on the line. The basic feature package includes the following.

User instructions for these features are:

- **Call Forwarding Variable** - Permits a telephone to automatically forward calls to another telephone number.

- **Consultation Hold** - Allows you to put a call to another telephone.

- **Call Transfer** - Allows you to transfer a call to another telephone.

- **Three-Way Calling** - Permits you to add a third party to an existing conversation for a telephone conference call.

- **Call Park** - Enables a person receiving a telephone call to have access to the incoming call at any telephone station in the system by entering a code.

- **Last Number Redial** - Your telephone will automatically dial the last number called and will redial that number when the feature is activated.

- **Automatic Call Back/Ring Again –** permits a user to receive a ring back tone when an attempted busy Centrex station becomes availalbe

- **Speed Calling (Individual)** - Allows a caller to reach certain frequently called numbers by using abbreviated telephone numbers or preprogrammed push buttons instead of dialing the entire telephone number.

- **Station Dial Conference Call (6 parties)*** - Allows you to establish a conference call with up to 5 other parties.

Basic Feature Package User Instructions

The instructions below should assist a user in programming their telephone to use the basic features. The instructions given are general user instructions for 1A2 or 2500 series telephones. More advanced telephones may have feature buttons or special programming instructions.

- **Call Forwarding Variable** - Permits a telephone to automatically forward calls to another telephone number.

    1. Dial 106+ number of the telephone to which you want your calls sent, then hang-up

    2. To cancel, press 107.

- **Consultant Hold** - Allows you to put a call on hold while speaking / consulting with another call.

    1. Depress switchhook, press 18.

    2. To retrieve, depress switchhook.

- **Call Transfer** - Allows you to transfer a call to another telephone.

    1. Depress switchhook, dial the number to which you want to transfer the call, and hang up.

- **Three-way Calling** - Permits you to add a third party to an existing conversation for a telephone conference call.

    1. Depress switchhook, dial the number of the person to be conferenced in and depress the switchhook.

- **Call Park** - Enables a person receiving a telephone call to have access to the incoming call on any telephone station in the system by entering a code.

    1. Depress switchhook, dial 176, and hang up.

    2. To retrieve, 177+ ext.

- **Last Number Redial** - Your telephone will automatically dial the last number you dialed when you enter a specific code or push a button.

    1. Dial # twice.

- **Automatic Call Back/Ring Again** - The telephone system will remember the last number called and will redial that number when the feature is activated.

    1. Depress switchhook, dial 111, and hang up.

    2. To cancel, dial 111 again.

- **Speed Calling (Individual)** - Allows a caller to reach certain frequently called numbers by using abbreviated telephone numbers or preprogrammed speed dial buttons instead of dialing the entire telephone number.

To add or change individual speed call code list:

Speed Calling - up to 10 preprogrammed numbers
To Program Numbers:

    1. Dial 1174

    2. Wait for tone, dial the single digit of the number you want to program a telephone number under (i.e. 1, 2. etc.)

    3. Immediately dial the telephone number you want to program (exactly as you would dial it, 4-1234, 9-XXX-XXXX, etc.), and press #

To Use Speed Calling:

    1. Dial *, the single digit number, # (i,e *4#).

- **To delete a number:**

    1. Listen for dial tone

    2. Dial change code 1174

3. Listen for recall dial tone

4. Dial code number

5. Press #

6. Listen for confirmation tone

7. Hang up

- **Conference Call (6 parties) -** Allows you to establish a conference call with up to 5 other parties.
  (This feature is available only in select areas, Chicago, Springfield, and Collinsville)

  For conferences of six participants or less with the host calling from the Springfield, Collinsville or Chicago/Franklin Centrex (793 or 814), use the **Station Dial Conference Calling** option from your desk phone. The host, when originating a call from an analog or p-phone, can connect five additional participants at other land or cell phones and pay only the applicable toll charge for each participant that you are 10 digit dialing. This will keep the total cost less than using the AT&T TeleConference Service. **Note:** Use the Centrex 4 or 5 digit dialing option where possible to avoid all toll charges. To use **Station Dial Conference Calling**, please refer to the following instructions:

  1) Wait for a dial tone
  2) Dial the first participant
  3) Greet the person on the line
  4) Press the "link" or "transfer" or "switch hook", depending upon your phone
  5) Dial 150 - wait to establish the conference call - you and the first participant will be connected to the conference
  6) Press "link" or "transfer" or "switch hook", depending upon your phone
  7) Wait for a dial tone
  8) Dial the second participant
  9) Greet the person on the phone
  10) Press the "link" or "transfer" or "switch hook", depending upon your phone
  11) Dial 150 - wait to establish the conference call - you and the first and second participants will be connected to the conference
  12) Press the "link" or "transfer" or "switch hook", depending upon your phone
  13) Wait for a dial tone
  14) Dial the third participant
  15) Greet the person on the line
  16) Press the "link" or "transfer" or "switch hook", depending upon your phone
  17) Dial 150 - wait to establish the conference call - you and your three participants will now be connected to the Conference
  18) Continue the above steps for the final two participants

  *Note: If you get a busy signal, no answer, or wrong number, depress switchhook, "link" or "transfer", listen for recall dial tone, dial Conference Call Access Code **150** to be reconnected to the rest of the participants or dial the number of the new participant.*

Programmable Features

Any of the following features are available for a one-time programming charge per telephone or telephone line. There is no monthly charge associated with these features.

- **Call Forwarding Don't Answer / Call forwarding Busy (CFA / CFB)** - Permits the user to forward his / her telephone if the line is busy or no one answers after a preset number of rings.

- **Call Pickup** - Enables a user to answer another telephone in his / her pickup group a button or two, rather than dialing the entire extension. (19 in a Centrex environment).

- **Hunting** - Refers to the process of a call reaching a group of lines. The call will try the first programmed line of the group first. If that line is busy, it will try the second programmed line, then it will hunt to the third, ect. Hunting to more than 5 lines requires special provisions.

- **Speed Calling (Group of 30 numbers)** - Allows a caller to reach a frequently called number by using an abbreviated telephone number or a preprogrammed button instead of dialing the entire telephone number. Up to 30 numbers may be programmed with this speed dial feature.

To add or change group speed call code list:

From the control station:

1. Listen for dial tone

2. Dial change code 1175

3. Listen for recall dial tone

4. Dial code number (00-69)

5. Dial accesscode and new Speed Call number and # button

6. Listen for confirmation tone

7. Hang up or continue programming

8. To test hit *2 digits and # sign

To delete a number:

1. Listen for dial tone

2. Dial change code

3. Listen for recall dial tone

4. Dial code number

5. Press #

6. Listen for confirmation tone

7. Hang up

- **Call Waiting feature / Cancel Call Waiting** - Permits a call to a busy telephone line to be held while an audible tone notifies the called party that a call is waiting. The called party may then decide whether or not to interrupt the call to answer another call. Call waiting can be temporarily canceled by entering a specific code into the telephone.

- **Denied Originating Service** – A telephone line with this restriction cannot place outgoing calls at any time. However, incoming calls directed to this telephone are not restricted.

- **Denied Terminating Service** - A telephone line with this restriction cannot receive any calls at any time; however, it may place outgoing calls.

- **Restricted Line** - Restricts the telephone user from placing certain outgoing calls such as long distance, interstate, or worldwide calls. Similar to Class of Service restrictions.

- **Directed Call Pickup (No Barge-In)** - Allows the answering of calls to be directed to a line within the customer group by entering an activation code.

- **Directed Call Pickup (Barge-In)** - Allows the answering of calls to be directed to a line within the customer group. If the call has already been answered, the user dialing the activation code will be conferenced into the new call.

- **Direct Connect** - Allows the telephone to directly connect from one station to another.

Extra Programmable Features

The following is a list of additional telephone features which may be programmed to individual telephones. The following features are available for a one time programming charge per telephone or telephone line. All of the following features have a monthly charge associated with the feature.

- **Call Forwarding Variable / Outside** - Permits a user to program his / her telephone to automatically forward calls to another telephone number outside of the Centrex environment. For example, a user could program his / her telephone to a cellular, home, or pager telephone number when he / she left the office.
  Catalog Code: CFO

- **Speed Calling (Group of 50 Numbers) (SSCGS)** - Allows a caller to reach certain frequently called numbers by using abbreviated telephone numbers or preprogrammed buttons instead of dialing the entire telephone number. Up to 50 numbers may be programmed for speed calling with this feature.
  Catalog Code: SSCGS

From the control station:

1. Listen for dial tone

2. Dial change code 1175

3. Listen for recall dial tone

4. Dial code number (00-69)

5. Dial access code and new Speed Call number and # button

6. Listen for confirmation tone

7. Hang up or continue programming

8. To test hit *2 digits and # sign

To delete a number:

1. Listen for dial tone

2. Dial change code

3. Listen for recall dial tone

4. Dial code number

5. Press #

6. Listen for confirmation tone

7. Hang up

- **Speed Calling (Group of 70 Numbers)** - Allows a caller to reach certain frequently called numbers by using abbreviated telephone numbers or preprogrammed buttons instead of dialing the entire telephone number. Up to 70 numbers may be programmed for speed calling with this feature.
  Catalog Code: SSCG7

- **Caller Identification (Caller ID)** - Indicates the number of the person calling. If your telephone is not equipped for Caller ID, additional equipment will be needed.
  Catalog Code: SSCIX

- A Caller ID box may be purchased from CMS.
  Catalog Code: EXID5

Class of Service (COS) Codes

Listed below is a list of the most common Centrex classes of service for the state. All telephones require a class of service. If a more specialized class of service is required, please contact CMS Voice Order Processing at (217)785-9034 to inquire if it is available.

If you fail to indicate the desired class of service on the Telecommunications Service Request, COs 26 in the 217,309, 618, 779, 815 area codes and COs 3 in the 224, 312, 331, 630, 708, 773, 872, and 847 area codes will be assigned. All classes of service block 900 and 976 access.

217, 309, 618, 779 and 815 Area Codes

Class of Service	Description
0	Internal Centrex only.
1	Internal Centrex plus state operator only.
3	Reserved for fax, data, or specialized lines that require no restrictions and a line with no features (available in Springfield only).
9	Centrex plus state operators only, with access to the tie line for paging access
14	Centrex and local calls only
20	State of Illinois only
26	Standard nonrestricted line, worldwide calling that blocks 900, 976, JR Line, and Time / Temperature.

224, 312, 331, 630, 708, 773, 847 and 872 Area Codes

Class of Service	Description
0	Internal Centrex only.
2	312 area only.
3	Standard non-restricted line, worldwide calling blocking 900 and 976.
4	312 area and Springfield Centrex only (available in Chicago, area code 312/338, 793 and 814 only).
9	Internal Centrex plus state operator only.

10	Centrex and Springfield Centrex only (available in Chicago , area code 312/338, 793 and 814 only).
11	224 312,331, 630, 708, 773, 847 and 872 area codes only.
14	224 312,331, 630, 708, 773, 847 and 872 area codes and Springfield Centrex only. (Available in Chicago 793 and 814 prefix only)
39	State of Illinois only.