## Centrex 21

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### Questions?

Call the Qwest Customer Training Center at 1-800-888-1713 between 7 a.m. and 7 p.m. MST, Monday through Friday.

If we’re unavailable, or it’s after hours, please leave a message and we’ll return your call during business hours. If you’d like to learn more about additional services and products, contact your Qwest Business Consultant.
Welcome

Thank you for selecting Qwest Centrex 21. 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 21. In fact, we suggest you keep this Instruction Guide handy near your phone, so you'll always be ready to use these powerful, time-saving features. And remember, if you ever have any questions about Centrex 21, our Customer Training Center is here to help! Call us Monday through Friday between 7 a.m. and 7 p.m. MST. At any other time, you may leave a message and we'll be happy to return your call during business hours. Thank you again for choosing Qwest.

Qwest Customer Training Center: 1-800-888-1713

Getting Started

Find the “switchhook” on your phone

Several of these features are activated with the switchhook button. You may know this as the receiver or “hang up” button, or your phone may have a Recall or Flash button that performs the same function. When an instruction calls for you to press the switchhook, quickly press the button down firmly as far as it will go and release it immediately. When this is done properly, you will hear three short tones, followed by a continuous dial tone. Always make sure you hear the continuous tone before proceeding to the next step.

Minutes Free Calling Plan

The name says it all! This long distance plan offers you 100 FREE local long distance direct-dialed minutes each month, with 9¢ per minute for any additional minutes! And, there's NO monthly charge and NO monthly minimum volume commitments. Qwest also offers several other long distance calling plans to suit your needs, all with straightforward pricing and competitive rates. Call for details.

Call Reports

Get a detailed summary and analysis of incoming calls, for departmental tracking, costing and more.

Qwest.net OfficeWorks

Virtually everything you need to get your business on the Web and working for you, with your own Web site, tied to your own Domain Name* (www.yourcompany.com), and unlimited Internet access.

Qwest Wireless™

Take charge of your Wireless World with Qwest Wireless, and choose from a host of cutting-edge wireless products and services that fit the needs of your business! Qwest Centrex 21 entitles you to discounts on select Qwest Wireless Service plans, including Business Shared Minute Plans.

*Domain Name availability not guaranteed. Not all services listed available in all areas. Some restrictions and limitations apply. All discounts and offers good for a limited time only. Local long distance is intralATA intrastate and intralATA long distance service offered in our incumbent 14-state region. Federal law prohibits Qwest from providing interlATA services in Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, South Dakota, Oregon, Utah, Washington and Wyoming. Specifically, Qwest cannot provide interlATA long distance originating in these states. The long distance service provided pursuant to FCC tariff and any applicable state tariffs, which may be amended from time to time. Terms and conditions are subject to applicable law. State, federal and local taxes and surcharges and monthly USF fees will apply. Qwest provides Internet services in the listed states in conjunction with a required, separately billed Global Service Provider which provides connectivity to the Internet.
More Qwest services

You've already got a great package of communications services with Centrex 21. Check out these exclusive discounts on other Qwest services that can help you work more productively every day.

Caller ID-Name and Number
See the name and number of the call before you answer the phone. Caller ID lets you return important calls at your convenience and ignore the calls you don't want.

Remote Access Forwarding
Now you don't have to go back to your office to forward your calls to another location. Just call in from any touch-tone phone to turn your forwarding on, off, or to change your forwarding number.

Scheduled Forwarding
Make sure your calls are forwarded to the right place at the right time—automatically. Especially great for businesses with regular hours who forward calls on a pre-selected schedule.

Business Voice Messaging Service
Make sure all your calls are answered, even when you're out or on the other line. Callers hear your greeting and can leave a detailed message. Several optional features can be added at a small additional monthly charge:

  Message Notification
  When you need to know right away if you have a new message.

  Scheduled Greetings
  Lets you alternate greetings at different times of day.

  Additional Message Capacity 50
  Expands your stored message capacity from 35 to 50.

Reservationless Conferencing
Set up a conference, at your convenience, without special phone equipment. This flexible and cost-effective conferencing solution is secure and easy to use. Reservationless Conferencing puts you in total control—allowing you to meet anywhere, anytime.

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> **Call Hold**

This service lets you put your caller on hold and get another dial tone on the same line so you can privately consult with a third party to get answers or information.

**How to use Call Hold**

To place a call on hold
1. Press and release the switchhook and listen for the dial tone.
2. Press 1 2
3. You may then dial a second party, or keep the caller on hold.

To alternate between calls
1. Press and release the switchhook and listen for the dial tone.
2. Press 1 2
3. Each call will remain private and independent of the other.

To remove a call from hold
1. Press and release the switchhook and listen for the dial tone.
2. Press 1 2 or simply hang up while you’re connected to the party you wish to disconnect. The phone will then ring automatically connecting you with the party on hold.

> **Message Waiting Identification**

With Centrex 21, you can choose one of two ways to find out if you have voice messages waiting for you:
1. An interrupted dial tone will sound when you pick up your receiver. You’ll only hear the tone when you have “new” messages that you haven’t listened to yet.
2. Specially-equipped phones may have a light that flashes.

> **Anonymous Call Rejection**

Avoid receiving calls from anyone who has blocked their identification from showing on your Caller ID unit.

**How to use Anonymous Call Rejection**
1. To reject unidentified calls, lift the receiver, then press 7 7.
2. When an “anonymous” person tries to call, a standard Qwest recording says that you are not accepting blocked calls. Your phone won’t even ring.
3. To deactivate Anonymous Call Rejection, press 8 7.

**If you need to receive a call from an “anonymous” caller**
1. Tell those who are trying to reach you that they need to dial before they dial your number. This will let them be identified for that call only. Their anonymous or private status will return as soon as they hang up.

> **One Call Blocking**

If you have a reason to keep your number from being displayed on someone else’s Caller ID unit, you can choose to block your number on a per call basis.

**How to use One Call Blocking**
1. Press 6 7 before you dial the phone number. Your phone number will not show for this call only.
2. Keep in mind that others may refuse your call if you choose to remain anonymous.

Available in most areas. Some restrictions apply.
> Call Transfer

Qwest Call Transfer lets you direct a call to any other phone, inside or outside your business, or to a wireless phone. When you receive a call that you wish to transfer, simply press and release a button, listen for the dial tone and dial the desired phone number. You can then hang up or stay on the line to introduce the caller. With Call Transfer, calls reach the right person — right away, freeing your line for more calls.

How to use Call Transfer

➀ Press and release the switchhook and listen for the dial tone.
➁ Dial the phone number you want to transfer the call to.
➂ When the phone rings, hang up, or stay on the line to announce the call, then hang up.

If the number you transfer to is busy, unanswered, or a wrong number, press the switchhook twice (pausing between) to return to the original call.

> Caller ID-Number

You will see the telephone number of an incoming call if you have display capability on your telephone sets or if the incoming call is not marked private or originating from outside the local calling area.

> Call Forwarding

There are three types of Call Forwarding available with Centrex 21. You’ll have the option to set up permanent forwarding numbers that you want calls to go to when your line is busy or you don’t answer, and you can also program your own variable numbers for other situations.

Call Forwarding Busy Line: When a call comes in and your line is busy, the call is forwarded to a specific number that is programmed by Qwest when you ordered your service. If you’d like to change this number, or deactivate Call Forwarding Busy Line, call your Qwest Consultant.

Optional Feature

Optional Call Park lets you put calls on hold in a “parking zone” until they are answered by the correct party. 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.

➀ To put a call in “park,” press the switchhook and listen for an interrupted dial tone.
➁ When the interrupted dial tone switches back to a steady dial tone, press [4][5].
➂ 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.

➀ If you have a call in “park,” lift the receiver and listen for a steady dial tone.
➁ Press [4][8] + the phone 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.

➀ To put a call in “park,” press the switchhook and listen for an interrupted dial tone.
➁ Press [4][6] + the telephone number where you want the call to 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.

➀ If you have a call in “park,” lift the receiver and listen for a steady dial tone.
➁ Press [4][7] (5ESS Switch) or [4][9] (DMS100 Switch).
➂ Dial the telephone number the original call was directed to.
➃ Now you can answer the call.

If a “parked” call isn’t answered, it will return to the line of the person who parked it.
> more about Call Forwarding

**Call Forwarding Don’t Answer:** Whenever you don’t answer after a predetermined number of rings, your call will be forwarded to a specific number that was programmed by Qwest when you ordered your service. If you’d like to change this number, or deactivate Call Forwarding Busy Line, call your Qwest Consultant.

**Call Forwarding Variable:** When you are going to be out, Call Forwarding will forward all your calls to a selected local, long distance or wireless number.* You can still make outgoing calls while Call Forwarding is in effect. Please note that when you program a number for Call Forwarding, it will override all other forwarding options on your system, including Voice Messaging.

**How to set up Call Forwarding Variable**

1. Lift the receiver and press \# 7 2 and listen for the dial tone.
2. Dial the number you want your calls forwarded to.
3. After the phone is answered, hang up.
4. If the phone is busy, or no one answers, repeat the first two steps. You’ll hear two quick tones. Call Forwarding is then activated.
5. As a reminder, you’ll hear a short ring on your phone each time a call is forwarded.

**How to cancel Call Forwarding Variable**

1. Press \# 7 2. Two tones tell you Call Forwarding is off.

**How to set up Call Forwarding Variable**

DMS100 only

1. Lift the receiver and press \# 7 2 and listen for the dial tone.
2. Dial the number you want your calls forwarded to.
3. You will then hear two quick tones, your Call Forwarding is activated.
4. To cancel, press \# 7 3. Two tones tell you Call Forwarding is off.

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> Speed Calling

Make calling fast and easy with Speed Calling. This service lets you store up to 6 or 30 frequently-called local or long distance numbers.* Just dial the designated code you’ve assigned for each number and your phone does the rest.

**To program Speed Calling for 6 numbers**

1. Give each number a one-digit code from 2 to 7.
2. Press \# 7 1.
3. Enter the one-digit code, then the phone number. Listen for the tone confirming the number is programmed.
4. Repeat these steps for each number you want to add to your Speed Calling list.

**To program Speed Calling for 30 numbers**

1. Give each number a two-digit code from 20 to 49.
2. Press \# 7 5.
3. Enter the two-digit code, then the phone number. Listen for the tone confirming the number is programmed.
4. Repeat these steps for each number you want to add to your Speed Calling list.

**To phone someone on your Speed Calling List**

1. Press 2 followed by the 1- or 2-digit code assigned to the person you’re calling.

**To change a programmed number**

1. Repeat the steps above. You don’t need to reprogram the numbers you want to keep.

*Measured service and long distance charges may apply for all completed calls.

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> Hunting

Hunting automatically routes incoming calls through a group of predefined numbers until an open line is available to complete the call. This is programmed by Qwest.

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* Measured service and long distance charges may apply for all completed calls.
> Call Waiting

Don’t miss important calls when you’re on the phone. Call Waiting lets you take a second call without ending your first conversation. When you’re on the phone, a special tone alerts you that someone is calling.

**How to use Call Waiting**

If you’re on a call, and you hear the Call Waiting tone

1. Quickly press and release the switchhook and answer the second call.

To alternate between callers

1. Press and release the switchhook.

If you have the Call Hold feature and hear the Call Waiting tone

1. Quickly press and release the switchhook and listen for dial tone.
2. Press [5] 8 to put the first call on hold and answer the second call.
3. To end the first call, hang up. The second call will ring you back.

To alternate between callers

1. Press and release the switchhook, then press [1] 2 for each.

**How to temporarily turn off Call Waiting**

Before you make an important call that you don’t want to be interrupted

1. Press [7] 0 and listen for three short tones, then a regular dial tone.
2. Dial the phone number you wish to call. Anyone else who calls you will hear a busy signal or go into your Qwest Voice Messaging.**

When you already have a call in progress

1. Press and release the switchhook to put your call on hold.
2. Listen for three brief tones and a normal dial tone, then press [7] 0
3. Press and release the switchhook again to continue.
4. When you hang up, Call Waiting will be restored.

** Purchase of additional service required.
Call Pickup lets you answer someone else’s calls without leaving your desk. It's great when others are not available or you're not at your own phone. A simple code redirects the call to the phone you're near.

How to use Call Pickup

If you are not currently on a call
1. Listen for the dial tone.
2. Dial 6 to get connected to the incoming call.

If you are in the middle of a telephone conversation
1. Press and release the switchhook.
2. Press 6 to get connected to the incoming call.

To alternate between calls
1. Press and release the switchhook.
2. Press 6

To disconnect your current call and return to the call on hold
1. Hang up. The phone will ring you back.

How to use Directed Call Pickup

If you are not currently on a call
1. Listen for the dial tone.
2. Dial 6 followed by the telephone number where the call is ringing.
   This connects you to the call.

If you are in the middle of a telephone conversation
1. Press and release the switchhook, listen for the interrupted dial tone.
2. Press 6 followed by the telephone number where the call is ringing.
   This connects you to the call.

To alternate between calls
1. Press and release the switchhook.
2. Press 6

To disconnect your current call and return to the call on hold
1. Hang up. The phone will ring you back.

Conference Calling

Your phone becomes your conference table — quickly, easily and using just one phone line. Using Three-Way Conferencing lets you add a third local or long distance* party to your call, or you can expand that capability to up to six parties with Six-Way Conferencing.

Three-way Conferencing

How to use Three-Way Conferencing

To connect a second party to your current call
1. Press and release the switchhook to put the first person on hold.
2. You'll hear three brief tones and a normal dial tone. Call the second party. At this point you have two separate conversations.
3. To connect all three of you, press and release the switchhook again.
4. To hang up the second call, press and release the switchhook once again. The original call is ended when the first person hangs up.

If the second person doesn’t answer
1. Press the switchhook twice to cancel and return to the first caller.

*Measured service and long distance charges may apply for all completed calls.

Six-way Conferencing

How to use Six-Way Conferencing

1. Listen for the dial tone. (Or, if call is already in progress, press and release the switchhook to receive a 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 4 steps until all parties are conferenced.