CENTREX

USER GUIDE

REGULAR TELEPHONES

M9316
M9216
M9009
M8009
UNITY
2500

MTS

☐ CALLING AN OUTSIDE NUMBER

• Dial outside access code + telepone number.

☐ TRANSFER

Allows you to transfer an active call to another party.

• Call on line.
• Press **LINK** (or flash hookswitch).
• Listen for special dial tone (4 quick beeps followed by dial tone).
• Dial number (see Note).
• Announce the call.
• Hang up or press **RELEASE.**

☐ CONFERENCE

Allows you to establish a call with 2 other parties. They can be internal and/or external parties.

• First party on line.
• Press **LINK** (or flash hookswitch).
• Listen for special dial tone (4 quick beeps followed by dial tone).
• Dial number (see Note).
• Announce conference.
• Press **LINK** (or flash hookswitch) to join all parties.

☐ CONSULT PRIVATELY

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

• Call on line.
• Press **LINK** (or flash hookswitch).
• Listen for special dial tone (4 quick beeps followed by dial tone).
• Dial number (see Note).
• Consult privately.
• When called party hangs up, you are automatically reconnected to the original party.

NOTE: If no answer, busy or misdial, press **LINK** (or flash hookswitch) **twice** to clear the tone and return to original party.

☐ CALL FORWARD NO ANSWER – PREASSIGNED

If you do not answer your telephone within a specified time, the call will forward to a predetermined destination. This is programmed by MTS.

☐ CALL FORWARD BUSY – PREASSIGNED

If your phone is busy, incoming calls will forward to a predetermined destination. This is programmed by MTS.

☐ CALL FORWARD

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

• **To Activate Call Forward**
  • Lift handset.
  • Dial Call Forward Activate access code ***70**.
  • Listen for special dial tone (4 quick beeps followed by dial tone).
  • Dial number (including access code if outside).
  • Listen for confirmation tone (4 quick beeps followed by fast busy tone).
  • Hang up.
  • Your phone is available for placing calls if desired.
• **To Cancel Call Forward**
  • Lift handset.
  • Dial Call Forward Cancel access code ***71**.
  • Listen for confirmation tone (4 quick beeps followed by fast busy).
  • Hang up.

NOTE 1: To verify Call Forward has been activated, call your own number and it will ring the number designated.

NOTE 2: If you have forwarded your calls to an external number, and someone dials your number, your phone will ring once as a reminder that Call Forward is active.

NOTE 3: If a fast busy tone is heard after dialing ***70**, Call Forwarding was previously activated and ***71** to cancel it is required.

☐ CALL HOLD

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

• **To Hold a Call**
  • Call on line.
  • Press **LINK** (or flash hookswitch).

  • Listen for special dial tone (4 quick beeps followed by dial tone).
  • Dial Call Hold access code ***76**.
  • Listen for confirmation tone (4 quick beeps).
  • Hang up. (See Note 1)
      OR
  • Call on line.
  • Press **HOLD** key.
  • Hang up. (See Note 2)
• **To Retrieve a Held Call**
  • Lift handset.

NOTE 1: At a predetermined interval, your phone will ring once to remind you of the held call.

NOTE 2: Music will only be provided if you use the ***76** method, not if you use the **HOLD** key on your set.

☐ CALL PARK

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

• Call on line.
• Press **LINK** (or flash hookswitch).
• Listen for special dial tone (4 quick beeps followed by dial tone).
• Dial Call Park access code ***74**.
• Listen for confirmation tone (2 quick beeps followed by silence).
• Hang up.

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

☐ DIRECTED CALL PARK

Allows you to "park" a call against any extension number.

• Call on line.
• Press **LINK** (or flash hookswitch).
• Listen for special dial tone (4 quick beeps followed by dial tone).
• Dial Directed Call Park access code ***89.**
• Listen for confirmation tone (2 quick beeps followed by silence).
• Dial the extension number that you want to park the call against.
• Hang up.

☐ CALL PARK RETRIEVAL

A parked call can be retrieved from any telephone that has the Call Park / Directed Call Park feature.

- Lift handset.
- Dial Call Park Retrieve access code ***75**.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial the extension number that the call is parked against.
- Announce yourself.

☐ CALL PICKUP

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

- Lift handset.
- Dial Call Pickup access code ***73**.
- Announce yourself.

NOTE: If you are using your telephone, you must terminate, transfer, or park your call before you can use Call Pickup.

☐ DIRECTED CALL PICKUP

Allows you to answer any ringing telephone in your company.

- Lift handset.
- Dial Directed Call Pickup access code ***79**.
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial extension number of telephone to be answered.
- Announce yourself.

NOTE: If you are using your telephone, you must terminate, transfer, or park your call before you can use Directed Call Pickup.

☐ CALL WAITING

While talking on a call, a tone through your handset (one beep repeated once in 10 seconds) advises you that a call is waiting.

- Hang up handset, telephone rings, answer waiting call.
        OR
- Press **RLS** key, answer waiting call.
        OR
- Press **LINK** (or flash hookswitch). Original call is automatically on hold.
- Second party is on line.
- Press **LINK** (or flash hookswitch) to return to original party.

- You may flip-flop between calls as often as you wish by pressing **LINK** (or flashing hookswitch).

NOTE: If you do not answer the waiting call within a specified time and your set 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, one beep tone heard through your handset notifies you that another call is waiting at the "switchboard".

- Follow same procedure as **Call Waiting**.

NOTE: If you do not answer a camped-on call within a specified time, it will return to the "switchboard" attendant.

☐ GROUP INTERCOM

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

- Lift handset.
- Dial # plus the code plus **#**.

☐ LAST NUMBER REDIAL

The feature will dial the last number you had dialed from your phone.

- Lift handset.
- Dial # twice.

☐ MESSAGE WAITING

When a caller leaves a message in your mailbox or the Message Centre attendant has a message for you, your message lamp will be lit or you will hear an interrupted dial tone.

- Lift handset.
- Dial MessageManager or the Message Centre attendant.

☐ RING AGAIN

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

- Called extension is busy.
- Press **LINK** (or flash hookswitch).
- Listen for special dial tone (4 quick beeps followed by dial tone).
- Dial Ring Again access code ***72**.

- Listen for confirmation tone (2 quick beeps followed by fast busy).
- Hang up.
- Your telephone is available for normal use.

- **To Answer**
  - When called extension becomes free, your telephone rings (one long ring followed by 2 short rings).
  - Lift handset.
  - Ringing tone is heard as desired extension is rung.

NOTE 1: The system will monitor both the busy extension and yours. When both of you are free, the system will call you.

NOTE 2: If you do not respond to the ringing within 18 seconds, Ring Again will be automatically cancelled. Also, if you don't respond quickly, the called extension could be busy again. The feature may be activated again if desired.

- **To Cancel**
  - Lift handset.
  - Dial Ring Again access code ***72**.
  - Hang up.

☐ 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 69) digit code. By dialing the code, the number is dialed for you.

The 50 or 70 number lists can be shared. The 10 number list cannot be shared.

If 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 Speed Call**
  - Lift handset.
  - Dial Speed Call Program access code ***78** (to store a 50 or 70 number list) or ***77** (to store a 10 number list).
  - Listen for special dial tone (4 quick beeps followed by dial tone).
  - Dial the 1 or 2 digit code + tel. no. (including outside access code) followed by the #.

- Listen for confirmation tone (4 quick beeps followed by fast busy).
- Hang up.
- Repeat procedure for each number to be added or changed.

- **To Delete a Speed Call Number**
  - Lift handset.
  - Dial ***78** (50 or 70 number list) or ***77** (10 number list).
  - Dial 1 or 2 digit code plus #.
  - Hang up.

- **To Use Speed Call**
  - Lift handset.
  - Dial ***** plus code + #.

ACCESS CODES

Call Forward	
Activate	***70**
Cancel	***71**
Call Hold	***76**
Call Park	***74**
Directed Call Park	***89**
Call Park Retrieval	***75**
Call Pickup	***73**
Directed Call Pickup	***79**
Group Intercom	**# + Code + #**
Last Number Redial	**# #**
Ring Again	
Activate	***72**
Cancel	***72**
Speed Call (50 or 70 number)	
Program	***78**
Use	*** + Code + #**
Speed Call (10 number)	
Program	***77**
Use	*** + Code + #**

> If you have a M9XXX or M8009 set, your memory keys may be programmed with the LINK and feature access codes.