Qwest® Centrex Prime®
Station Users Guide

About Your Qwest Centrex Prime® System

Thank you for selecting Qwest Centrex Prime. Now your business can take advantage of this great package of functions and calling features, no matter what kind of phone equipment you have. Before you start, please take a moment to look over this instruction guide and familiarize yourself with the features of Centrex Prime. In fact, we suggest you keep this instruction guide handy near your phone, so you'll always be ready to use these powerful, timesaving features. Thank you again for choosing Qwest.

Dialing outside the Qwest Centrex Prime system

To place a call to any telephone number outside your Qwest Centrex Prime system, you must first dial 9, wait for a second dial tone and then dial the desired number.

Dialing emergency numbers

If your area has 911 emergency services, you must first dial 9, then the digits 9-1-1.

Qwest Centrex Prime system tones

Dial tone – You must first have dial tone present on your line to activate any Qwest Centrex Prime feature or dial any telephone number.

Stutter dial tone – Three (3) short beep tones followed by a dial tone acknowledges your request to activate a feature.

Single beep tone – This signal alerts you that another call is waiting.

Fast busy signal – This signal will notify you that the Qwest Centrex Prime system is unable to process your request at this time. Try your call again in a few moments.

Switchhook operation

Many Qwest Centrex Prime system basic analog features require the use of the switchhook to obtain a second dial tone. Once obtained, this dial tone is used to dial feature codes or other telephone numbers.

To operate the switchhook depress the switchhook for approximately one (1) second, then release. Upon release, you will hear a stutter dial tone followed by regular dial tone. You may now dial the activation code for the desired feature or the telephone number you wish to call. Some telephone equipment utilizes buttons instead of switchhook. These buttons are typically labeled Flash, Tap or Recall.

Qwest® Centrex Prime® standard features

Centrex Prime delivers these standard features to meet your business needs. NOTE: Your company decides what features to activate.

Intra-System calling

Intra-system calling enables you to directly dial other stations within your Qwest Centrex Prime system without the assistance of an attendant. To use intra-system calling, listen for dial tone. Dial the desired intra-system number (usually an abbreviated 4-or 5-digit number) you wish to contact.

If you are on another call: depress and release the switchhook. Listen for dial tone. Dial the desired intra-system number you wish to contact. Parties can be joined together by depressing and releasing the switchhook again.

Call Hold features

Your Qwest Centrex Prime system provides Call Hold features that yield more capabilities than the Call Hold features of other telephone systems. When you place a call on hold with Qwest Centrex Prime, a second dial tone is received. This dial tone can be used to make and receive additional calls. The Call Hold features are:

Consultation Hold
Consultation Hold is used in preparation for activation of other features such as:
- Call Hold
- Call Pick Up
- Call Transfer
- Call Waiting features
- Conference Calling
- Three Way Calling
- Six Port Conferences

To activate Consultation Hold on any established call depress and release the switchhook. Listen for dial tone and then activate desired feature or dial the desired telephone number.

Once the switchhook has been depressed and released, dial tone will be present. If no feature activation codes or telephone numbers are dialed within 16 to 24 seconds, the hold will "time out" and the original party will be reconnected.

Call Hold
Call Hold enables you to place any existing call on hold, without the fear of losing the call or having the hold time out. Once a call is placed on Call Hold, your Qwest Centrex Prime line may be reused to place another call, or receive another incoming call.
To activate Call Hold on any established call depress and release the switchhook. Listen for dial tone and dial *12.

Automatic Call Back

When calling another party within your Qwest® Centrex Prime® system results in a busy signal, activation of Automatic Call Back ensures your call will be completed as soon as the other party hangs up.

To use Automatic Call Back you must first receive a busy signal from another station within your Qwest Centrex Prime system. After receiving the busy signal: hang up, lift the receiver and Dial *55. Listen for confirmation tone.

Once the desired party hangs up, they will receive a distinctive ringing. When they lift their receiver, the system will automatically ring your telephone completing your original call. Once established, Automatic Call Back will remain activated for 30 minutes.

To cancel Automatic Call Back, lift the receiver and dial *95.

Call Forward Variable

Your Qwest Centrex Prime System will forward your calls to any number that you choose – including intra-system, local or long distance* telephone numbers.

To use Call Forwarding to forward your calls to another number: listen for dial tone, dial *72. Listen for dial tone and then dial the telephone number or intra-system number you wish to forward your call to. Wait for the confirmation tones and then hang up.

If forwarding to an outside telephone number that is either busy or does not answer, simply repeat the aforementioned procedure within two minutes. The Call Forwarding will activate on the second attempt.

To cancel Call Forwarding, listen for dial tone, dial *73 and then hang up.

*Long Distance charges may apply.

Call Park

The Call Park feature lets you put a call on hold in a "parking zone" until it is answered by the correct individual. It's especially helpful for those who do not have a hold button on their desk phone.

How to use Call Park Basic

> Call Park Basic lets you put calls on hold for anyone to pick up.
> 1. To put a call in "park," press the switchhook and listen for a stutter dial tone.
> 2. When the stutter dial tone becomes a steady dial tone, press *45.
> 3. The call is now "parked." You may now announce the call to the proper party.

How to use Call Park Retrieve

> Use Call Park Retrieve to pick up a "parked" call.
> 1. If you have a call in "park," lift the receiver and listen for a steady dial tone.
> 2. Press *48 plus the telephone number of the person who put the call on "park". Now you can answer the call.

How to use Call Park Directed

Call Park Directed puts a call on hold and "parks" it to a particular line.
1. To put a call in "park," press the switchhook and listen for stutter dial tone.
2. Press *46 plus the telephone number to which the call will go. Only that person will be able to pick up the call.

How to use Call Park Answer Back

Answer Back allows a call to be answered from any line in the Centrex system.
1. If you have a call in "park," lift the receiver and listen for a steady dial tone.
2. Press *47.
3. Dial the telephone number to which the original call was directed.
4. Now you can answer the call.

Note: If a "parked" call is not answered, it will return to the line of the person who "parked" it.

Call Pick Up features

The Call Pick Up features enable you to answer any call directed to another line within your call pick-up group by dialing a code. Your station line may be equipped with either Call Pick Up or Directed Call Pick Up which allows you to tell the system which line to answer.

Call Pick Up
To use Call Pick Up if you are not currently on a call, listen for dial tone; dial *68 and the incoming call will be connected immediately.

If you are in the middle of a telephone conversation, depress and release the switchhook. (First call is now on hold). Listen for dial tone; dial *68 and the incoming call will be connected immediately.

To alternate between calls, simply depress and release the switchhook and dial *68.

Directed Call Pick Up
To use Directed Call Pick Up if you are not currently on a call - lift the receiver and dial *14. Dial the intra-system extension number of the station you wish to answer. The incoming call will be connected immediately.

If you are in the middle of a telephone conversation depress and release the switchhook. (First call is now on hold.) Listen for dial tone and dial *14. Dial the intra-system extension number of the station you wish to answer and the incoming call will be connected immediately.

To alternate between calls depress and release the switchhook and dial *14.

Call Transfer

Call Transfer enables you to transfer both incoming and outgoing calls to another station within your Qwest® Centrex Prime® system. Incoming calls can be transferred to any other telephone number within or outside your system.

To use Call Transfer depress and release the switchhook. Listen for dial tone and dial the desired telephone number or intra-system number to which you wish to transfer the call. Hang up and the transfer will be completed automatically.

Or
Depress and release the switchhook and listen for dial tone. Dial the desired telephone number or Intra-system number to which you wish to transfer the call. Depress and release the switchhook (a three way conference has now been established). Announce the call and hang up. (The transfer will be completed automatically.)

Outgoing telephone calls (those that you originate) can be transferred only within your Qwest Centrex Prime system. Incoming calls can be transferred to any intra-system, local or long distance* telephone number.

*Long distance charges may apply.

Call Waiting features

Equipping your Qwest Centrex Prime line with Call Waiting enables you to answer a second call while you're already on the phone.

Call Waiting Terminating
On any established call an audible tone will alert you that another call is waiting. Upon receipt of the tone: depress and release the switchhook, listen for dial tone and dial *12. Your original party will be on hold and the second call will be automatically connected.

Or
Terminate your original call by hanging up. The Call Waiting call will ring automatically. To alternate between calls depress and release the switchhook, listen for dial tone and dial *12.

Cancel Call Waiting is to be used whenever you do not wish to have an important call interrupted. Before starting a telephone conversation, listen for dial tone and dial *70. While on an established call depress and release the switchhook. Listen for dial tone and dial *70. Depress and release the switchhook. At the termination of the telephone call, Call Waiting will be restored to normal operation.

Call Waiting Dial Originating
When trying to reach a busy station within your Qwest® Centrex Prime® system, Call Waiting Originating will alert the other station of your need to connect them. Upon dialing another station within your Qwest Centrex Prime system and receiving a busy signal; hang up, lift the receiver and listen for dial tone. Dial *76 and listen for dial tone again and then dial the desired intra-system extension number.

Call Waiting Originating
Upon dialing another Qwest Centrex Prime station that is busy, the system will automatically alert the called station that another call is waiting.

Three Way Calling

Three Way Calling enables you to add a third party to any established call without the assistance of an attendant or operator. The additional party can be another station within the Qwest Centrex Prime system or any local or long distance* telephone number.

To establish a call, listen for dial tone and dial the telephone number of the first party. After the party answers, depress and release the switchhook. Listen for dial tone and dial the telephone number of the second party. Depress and release the switchhook and all parties are now connected.

If you are on an established call depress and release the switchhook and listen for dial tone. Dial the telephone number of the party to wish to add to the conversation. Depress and release the switchhook and all the parties are now connected.

*Long distance charges may apply.

Last Number Redial

The Last Number Redial feature saves you time. You do not have to keep redialing the entire number when you connect with a busy line.

To redial the last number you called, you press the pound sign twice. **##**

Remember, the redial feature always redials the last number you called. If you call a busy number and then make a call to another number, pressing the pound key twice will not redial the first number.

Six Port Conference Calling

The Six Port Conference Calling feature is similar to the Three Way Calling feature because it enables you to include additional parties in your phone calls.

Using Six Port Conference Calling is very much the same as using Three Way Calling except that you will dial a feature access code. Dialing the feature access code lets the Centrex Prime system know that you plan to set up a Six Port Conference Call rather than a Three Way Conference Call.

To establish a Six Port Conference Call
1. Listen for dial tone. (Or, if call is already in progress, press and release the switchhook to receive dial tone.)
2. Press *43 and listen for a second dial tone.
3. Dial the first person you want to add to the call. Once connected:
4. Press and release the switchhook to put your first call on hold.
5. Listen for the dial tone.
6. Dial the next person. Once connected:
7. Press and release the switchhook to connect the next party.
8. repeat the first four steps until all parties are conferenced.

If the:	Then:
Line is busy	Hang up Wait Pick up the phone when it rings to reconnect with the conference
Person does not answer	Either try again later or begin with another participant

For customers served from a Nortel DMS 100 Central Office only.

1   Listen for dial tone. (Or, if call is already in progress, press and release the switchhook to receive dial tone.)
2   Press *43 and listen for a second dial tone.
3   Dial the first person you want to add to the call. Once connected:
4   Press and release the switchhook to put your first call on hold.
5   Press *43 and listen for a new dial tone.
6   Dial the next person. Once connected:
7   Press and release the switchhook to put your first call on hold.

Speed Calling

Speed Calling permits the abbreviation of frequently called numbers to a one or two digit code. Programmed numbers can be any local or long distance* numbers.

To establish or change a Speed Calling list listen for dial tone. Dial *74 (six-number list) or *75 (thirty-number list) and then listen for second dial tone. Dial the Speed Call code to be established or changed. Dial the complete telephone number to be programmed. Listen for confirmation tone followed by dial tone. Repeat these steps until your Speed Calling list is complete.

When programming local telephone numbers, you must include 9 as the first digit. When programming long distance* telephone numbers, you must include the digits 9 and 1 plus the area code, if necessary, prior to the telephone number. Speed Calling telephone numbers must contain a minimum of 8 and a maximum of 14 digits. Six number list Speed Call codes are 2 through 7.Thirty number list Speed Call codes are 20 through 49.

*Long distance charges may apply.

Reference matrix

Feature name access code

- Automatic Call Back (Activate)*55
- Automatic Call Back (Deactivate)*95
- Call Forward Variable (Activate)*72
- Call Forward Variable (Deactivate)*73
- Call Hold *12
- Call Park Basic *45
- Call Park Retrieve *48
- Call Park Directed *46
- Call Park Answer Back *47

- Call Pick Up *68
- Call Waiting Dial Originating *76
- Cancel Call Waiting *70
- Directed Call Pick Up *14
- Last Number Redial ##
- Six Port Conference *43
- Speed Call (Six Number List)*74
- Speed Call (Thirty Number List)*75

Qwest Centrex Prime is a software-based service that gives customers the opportunity to interact directly with the telephone system. Some features/functions are unique to central office switch type. Availability of features and facilities depends on central office equipment and software programs as determined by Qwest. Qwest Centrex Prime is available in region (AZ, CO, IA, MN, MT, ND, NE, NM, OR, SD, UT, WA and WY) in central offices with the following switch types: Lucent[®] 1AESS/1ESS, 2BESS and 5ESS;Nortel[®] DMS 100 and DMS 10; Ericsson[®] AXE10; NEC[®]

Certain features only available with Centrex Prime service. Not all names and/or numbers can be displayed, logged, traced, rejected, forwarded, redialed or directly returned. Most Qwest serving offices are ISDN equipped. ISDN service requires the purchase of an ISDN terminal or terminal adapter. Termination charge may apply if a contract has been signed for term services. Other restrictions and limitations may apply. Your Qwest representative can provide you with more details.