



# Centrex

# Welcome to your Centrex phone

Congratulations! You are now using the Centrex service from Telecom. Centrex has many practical features to make using the phone easier.

This Guide introduces your Centrex phone's features. Keep it handy so you can explore all the ways Centrex can help you.

If you need help, ask your office manager or system administrator, or call the Centrex Help Desk on: 0800 733 799

Your extension number is:

Your Direct Dial (DDI) number is:

Your phone is: (tick appropriate box)

A Regular extension

A Hunting extension

Your hunting type is: (tick appropriate box)

standard

circular

uniform call distribution

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## GROUPS AND EXTENSIONS

### BUSINESS GROUPS

A business group is a group of Centrex extensions. Your business may have one or more business groups. A business group can include both Regular and Hunting extensions.

### TYPES OF EXTENSION

There are two types of Centrex extension.

—	Regular extensions operate as individual extensions
—	Hunting extensions are grouped together to form a Hunting group. When a call comes in to a Hunting group it will 'hunt' around until it finds an extension that is not busy

Both types of extensions have many features in common. However, some are specific only to Regular or Hunting extensions – they are covered separately at the end of this booklet.

The details on the inside front cover will tell you if you are Regular or Hunting.

## DISTINCTIVE SOUNDS

With Centrex, your phone will make a number of distinctive sounds.

### RINGING TONES

Different ringing tones let you know the type of call you are about to receive.

—	Internal call	Ring Ring
—	External call	Ring Ring Ring Ring
—	Auto Call-Back (regular extensions only)	Ring Ring Ring Ring Ring Ring

### HANDSET TONES

—	Confirmation	Ring R I N G Ring R I N G
—	Call holding	Tone Ring Tone Ring
—	Transfer dial (regular extensions only)	Beep Beep Beep Tone

### CALL WAITING BEEPS (REGULAR EXTENSIONS ONLY)

While you're on the phone, you might hear a series of beeps. These beeps tell you the type of call that's trying to reach you.

—	External call (an external caller is trying to get through)	Beep Beep
—	Internal call (an internal caller is trying to get through)	Beep Beep Beep Beep
—	Forced Call Waiting (an internal caller is forcing Call Waiting beeps)	Beep Beep Beep Beep Beep Beep

## MAKING CALLS

### MAKING AN EXTERNAL CALL

1.	Lift your handset
2.	Press 1
3.	Wait for the dial tone
4.	Dial the phone number

### MAKING AN INTERNAL CALL

1.	Lift your handset
2.	Dial the extension number

## QUICK DIAL

You can program and store up to 20 of your own frequently called numbers.

### STORING A QUICK DIAL NUMBER

1.	Lift your handset
2.	Press * *, then your 3 digit Quick Dial Number (which must be between * 940 and * 959)
3.	Press 1
4.	Enter the number you want to call
5.	Press #

Repeat the steps above to program more numbers or, if you have finished, hang up

### CHANGING A QUICK DIAL NUMBER

Simply store the new number. It will replace the existing number

### DIALLING A QUICK DIAL NUMBER

1.	Lift your handset
2.	Press *, then enter the Quick Dial number (e.g. 940)

## PICKING UP CALLS

Your workplace may have one or more pick-up groups. Centrex lets you answer any other ringing phone in your pick-up group. If two or more phones are ringing you will pick up the one that started ringing first.

### PICKING UP A RINGING PHONE

1.	Lift your handset
2.	Press * 8
3.	Greet the caller

Directed Call Pick-Up lets you choose a specific ringing extension to answer.

1.	Lift your handset
2.	Press * * 8 followed by the extension number of the phone you wish to answer
3.	Greet the caller

## CALL TRANSFER

You can transfer a call to any Centrex extension in your office or to an external number. Before transferring a call you can also set up a Conference Call (see page 10 of this Guide).

### TRANSFERRING AND ANNOUNCING CALLS

1.	Ask your caller to hold
2.	Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
3.	Wait for the recall dial tone
4.	Now dial the number you want to transfer to (either an extension number or press ① then dial an external number)
5.	Wait for the ringing tone
6.	Now wait for the third person to answer, then announce the call
7.	Hang up

The caller will hear music or the hold tone until the extension answers. See Call Hold on page 12.

## TRANSFERRING CALLS WITHOUT ANNOUNCING

1.	Ask your caller to hold
2.	Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
3.	Wait for the recall dial tone
4.	Now dial the number you want to transfer to (either an extension number or press ① then dial an external number)
5.	Wait for the ringing tone
6.	Hang up

## RETURNING TO THE ORIGINAL CALLER

1.	Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
2.	Pause briefly
3.	Press the <b>TRANSFER</b> button again

## HANDY TIPS

—	Even after you have transferred a call and hung up, the call will continue to be charged to your billing number until the other people hang up
—	Music on Hold for your callers while they wait is available on specially customised phones. See Call Hold on page 12

## CALL TRANSFER CAMP-ON

If you transfer a call to another extension in your business group that is busy, you can 'camp-on' a call to that busy extension. Camping-on means that as soon as the extension becomes free, the waiting caller will go straight through.

### CAMPING-ON A CALL TO ANOTHER EXTENSION

1.	You hear the busy tone when you try to transfer a call
2.	Press the <b>TRANSFER</b> button to go back to the caller (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
3.	Pause briefly
4.	Press the <b>TRANSFER</b> button again
5.	Tell the caller the extension is busy and ask if they want to hold
6.	Press the <b>TRANSFER</b> button again
7.	Wait for the recall dial tone
8.	Press * 0 2 followed by the extension number you want to camp-on to
9.	Wait for the ringing tone
10.	Hang up

The caller you transferred will now hear the ringing tone.

The extension with the call camped-on will hear Call Waiting beeps.

## CONFERENCE CALLS

Conference Calls let you speak with two other people at the same time.

### MAKING A CONFERENCE CALL

1.	Ask your caller to hold
2.	Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
3.	Wait for the recall dial tone
4.	Dial the phone number of the third person (either an extension number or press ① then dial an external number)
5.	When the person answers tell them about the conference call
6.	Press the <b>TRANSFER</b> button again
7.	Wait for the recall dial tone
8.	Begin your three-way conversation

## SPEAKING TO THE ORIGINAL CALLER

1. Press the **TRANSFER** button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)

## HANDY TIPS

- All external Conference Calls you make are charged to your billing number
- To transfer your original caller to the third person in the conference, simply hang up
- You can return to your original caller after a Conference Call to transfer the call or set up another Conference Call

Extra Conference Call features may be available if your Centrex has been specially customised. For information, call the Centrex Help Desk on 0800 733 799.

## CALL HOLD

Call Hold lets you put a caller on hold and retrieve that call from your extension. If you want to put a caller on hold so that any other extension in your pick-up group can retrieve it, see the instructions for Call Park on page 22.

### PUTTING A CALL ON HOLD

1.	Ask your caller to hold
2.	Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
3.	Wait for the recall dial tone
4.	Press * 6
5.	Don't hang up – leave the phone off the hook or make another call

Your caller will hear music or the hold tone.

## RETRIEVING A CALL FROM HOLD

1. Hang up – the held call will automatically ring you back

## HANDY TIPS

- If you want to make another call while a caller is on hold simply dial the phone number you want
- Centrex can provide Music on Hold for your callers while they wait. This feature is only available on customised phones and incurs an additional charge
- Directed Call Pick-Up lets you choose a specific ringing extension to answer. This is only available if your system has been specially customised

## CALL DIVERSION

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With Call Diversion, you can send your calls to other telephones, for example another office, your cellphone, home phone or message service. There are three types of Call Diversion and you can use more than one type of diversion at the same time.

### DIVERSION IF BUSY

Diverts your calls when your extension is busy.

### DIVERSION IF NOT ANSWERED

Diverts your calls when your phone is unanswered (default of 10 seconds). This can be changed – see page 16.

### IMMEDIATE DIVERSION

Diverts all calls to a new phone number (even if diversion if busy or diversion if not answered is turned on).

Other Call Diversion features may be available if your phone has been customised.

## DIVERTING CALLS TO ANOTHER TELEPHONE

1.	Lift your handset
2.	Enter the code for the type of diversion you want, ie: * 3 4 for diversion if busy * 3 7 for diversion if not answered * 3 1 for immediate diversion
3.	Now enter the number you want your calls diverted to (either a Centrex extension, or press 1 and then dial an external number)
4.	Press #
5.	Wait for the confirmation tone

### HANDY TIP

- To divert calls to your Centrex Message Manager or Call Minder mailbox, enter the diversion code, dial 1 then 0-8320-0000

Centrex will now automatically ring the diversion destination so you can let them know you have diverted your phone – if you would prefer not to proceed with this call, hang up after you hear the confirmation tone.

If you hear a pip-pip-pip-pip pause pip-pip-pip-pip tone it means that the number is unobtainable – try diverting to another number.

You will hear the confirmation tone whenever you lift your handset.

## HANDY TIPS

- You can still make calls from your extension when Call Diversion is turned on
- You can turn on diversion if busy and diversion if not answered at the same time, but if you turn on immediate Call Diversion, it will override both of these
- With Diversion If Not Answered, callers will hear a message to let them know they are being diverted
- If you turn on Diversion If Busy, it will work instead of Call Waiting, but not instead of Forced Call Waiting (see page 20)
- Your caller will be charged for the call to your phone, but the call from your phone to the Call Diversion destination will be charged to you
- If you receive many calls at once, only four can be diverted at the same time (the fifth caller will hear the busy tone) – this is useful if you are diverting calls to Centrex Message Manager, which can answer up to four calls at the same time
- To change a diversion destination, simply program the new destination (the new number will replace the existing number)
- If you want to change the number of rings before your phone diverts if not answered, call 126
- If you hear the confirmation tone when you pick up your handset this means you may have one or more Call Diversions turned on – remember, if you are ever unsure of your diversion settings, you can either reprogram them all or cancel and reset them

## TURNING CALL DIVERSION OFF

1.	Lift your handset
2.	Wait for the confirmation tone
3.	Enter the code for the type of diversion you want to turn off, ie: * * 3 4 for diversion if busy * * 3 7 for diversion if not answered * * 3 1 for immediate diversion
4.	Wait for the confirmation tone
5.	Hang up

## HANDY TIPS

—	If someone forgets to turn off a diversion to your phone when they have become available again, you can override the diversion by calling them from your phone to remind them to turn the diversion off
—	You can control your diversions from any touch-tone phone – see the next section on Remote Divert

## TURNING ALL YOUR CALL DIVERSIONS OFF

1.	Lift your handset
2.	Wait for the confirmation tone
3.	Press * * 3 0
4.	Wait for the confirmation tone
5.	Hang up

## REMOTE DIVERT

If you are away from the office, Remote Divert lets you control your Call Diversions from almost any touch-tone phone (including a cellphone), at any time with your own confidential PIN. Before you use Remote Divert for the first time, please call us on 126 and we will set it up for you. (This will normally take about three days.)

### TURNING REMOTE DIVERT ON FROM ANOTHER TELEPHONE

1.	Lift your handset
2.	Dial 0 8 3 2 1 5 – this is the remote divert access code (if you're calling from a Centrex or PABX line, you'll need to dial 1 first) – wait for the message
3.	Enter your Centrex phone number (remember to include the area code, eg. 4-789-1234) – wait for the message
4.	Enter your PIN – wait for the message
5.	Press 1 to change your call diversion – wait for the message
6.	Wait for the dial tone
7.	Enter the code for the type of diversion you want, ie: * 3 4 for diversion if busy * 3 7 for diversion if not answered * 3 1 for immediate diversion

## TURNING REMOTE DIVERT ON FROM ANOTHER TELEPHONE

If you have a customised Call Diversion, you will need special codes

1.	Enter the number you want calls diverted to (either a Centrex extension or press ① and dial an external number)
2.	Press #
3.	Wait for the confirmation tone
—	To change more than one diversion repeat the steps above
4.	Hang up

### HANDY TIPS

—	To turn a diversion on your Centrex extension off, follow the instructions on page 17
—	To change your PIN press ③ when prompted and follow the instructions you hear
—	To control your Call Diversions from a cellphone, make sure the key pad tones are turned on
—	A Remote Divert call connects you with your Centrex extension – when you make a call from a remote location to your Centrex number, standard telephone charges will apply

## CUSTOMISING CENTREX

You can customise your standard Centrex package with any of the custom features described below.

- **FORCED CALL WAITING.** Lets you force Call Waiting beeps on a busy Regular extension in your business group.
- **CENTREX CALL QUEUING.** Lets you answer all your incoming calls even if all available phones are busy.
- **DIRECTED CALL PICK-UP.** Lets you answer any specific ringing phone in your business group even if it's not in your pick-up group.
- **CALL TRANSFER AND CONFERENCE CALLING ALTERNATIVES.** Centrex has many Call Transfer and Conference Calling alternatives – for more information contact the Centrex Help Desk on 0800 733 799.
- **CALL DIVERSION ALTERNATIVES.** Call Diversion alternatives include:
  - > Diverting external calls – lets you divert calls from external callers only
  - > Diverting internal calls – lets you divert calls from internal callers only
- **MUSIC ON HOLD.** Centrex can provide music on Hold for your callers while they wait. This feature is available on customised phones and incurs an additional charge.

—	<b>PREFERENTIAL HUNTING (ONLY AVAILABLE ON HUNTING).</b> Varies the standard hunting sequence followed when calls are made to non-pilot extensions.
—	<b>BILLING BY EXTENSION.</b> Traces each call to the extension that made it, letting you see exactly which extensions made which calls.
—	For more information and setting up of these features call your Telecom Account Manager or 126.
—	Centrex custom features are additional to the standard Centrex package and incur an additional cost. If you would like to talk about Centrex custom features, please call 126.
—	If you have any custom features write down the details here for reference.

## INTRODUCING REGULAR EXTENSIONS

REGULAR EXTENSIONS WORK INDEPENDENTLY FROM EACH OTHER.

If a call is made to a Regular extension it will continue to ring unless you have either diverted your calls to another extension or set it up so unanswered calls go to voicemail.

Hunting extensions, on the other hand, act together to answer incoming calls.

## CALL PARK

Call Park is like Call Hold, except that when you've parked a call, it can be retrieved by any extension user in your group.

### PARKING A CALL

- |    |   |
|----|---|
| 1. | Ask your caller to hold   |
| 2. | Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly) |
| 3. | Wait for the recall dial tone   |
| 4. | Press * 7   |

Your caller will hear music or the hold tone. Now you can hang up or make another call.

## HANDY TIPS

- You can still make or receive calls and use Call Pick-Up after you park a call
- If you park a call and it is not retrieved within the pre-set period (usually three minutes), the call will automatically come back to you – if your extension is busy it will wait until you are free
- Centrex can provide Music on Hold for your callers while they wait – for details of this custom feature see page 20

## RETRIEVING A PARKED CALL FROM THE EXTENSION WHERE IT WAS PARKED

1. Press \* \* 7 #

## RETRIEVING A PARKED CALL FROM ANOTHER EXTENSION

1. Press \* \* 7
2. Enter the extension number where the call was parked

## AUTO CALL-BACK

If you're trying to call a number and it's engaged or there's no answer, Centrex can save you time and effort by calling the number for you, either when it becomes free or as soon as a call has been made or received from that number.

### SETTING AUTO CALL-BACK

1.	You hear the busy tone or there is no answer
2.	Hang up
3.	Lift your handset
4.	Press * 4
5.	Wait for the interrupted dial tone
6.	If Auto Call-Back cannot work for that number (eg. if it is part of a Hunting group) you'll hear the number unobtainable tone (pip-pip-pip-pip pause pip-pip-pip-pip)
7.	Hang up

Centrex will now monitor the number. If the call-back is not successful within 30 minutes it will be cancelled.

Auto Call-Back will only call you once. If your extension is busy or you don't answer, Auto Call-Back will be cancelled.

When Auto Call-Back calls you, your call-back will go through as soon as you pick up your phone, and you'll hear the ringing tone.

## TURNING AN AUTO CALL-BACK OFF

1.	Lift your handset
2.	Press * * 4
3.	Hang up

## HANDY TIPS

—	You can still make and receive calls while Auto Call-Back is working
—	You can set Auto Call-Back on up to three numbers at a time
—	Auto Call-Back will ring you even if you have turned on Do Not Disturb
—	If the number you want has become busy by the time you call back, simply reset Auto Call-Back
—	Auto Call-Back can only monitor toll calls if they are made on the Telecom toll network – normal call charges will apply

## AUTO RECALL

Auto Recall lets you call the last number that called you, even if you didn't answer the call. A message will let you know whether the call was local or national so that you can choose whether or not you want to return the call.

### TURNING AUTO RECALL ON

1.	Lift your handset
2.	Press * 5
3.	Wait for the ringing tone

If Auto Recall cannot work for that number (for example, if it is part of a Hunting group) you'll hear the number unobtainable tone (pip-pip-pip-pip pause pip-pip-pip-pip)

### HANDY TIPS

—	Normal call charges apply to Auto Recall calls. If your last call was a national call, Auto Recall will place a toll call on the Telecom network
—	If your last caller heard a busy tone, Auto Recall will call the last person who heard the ringing tone
—	If the number recalled is busy, Centrex will turn on Auto Call-Back (and you will hear a dial tone instead of the busy tone) – to cancel this, hang up then lift your handset and dial * * 5

## LAST NUMBER REDIAL

CENTREX WILL AUTOMATICALLY REDIAL THE LAST NUMBER YOU CALLED

1. Lift your handset
2. Press \* 9 0

## CALL WAITING

If you're on the phone and another call comes through, Centrex will let you know by a series of beeps through your handset.

ANSWERING A WAITING CALL

1. Press the **TRANSFER** button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
2. Wait for the recall dial tone
3. Press \* \* 0 2 to answer the incoming call

Your first caller will hear the hold tone or music.

If you don't answer the waiting call, the second caller will hear the ringing tone and won't know that your extension is busy.

Standard Call Waiting lets you know when you have external calls waiting. If your Centrex has been specially customised, you may also be able to access Call Waiting on internal calls only and Call Waiting on all calls.

## CALL WAITING ON EXTERNAL CALLS

### ALTERNATING BETWEEN THE TWO CALLS

1.	Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
2.	Wait for the recall dial tone
3.	Press * * 0 2

The other caller will hear the hold tone

### HANDY TIPS

—	You can also transfer or park either of the calls (see pages 7 and 22 of this guide), then simply hang up and the other call will ring you back
—	If you hang up after you hear Call Waiting beeps, then you can't use Call Pick-Up (to answer a call on another extension) until your waiting call has been answered
—	We can make answering waiting calls even easier by changing your code to 'recall' only – however this means that you will no longer be able to transfer or park either caller once you've heard the Call Waiting beeps. If you'd like this option, just call 126

## SUSPEND CALL WAITING

If you want to make an important call and don't want to be interrupted by Call Waiting beeps, you can suspend Call Waiting for the duration of that call only. You can do this before you make the call or, if you forget, you can do it during the call.

### SUSPENDING CALL WAITING BEEPS BEFORE MAKING A CALL

1.	Lift your handset
2.	Press * * 0 1
3.	Dial the number you want to call (either an extension number or press 1 and then dial an external number)

### SUSPENDING CALL WAITING BEEPS DURING A CALL

1.	Press the <b>TRANSFER</b> button (or, if your phone doesn't have a transfer button, just press the receiver switch briefly)
2.	Wait for the recall dial tone
3.	Press * * 0 1
4.	Continue your call – now you can keep talking undisturbed

### HANDY TIPS

—	If you hear Call Waiting beeps when you're already on a call, you have to answer the waiting call before you can suspend Call Waiting beeps
—	To cancel Call Waiting beeps for all calls see page 30

## CANCEL CALL WAITING

You can turn Call Waiting beeps off and on whenever you like. If you turn Call Waiting beeps off and someone calls you when you're on the phone, your caller will hear the busy tone (unless you have 'diversion if busy' turned on).

### CANCELLING CALL WAITING BEEPS

1.	Lift your handset
2.	Press * 0 1
3.	Hang up

Now you won't hear Call Waiting beeps on any of your incoming calls (until you turn them back on).

### RESTORING CALL WAITING BEEPS

1	Lift your handset
2.	Press # 0 1
3.	Hang up

Now you'll hear Call Waiting beeps whenever you receive an incoming call while you're on the phone.

## DO NOT DISTURB

If you don't want to be interrupted for a while, you can set your phone to Do Not Disturb for up to 24 hours. Your callers will hear a polite recorded message during the time period you have set.

### TURNING ON DO NOT DISTURB

1.	Lift your handset
2.	Press * 1 1
3.	Set the length of time you don't want to receive any calls, using hours between 00 and 23 and minutes between 00 and 55
4.	Wait for the confirmation tone
5.	Hang up

Now, when you lift your handset, you will hear the confirmation tone.

For example, to set Do Not Disturb for three hours and 15 minutes, press \* 1 1 and then 0 3 1 5, which is the length of time you don't want to receive any calls.

## TURNING OFF DO NOT DISTURB

1.	Lift your handset
2.	Wait for the confirmation tone
3.	Press * * 1 1
4.	Wait for the confirmation tone
5.	Hang up

## HANDY TIPS

—	You can still make calls from your extension when Do Not Disturb is turned on
—	If your phone has been customised with Dual Number, calls to your second number will still ring on your phone

## REMINDER CALL

Centrex will even send you a reminder call at a time you have pre-set. All you do is choose the time you want the call.

### TURNING REMINDER CALL ON

1.	Lift your handset
2.	Press * 1 3
3.	Set the time of day you want to be called using hours between 00 (midnight) and 23 (11pm) and minutes from 00 to 55 (in five minute blocks)
4.	Wait for the confirmation tone
5.	Hang up

Example: Reminder Call works on a 24-hour clock – so if you wanted a Reminder Call for 1.30pm you would press \* 6 2 and then 1 3 3 0.

Now when you lift your handset you will hear the confirmation tone.

Reminder Call will ring you every minute, for up to five minutes, until you answer, or, if your phone is busy, it will try again after five minutes – if Reminder Call has still not reached you after this time, it will turn off.

## HANDY TIPS

- You can only set one Reminder Call at any time
- You can still make and receive calls from your extension when Reminder Call is turned on
- Reminder Call will still ring even if Do Not Disturb is on
- If your phone is busy when your Reminder Call rings, Reminder Call won't send you Call Waiting beeps

## TURNING REMINDER CALL OFF

1. Lift your handset
2. Wait for the confirmation tone
3. Press \* \* 1 3
4. Wait for the confirmation tone
5. Hang up

## INTRODUCING HUNTING GROUPS

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Hunting groups are groups of Hunting extensions that act together to answer incoming calls. One extension in each group is called a 'pilot extension' and the rest are 'non-pilot extensions'.

When a call is made to the pilot extension the system 'hunts' for a free extension in the Hunting group. With some hunting types, hunting can also happen if a call is made to a non-pilot extension. The basic hunting pattern which best suits your needs will have been discussed with your organisation by your Telecom representative and is programmed by us when we install Centrex. There are also a number of hunting pattern options that can be programmed at installation and are turned on and off from the control phone within your Hunting group.

## TYPES OF HUNTING

THE DETAILS ON THE INSIDE FRONT COVER WILL TELL YOU WHICH VERSION OF HUNTING YOU HAVE.

When Centrex is installed each Hunting group in your office will be set up in one of the following hunting patterns:

### STANDARD HUNTING – SEE DIAGRAM PAGE 37

When a call is made to the pilot extension, Centrex hunts for the first free extension in the Hunting group, starting with the pilot extension and finishing with the last extension in the group.

Calls made to a non-pilot extension do not hunt for another extension if the called extension is busy.

### CIRCULAR HUNTING – SEE DIAGRAM PAGE 37

When a call is made to a pilot or non-pilot extension, Centrex hunts sequentially, from the extension called through all extensions in the Hunting group, for the first free extension in the group.

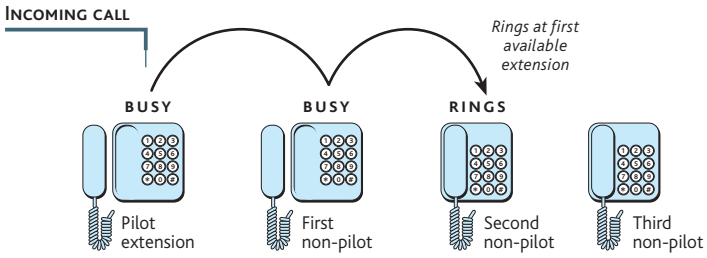
### UNIFORM CALL DISTRIBUTION – SEE DIAGRAM PAGE 37

When a call is made to the pilot extension, Centrex hunts for the first free extension in the Hunting group, beginning with the extension after the last extension that answered an outside call.

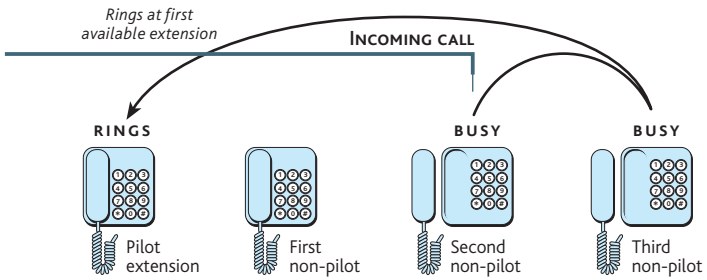
When a call is made to a non-pilot extension, hunting starts from the extension called and hunts through all extensions in the group (like circular hunting).

If you transfer a call back to the pilot extension (using the extension number) the call will not hunt. If you want it to hunt you will need to transfer it externally using the pilot extension's DDI number.

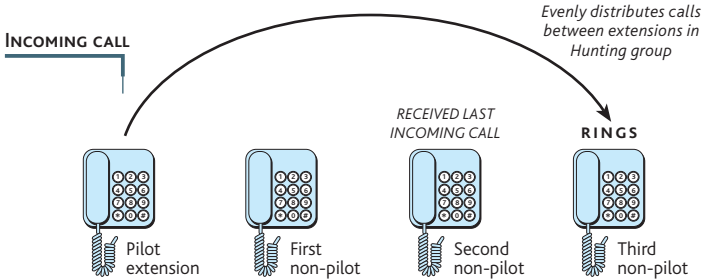
### STANDARD HUNTING



### CIRCULAR HUNTING



### UNIFORM CALL DISTRIBUTION



## HUNTING GROUP OPTIONS

You can stop call hunting on one or more extensions, a group of extensions, or even your whole Hunting group.

These features can be controlled by a control phone within your Hunting group. To set up your control phone call 126.

## GROUP BUSY

You can choose to make your whole Hunting group appear busy when calls come in at the pilot extension. This is particularly useful when all the phones in your Hunting group are unattended. This feature can only be controlled from the control phone.

### TURNING GROUP BUSY ON

1.	Lift the handset on the control phone
2.	Press * 2 2
3.	Wait for the confirmation tone
4.	Hang up

Now when a call is made to the pilot extension all extensions will appear busy.

Calls can still be made directly to non-pilot extensions, and will follow the normal hunting pattern.

## TURNING GROUP BUSY OFF

1.	Lift the handset on the control phone
2.	Press * 2 1
3.	Wait for the confirmation tone
4.	Hang up

## PHONE BUSY

You can choose to make certain non-pilot extensions appear busy during a hunt for a free extension. This is particularly useful when you would like to take specific phones out of the hunting sequence. This feature can only be controlled from the control phone.

## TURNING PHONE BUSY ON

1.	Lift the handset on the control phone
2.	Press * 2 3
3.	Wait for the confirmation tone
4.	Hang up

Now, each of the chosen extensions will appear busy during a hunt for a free extension.

Calls can still be made directly to these extensions, and will follow the normal hunting pattern.

If more than one extension in your group has Phone Busy they will all appear busy when this feature is turned on.

## TURNING PHONE BUSY OFF

1.	Lift the handset on the control phone
2.	Press * 2 1
3.	Wait for the confirmation tone
4.	Hang up

## HUNTING STOP

Hunting Stop means Centrex will stop hunting beyond a specified point in the hunting sequence. This cut-off point is chosen when Centrex is installed. Hunting Stop is useful when you would like to exclude a specific group of phones from the hunting sequence.

## TURNING HUNTING STOP ON

1.	Lift the handset on the control phone
2.	Press * 2 4
3.	Wait for the confirmation tone
4.	Hang up

Now Centrex will hunt up to and including the Hunting Stop extension (it makes no difference if the hunt was started by a call to a pilot or non-pilot extension).

## HANDY TIP

- You can only turn on Hunting Stop on a non-pilot extension. Centrex will then hunt up to and including that extension

## TURNING HUNTING STOP OFF

1. Lift the handset on the control phone
2. Press \* 2 1
3. Wait for the confirmation tone
4. Hang up

## HANDY TIPS

- Calls can still be made directly to a non-pilot extension after the Hunting Stop extension and these will follow your normal hunting pattern
- If your group has uniform call distribution, the hunt will skip all extensions from the Hunting Stop extension through to the pilot extension and then continue hunting from the pilot extension
- If your group has regular or circular hunting, the hunt will end once it reaches the Hunting Stop extension
- You can only turn on Hunting Stop on a non-pilot extension – Centrex will then hunt up to and including that extension

## HUNTING GROUP DETAILS

Record the details of your Hunting group here:

-	EXTENSION NUMBER
-	DIRECT DIAL NUMBER
-	PILOT EXTENSION
-	SUPERVISOR EXTENSIONS
-	OTHER EXTENSIONS
-	CONTROL PHONE
-	GROUP BUSY CONTROL PHONE
-	DIVERSION IF BUSY
-	DESTINATION NUMBER
-	MAXIMUM QUEUE LENGTH
-	MAXIMUM WAIT TIME

## QUICK DIAL DIRECTORY

For your frequently called and Quick Dial numbers.

NUMBER	NAME
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	

## NOTES

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## NOTES

