CENTREX User Guide

For Multiline Telephone Service

Calling Features Available to You and **Dialing Instructions**
See Inside...

COMMUNICATIONS RESOURCES
UCDAVIS

Making the Right Connections

Each department has a designated Area Telecommunications Representative (ATR) that is responsible for ordering your telephone services. Your ATR will work with a Customer Service Representative (CSR) from Communications Resources to coordinate your services. ATR and voice mail training is also available. **Call 752-4603 for details (dial 9 first).**

Standard Features: these features are available as standard service on CENTREX multiline telephones.

- Make Set Busy
- Three-Way Conference
- Transfer

- Consult Another
- Hold Plus
- Last Number Redial

Optional Features: these features may be added to your CENTREX telephone line and may have a monthly fee.

- Call Waiting
- Caller ID
- Group Intercom
- Six-Way Conference
- Speed Call-Short List
- Speed Call-Long List

- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Universal
- Call Forward Variable
- Call Park
- Call Pickup

TELEPHONE SERVICE

Communications Resources coordinates Pacific Bell's CENTREX telephone service for University departments working in off-campus locations. Telephone equipment and calling features are the same as those used on campus, except the features "Hold Only" and "Ring Again" are not available.

The cost of your CENTREX service depends on the options you chose for Type of Telephone and Calling Features. You must also select your Network Class of Service when you start service. If you have questions about how to design a package to meet your particular needs, contact your Customer Service Representative (CSR) at Communications Resources by calling 752-4603.

How To Order Service

To order new service or change existing telephone service, complete an order form online at **http://cr.ucdavis.edu/**. NAM/Jack Information: you will be asked to describe the location of service by providing NAM (Network Access Module) or Jack information. Your NAM or Jack is the outlet where you plug in your telephone.

If located in a **University-owned building**, your telephone outlet will be called a NAM. Most NAMs are rectangular and an ivory color. The 5-digit number written on the NAM must be included on all service requests. If a NAM number is not available, you should include a floorplan drawing of the building and room, and indicate where you would like the new NAM installed. If ordering a wall telephone, you must have a wall NAM (a metal plate mounted flush to the wall).

If located in a **non-University building**, your telephone outlet will be a Jack. If a new Jack is needed, you must have someone available to show the Pacific Bell technician where to install it.Additional charges will be applied to orders which require wiring and/or installation of a NAM or Jack.

Service Installation

When you order new telephone service, Communications Resources will install your telephone by plugging it into the appropriate NAM or Jack. Multiline phones should not be unplugged; consult your CSR before unplugging or attempting to move a multiline set.

How to Disconnect Service

To disconnect service, complete a CENTREX form online at http://cr.ucdavis.edu/forms/. Your order will not be processed until leased equipment has been returned.

TELEPHONE SERVICE
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Telephone Equipment

If you order multiline service, you will receive a multiline telephone set called a Meridian. A multiline telephone should be used where call coverage issues make it necessary to respond to more than two calls simultaneously. The multiline has specialized keys which are programmed with features and/or directory numbers, depending on your particular needs. A diamond located next to each feature key provides a visual indication of the status of each call.

Calling Features

Calling features are activated by using the touch tone keypad on your telephone. There are standard features and optional features. Please indicate which features you want on your order form. The Ring Again and Hold Only features are not available to CENTREX users. Also, CENTREX users must request the number to which calls may be forwarded at the time the order is placed.

Repair

To report a problem, call 9-752-7656. Communications Resources coordinates ALL REPAIRS for CENTREX users. To avoid unnecessary charges, do not call Pacific Bell directly to request repair.

Communications Resources strives to respond to dial tone problems within the same day trouble is reported. Communications Resources will not repair equipment purchased from the Storehouse, UCD Bookstore, or any other outside source under any circumstances.

Communications Resources services all lines and equipment leased form CR at no charge to the customer unless a technician determines the reason for the malfunction to be the result of negligence or inappropriate use. If user abuse is detected, the customer will be charged for the cost of the repair.

Network Class of Service (NCOS)

The Network Class of Service defines the dialing access of each telephone line. The geographical regions covered by the four NCOS levels are listed below:

NCOS 1: allows you to place calls to other campus telephones, UCDMC, and the Research Park Facility.
NCOS 2: allows you to place calls to all areas covered in NCOS 1 plus Davis, Dixon, and Woodland.
NCOS 3: allows you to place calls to all areas covered in NCOS 2 plus Sacramento.
NCOS 5: allows customers to place calls anywhere in the world. Customers assigned NCOS 5 can also have access to calling features and voice mail.

CR Customer Service call: 752-4603 email: cr-service@ucdavis.edu

STANDARD FEATURES

Your telephone service provides you with access to many calling features which you can activate by using a KEY or the touchtone keypad (CODE) on your telephone. YOU CAN ACTIVATE the features listed here by using a programmed key or dialing a CODE on the touch tone keypad of your telephone. Some features can be activated by using the KEY command. When you are on a call, you must TRANSFER before activating the feature. The transfer process holds one call aside and gives you special dial tone, thus enabling you to activate a feature.

To TRANSFER
1. Press CALL TRANSFER or TRANSFER key
2. Hear special dial tone
3. Press feature key, dial feature code or phone number
4. RELEASE: When you are finished with a call, press the RELEASE (RLS) key to disconnect yourself from the caller before hanging up.

Consult Another

Allows you to place one call on hold while you make another call. When your second caller hangs up, you return to the original call.

> **To activate**: TRANSFER, dial campus telephone number
> T**o return to original call**: press RELEASE, press LINE key to return to caller

The system will hold the original caller aside so you can consult privately with the second party.

Last Number Redial

Automatically redials the last telephone number you dialed.

> **To activate**: lift handset, press # #.

Make Set Busy

Gives busy signal to all incoming calls. You may still make outgoing calls. When activated, **Make Set Busy** overrides any **Call Forwarding** you may have programmed.

> **To activate**: lift handset, press *71
> **To deactivate**: lift handset, press *81

> **To activate**: press MSB key.
> **To deactivate**: press MSB key.

You will hear a splash ring each time your number is dialed to remind you that this feature is activated.

Note: you will not have a visual or auditory reminder that you have activated this feature if it is code activated.

Three-Way Conference

Creates a conference between you and two others.

> **To activate**: while on a call, TRANSFER, dial second telephone number
> **To deactivate**: hang up

When the second party answers, you will press TRANSFER to connect all three parties. To remove yourself from the conversation, hang up; the other two parties may remain connected as long as one is on a campus telephone.

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STANDARD FEATURES
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Transfer

Allows you to transfer a call from your number to another campus telephone number.

To activate: TRANSFER, dial campus number, TRANSFER again, RELEASE
To deactivate: hear busy signal or no answer, press RELEASE, press LINE key to talk to caller.

After dialing the campus number, you will hear ringing and may stay on the line to announce the call and then hang up. If it is not necessary to announce the transferred call, press the CALL TRANSFER key once you hear the ringing, then press release.

OPTIONAL FEATURES

THE OPTIONAL FEATURES listed here are designed to meet the special needs of you and your department. Each of these features may be ordered individually from Communications Resources, and may have a monthly charge. Please check with your Area Telecommunications Representative (ATR) to see which of these features you have.

Call Forward Busy

When your line is busy, this feature will automatically forward your calls to a campus telephone number designated by you. Calls will remain forwarded to the same telephone number until you request that a new forwarding number be configured.

To activate: place a service order to set the forwarding number

To deactivate: submit a service request to deactivate or change the forwarding number

Your department must specify the telephone number to which your calls should be forwarded (to your voice mailbox, for instance) when your line is busy. Please consult with your ATR to order this feature.

Call Forward Don't Answer

After three rings, this feature forwards your unanswered calls to a campus telephone number designated by you. Calls will remain forwarded to the same telephone number until you request to change that number.

To activate: place a service order to set the forwarding number

To deactivate: submit a service request to deactivate or change the forwarding number

Your department must specify the telephone number to which your calls should be forwarded (to your voice mailbox, for instance) when your line is not answered.

OPTIONAL FEATURES
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Call Forward Variable

This feature is used in conjunction with Call Forward Don't Answer, and allows you to select how many times you would like your telephone to ring before it forwards to a designated number. With **Call Forward Variable**, you can choose to have calls forwarded after 2, 4, 5, or 6 rings. (The number of rings must be programmed by Pacific Bell.) If you do not have **Call Forward Variable**, your unanswered calls will be forwarded after three rings.

Call Forward Universal

This feature forwards your calls to an on or off-campus telephone number programmed by you. When activated, **Call Forward Universal** overrides the programming for Call Forward No Answer and Call Forward Busy, so your calls will ring at the **Call Forward Universal** number.

>   **To activate**: lift handset ,press *70, dial telephone number where calls will be forwarded.
>   **To deactivate**: lift handset, press *80

If you have a **CALL FWD** key, press the **CALL FWD** key and dial the telephone number to where calls will be forwarded. Press **CALL FWD** key again. Press **CALL FWD** key to deactivate.

Call Park

Parks a call on your own telephone number so you can retrieve it from another campus telephone. This feature is typically used when you need to look up information away from your office (in lab or storeroom, for instance) to complete a call.

>   **To park:** TRANSFER press *75, RELEASE
>   **To retrieve:** Press *85, dial your own telephone number

>   **To park:** press CALL PARK key, RELEASE
>   **To retrieve:** lift handset, press LINE key, press CALL PARK key, dial your own telephone number

If the parked call has not been retrieved after two minutes, it will ring at the telephone that parked the call. Even though a call is parked, you can initiate and receive other calls. Calls cannot be parked on a group intercom number.

Call Pickup

Enables you to answer another person's ringing telephone from your own telephone. You are assigned a **Call Pickup Group** assigned by your department and may use the feature to answer calls within that group. Your ATR will be able to identify your **Call Pickup Group**.

>   **To activate**: lift handset, press *93
>   or
>   **To activate**: lift handset, press LINE key, press CALL PICKUP key

If the call has already been answered you will hear a fast busy signal.

OPTIONAL FEATURES
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Call Waiting

A flashing **Call Waiting** key (CWT) alerts you of another incoming call. You may interrupt your conversation and respond to the waiting call.

To respond: press CWT key
To return to original call: press the LINE key

You may alternate between calls by LINKING and pressing the appropriate key.

Six-Way Conference

Establishes a conference with up to five other participants.

To activate: press 6-W CONFERENCE key (6-W CNF), dial telephone number, press 6-W CNF key. Repeat these steps until all conferees are included in conference
To exit conference: press HOLD

If you encounter a busy signal or no answer, press RELEASE and the LINE key to return to the conference. Participants hear a tone when a person enters or leaves the conference. If you drop out of the conference, it can continue as long as one of the participants is on a campus telephone.

Group Intercom

This feature is designed for individuals in a designated group to speed call each other. Each member of the intercom group is assigned a two or three-digit number. When this number is dialed, a distinctive ring is heard. Intercom calls will not forward. Your ATR will be able to identify your **Group Intercom** group and provide you with **Group Intercom** numbers.

To activate: lift handset, press GIC key, dial Group Intercom telephone number

Note: you must have a Group Intercom key on your telephone in order to activate the feature.

Speed Call-Short List

Stores ten frequently called telephone numbers for quick dialing. When stored, each number is assigned a one-digit code.

To store number: lift handset, *95, dial one-digit entry code, dial telephone phone number, press #
To activate: lift handset, dial * plus one-digit entry code, press #

To store number: press SPEED CALL key, dial one-digit code, dial telephone phone number, press SPEED CALL key
To activate: lift handset, press SPEED CALL key, dial one-digit entry code, press #

You may change a number on your list by simply programming the new telephone number over the old.

VOICE MAIL

Initializing Voice Mailbox

You will receive a temporary password with your voice mail order confirmation. To initialize your mailbox:

1) Choose a personal password (6 to 15 digits). You must use this password on the touch tone keypad each time you wish to "enter" your mailbox.
2) Create your personal greeting.
3) Dial 9-752-8629 to access the campus voice mail system. Press #. Dial your mailbox number.
4) Follow the instructions given in voice prompts to finish initializing your mailbox.

Once you have initialized your mailbox, you may change your password or personal greeting at any time. Please refer to your Octel User's Guide for instructions on how to review messages, send messages, and use other voice mail options.

Transferring a Call to Voice Mail

From a multiline telephone.

1) Press CALL TRANSFER key; hear a special dial tone
2) Dial 9-752-8629; hear ringing; hear voice mail system greeting, or press ** (if you have voicemail)
3) Dial mailbox number.
4) Press CALL TRANSFER key
5) Press RELEASE key; caller will hear individual's greeting and may leave a private, detailed message in the voice mailbox

Transferring a call directly to a voice mailbox is one way of insuring that a detailed message is delivered without causing an interruption. The person receiving the message will not hear his/her telephone ring.

DIALING INSTRUCTIONS

Within CENTREX System: dial the last five digits of the telephone number (e.g. 7 + 4-digit number).

Local Calls Outside CENTREX: dial 9 + 7-digit number.
The UC Davis Campus and Research Park are OUTSIDE of CENTREX.
Local Call rates apply to these calls.

Long Distance
Within the 530 area code (e.g. Chico, Auburn): dial 9 + 1 + 7-digit number.
Outside the 530 area code: dial 9 + 1 + area code + 7-digit number

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