

Welcome to Eastlink Business Telephone.

To access Centrex features, you must be an Eastlink Centrex subscriber and have the specific feature programmed on your line. This guide will help you understand and use the various calling features available by subscription on the Eastlink Centrex system. Should you have any further questions please do not hesitate to contact The Service Centre at 902-620-3600 or by email at servicecentre@gov.pe.ca

Note: Access codes (codes) can be programmed on the memory keys of certain sets.*

Speed Call Long List

This feature allows you to pre-program up to 70 of your most frequently called numbers. The Speed Call list can be shared within a customer group and changed by the controlling number.

To program or change:

- Press *** 7 0**.
- Dial the number (00-69) assigned to the location of the number to be stored in the list.
- Dial the number to be stored (up to 24 digits) and press **#**.
- Confirmation tone is heard.

To use:

- Press ***** and the two digit code assigned to the stored number.
- Press **#**.

Speed Call Short List

This feature allows you to pre-program ten of your most frequently called numbers.

To program or change:

- Press *** 7 1** — special tone is heard.
- Press a one digit code by which the number is stored and identified.
- Dial the number to be stored and press **#**.
- Confirmation tone is heard.

To use:

- Press ***** and the one digit code assigned to the stored number.
- Press **#**.

Call Park

This feature allows you to "park" a call against your telephone number. The "parked" call can then be retrieved from any station in your Centrex group. Useful when you are talking on the phone to a caller, but you must go to another office.

To activate:

- Press **LINK**.
- Dial *** 7 2**.
- Replace handset. The call is now parked.

To retrieve:

- Press *** 7 3**.
- Dial the extension number the call is parked against (i.e. the number that parked the call).
- You now have the parked call on your line.

Directed Call Pick Up

This feature allows you to "pick up" a specified call ringing against a telephone number in your Centrex group.

To activate:

- Press **LINK**.
- Dial *** 7 4**.
- Dial the extension number the call is ringing against.
- You are now connected to the ringing line.

Call Waiting

A special tone will alert you to a waiting call. To answer the incoming call, quickly press and release the receiver button (the hang up button) on your telephone.

Note: If your phone has a **LINK** or **FLASH** key you can use this instead.

- Upon hearing the call waiting tone, press **LINK**.
- You are now connected to the 2nd caller.

To alternate between callers:

- Press **LINK**.

Cancel Call Waiting

Cancel Call Waiting allows you to prevent, on a per-call basis, any incoming calls from call waiting. Incoming calls to your telephone number are given a busy signal ensuring that call waiting indication tones will not interrupt important calls or disrupt data transmissions.

To activate:

- Press *** 7 6**.
- After receiving the dial tone, dial the destination number.

Call Pick Up

This feature allows you to pick up any ringing phone in your office's Centrex group without going to the ringing station. Calls will be picked up in sequence. Telephone must be assigned to a Call Pick Up group.

To activate:

- You hear a phone in your office ringing.
- Press *** 7 7**.
- You are now connected to the incoming call.

Three Way Conference/Call Transfer

This feature allows you to establish a three party conference call between two callers and yourself.

- While the line is in a talking state, press *** 7 8** or **LINK**.
- Place second call.
- Press *** 7 8** or **LINK**.
- All parties are now connected.

Note: If the number you have called is busy, press *** 7 8** or **LINK** twice. You are now connected to the original caller.

Selective Call Rejection

Selective Call Rejection (SCR) allows you to selectively program a list of up to 12 Directory Numbers (phone numbers) from which calls are to be rejected or blocked. Incoming calls that are on the list are routed to an announcement informing the caller that the called party does not wish to receive the call.

To program:

Selective Call Rejection is accessed by dialing *** 8 0**. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement.

- Press *** 8 0**, wait through the 2-3 second delay, and follow the prompts.

Note: While being prompted you can screen the last caller by pressing **#**.

Call Trace

Allows you to trace an unidentified, disturbing call.

To activate:

After the call is terminated,

- Press *** 8 1**.

When the trace has been completed, an announcement will inform you that the trace was successful. If you wish to take action, please contact your local police department.

Ring Again

This feature eliminates the need to make repeated attempts to a number that is busy.

To activate:

You have called a number and encountered a busy signal.

- Press **LINK**.
- Press *** 8 4**.
- Replace handset in cradle.
- When the phone that was previously busy becomes idle, your phone will ring in a distinctive ring sequence (one long ring, two short rings).
- Lift handset.
- The phone that was previously busy will automatically be called.

To cancel Ring Again:

- Press *** 8 4**.

Hold

This feature allows you to temporarily place a call on hold while you perform another task.

- Press *** 8 5** or **HOLD**.
- Replace handset in the cradle.

To return to caller:

- Lift handset or press *** 8 5** or **HOLD** if the handset was not placed in the cradle.

Calling Name/Number Block

To selectively block the caller name and number displayed on the called party's set (on a per call basis):

- Press *** 8 7**.
- Dial required phone number.

Call Forward

This feature allows you to direct your incoming calls to another phone within or outside your office.

To activate:

- Press *** 8 8**.
- Dial the number of the telephone you wish to forward to.

To deactivate:

- Press *** 8 9**.

Voice Mail

To access your Voice Mail messages:

- Press *** 9 9**.
- Enter your mailbox number.
- Enter your password.

For additional Voice Mail information, see our Voice Mail User Guide available online at eastlink.ca.

Automatic Recall

This feature allows you to retrieve the last telephone number that called your line.

- Press *** 9 6**.

Last Number Redial

This feature automatically dials the last number that was called from your phone.

- Press **# #**.