

EXCHANGE TYPE	☐	SYSTEM 12	☐	AXE									
Your Direct No.													
Your Centel Plus Extension No.													
Remote Access Number (if applicable)													
Group Services (if applicable)													
This extension is the Main Number of a Group Hunt list? (Tick one)												Yes	No
Extensions in your Group Hunt list													
Overflow Number (if requested)												Night Switching Number (if requested)	

Improve your
customer service
with efficient
call management



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Telstra Centel® Plus System 12 & AXE USER GUIDE





Welcome to Centel® Plus

Welcome to easier call management

You now have the benefits of an advanced, flexible telephone system that will grow with your business needs.

By following this user guide, you'll find Centel Plus is easy to use, with features that allow you to enhance customer service and increase business efficiency.

	Page
Section 1 – Using Centel Plus	4
How do I:	
- Make and answer calls?	4
- Transfer a call?	5
S12 Park a call?	6
- Call back a busy number?	7
- Make Enquiry and Conference Calls?	7
- Answer a second caller? (Call Waiting)	9
- Forward calls?	11
- Control my Forwarding services remotely?	12
- Control my phone? (Call Control)	13
- Use Abbreviated Dialling?	15
Section 2 – Managing your group services	16
- Incoming call distribution (Group Hunt)	16
- Incoming call distribution (Group Search)	17
- Handling after-hours calls (Night Switching)	19
- Abbreviated Dialling	20
Section 3 – More about Centel Plus	22
- Compatibility with your telephone	22
- Compatibility with your business system	22
- More information on the Charges	23
- Features of Centel Plus	24
- Feature priorities	28
Quick Reference Guide	29
Customer Support Helpline	34

Key:

- S12** Instructions labelled with this tag are for **Centel Plus System 12** users only
- AXE** Instructions labelled with this tag are for **Centel Plus AXE** users only

All other instructions cover both Centel Plus System 12 and Centel Plus AXE.

How do I make and answer calls?

Outgoing calls are prefaced by a zero (0) just like a PABX, for example: 0 (02) 9345 6789.

To answer a ringing phone, just pick up the handset or use Call Pick Up if you need to answer another person’s phone.

To answer a call with Call Pick Up

Lift the receiver on any extension in the same Call Pick Up Group and press:

***81#**

If you need to answer a ringing phone belonging to someone outside your Pick Up Group, press:

***81* Extension #**

If you are already on a call, you may pick up another call. Ask your caller to hold, then press **RECALL *81#**. However, if you now need to transfer this call you will need to release the first call.

Hint

Store the code for Call Pick Up under one of the phone’s memory buttons. To do this press **Store *81#** followed by the button you wish to store under. Label as ‘Call Pick Up’.

Internal calls are those calls made between extensions within your group and are made using the three digit extension number. Calls made between extensions at the same site are free. (Refer to section 3 for charges on extension calls to other sites.)

To make a call to another Centel Plus extension, simply dial the three digit extension number.

Remember to use the extension number for internal calls, as dialling the full number will cause calls to be charged at normal rates. (Refer to section 3 for charges on extension calls to other sites.)

How do I transfer a call?

Ask the caller to wait a moment:

RECALL **Wait for Dial Tone** **Extension**

When the number answers and accepts the call:

RECALL **Wait for Dial Tone** **4**

The call is now transferred. Hang up when ‘facility tone’ is received.

Alternatively, you can transfer the call while the number is still ringing. To do this press **RECALL 4**. Your caller will now hear music. Replace the receiver when you hear ‘facility tone’. Your caller will now hear ring tone.

If the call has not been answered within 60 seconds, the call will be reoffered to you.

You can also transfer calls externally simply by substituting 0 (zero) plus the full telephone number instead of the internal extension number.

*Note: You cannot transfer a call when you have initiated two external calls. If you have tried to do this, both your calls will be placed on music on hold. To escape, press **RECALL***

If the extension is busy, not answering or unable to take the call:

RECALL **Wait for Dial Tone** **1**

This reconnects you with the caller and you can ask whether they wish you to try another extension. Once the call is transferred you are free to make or take other calls including transfer calls.

AXE When the extension is busy:

On receiving busy tone press **RECALL**. This reconnects you with the caller and you can ask whether they wish to try another extension or wait for the busy extension to become free. The call to the Busy Extension is still connected and, if a different extension is requested, the original connection must first be released by pressing **RECALL 5**. Dial tone is now received ready to dial another extension.

S12 Call Park

Call Park allows you to park a call, then retrieve it from your own or another extension within your Centel Plus group.

You may park calls against any extension within your group.

Only one call can be parked against any one extension at a time. You may retrieve a call from any other extension as long as you insert the extension number the call is parked against.

There are two parking options:

You may either park the call against your own number (in this case no extension number needs to be entered) or against another extension number (in this case an extension number must be entered). After parking a call you must hang up before retrieving the parked call.

To park a call against your own extension:

RECALL * 8 0 #

To retrieve a call against your own extension:

8 0

To park a call against another extension:

RECALL * 8 0 Extension #

To retrieve a call against another extension:

8 0 Extension

If the call is not retrieved within 60 seconds the call will be reoffered to the extension that originally parked the call.

If you wish to change the recall timer for a particular call, it may be set to a time between 12 and 240 seconds.

The procedure is *** 8 0 * Time in seconds #**

or *** 8 0 Extension * Time in seconds #**

If the original party doesn't answer the reoffered call, it will be cleared. If you are busy when the recall timer expires, then the parked call will be reoffered to you about 5 seconds after you hang up. If you are the main number of a Group Hunt group and you are busy, the call will be reoffered to the next person in the list.

Call Back Busy

When an extension or number you are calling is busy, you may activate Call Back Busy when you hear the Busy Tone. The exchange will ring you back with a distinctive ring when their call is finished. When you answer, a new call will be set up to their number.

When the Busy Tone is heard, press:

RECALL Wait for Dial Tone * 3 7 #

If Call Back Busy has been successfully activated, then an appropriate announcement will be received.

- The request will be effective for 45 minutes.
- To cancel all Call Back Busy requests (e.g. when leaving the office), press **# 3 7 #**

If Call Back Busy requests have been successfully cancelled, then an appropriate announcement will be received.

How do I make Enquiry & Conference Calls?

You can speak to another person while you're on the line, making it easy to check stock before confirming a customer order, or simplify activities such as arranging meetings involving a number of people.

To make an Enquiry Call:

Ask the caller to wait a moment:

RECALL Wait for Dial Tone Extension #

Your caller will hear music while waiting.

Note: You can make an Enquiry Call to an external number simply by substituting 0 (zero) plus the full telephone number instead of the internal extension number.

To alternate between the two calls:

RECALL Wait for Dial Tone 2

To release the current call:

If the called party does not answer, is busy, or you want to disconnect the person you are currently speaking to and retain the other:

RECALL Wait for Dial Tone 1

This reconnects you with the original call. You may now try another extension or external number if required.

To convert an Enquiry Call into a 3-way conference:

  **3**

Both you and the two other parties will be able to converse. A notification tone is received at the start of the Conference Call and repeated every 15 seconds during the call.

If you are on a Conference Call and you wish to break the 3-way conference:

  **2**

This puts the last connected call on hold.

To alternate between the two calls:

  **2**

To release a call from the 3-way conference:

If you wish to disconnect one of the calls, ensure you are speaking to the caller you wish to disconnect, then:

  **1**

The disconnected party will receive a tone when released and you will automatically return to the remaining caller.

How do I answer a second caller?

Call Waiting

Call Waiting alerts you to incoming calls while you're on the phone and allows you to accept a second call on the same line while your original call is waiting.

To turn Call Waiting 'On':

*** 4 3 #**

To turn Call Waiting 'Off':

4 3

An announcement indicating that the feature has been switched 'On' or 'Off' will be received.

If you have Call Waiting on and you are on the phone when a second caller rings, you will hear 2 pips every 5 seconds for up to 45 seconds to indicate that there is a caller waiting. (The caller will hear a normal ringing tone.)

If you wish to take the call you must do so within 45 seconds or the pips will disconnect and the caller will then hear a recorded announcement that you are on another call. If you have Call Forward No Answer turned on then the Call Waiting call will forward at the time set by you or after 45 seconds, whichever is first.

To hold the original call and answer a waiting caller:

  **2**

To disconnect the original call and answer a waiting caller:

  **1**

To deflect a waiting call:

If you are on an important call and you do not wish to take the second call:

RECALL Wait for Dial Tone **0**

You will automatically be reconnected to your first call. Your caller will receive a recorded voice announcement indicating you are busy and suggesting they try again shortly. Their call is not charged.

Note: When you are on an important call, if you choose to deflect a waiting call, Centel Plus will automatically deflect any further callers for the duration of your call. This prevents further interruptions to the call. New callers will either receive a busy tone or be diverted to a third party depending on whether you have set 'Call Forward Busy' as active on your phone. At the end of your call, Call Waiting will return to normal operation.

To alternate between the two calls:

RECALL Wait for Dial Tone **2**

The caller on hold will hear music.

To release the current call:

To disconnect the person you are speaking to and retain the other:

RECALL Wait for Dial Tone **1**

If you have accepted a Call Waiting call you are not able to transfer one of the calls until you have hung up on one of them. You can then transfer the remaining call.

Alternatively, to convert the Call Waiting call into a 3-way Conference Call:

RECALL Wait for Dial Tone **3**

How do I forward calls?

Call Forward lets you forward incoming calls to any alternative Australian telephone number, including a mobile phone or answering service. This assists in providing better customer service. You can:

1. Forward all calls immediately, so that your phone doesn't ring
2. Forward calls only when your line is busy
3. Forward calls only when no one answers (allows you to forward all your calls to another phone if the call is not answered within a set time)

Note: You can forward calls to an external number anywhere in Australia simply by substituting the internal extension number with 0 (zero) followed by the STD® code and full telephone number.

1. To forward all calls immediately:

*** 2 1** Extension **#**

To turn Call Forward Immediate 'Off':

2 1

2. To forward calls when your line is busy:

*** 2 4** Extension **#**

To turn Call Forward Busy 'Off':

2 4

3. To have calls forwarded when you are away from your phone:

*** 6 1** Number **#**

To turn Call Forward No Answer 'Off':

6 1

Call Forward Ring Time

Centel Plus allows you to set the time you'd like to allow before call forwarding occurs in the event of no answer. If you don't answer your phone, it will normally ring for 20 seconds before following your forwarding instructions. However, the time can be reset by you to any time between 5 and 60 seconds. To alter the Ring Time, simply insert the time in seconds preceded by a *

Example:

* 6 1 Number * 7 #

The Ring Time is now set at 7 seconds and will remain at this time until changed by you.

Hint

With Call Forward, as a courtesy, remember to advise the person you have forwarded your calls to.

Remote Access

Remote Access lets you access the Centel Plus Forwarding features at your office from wherever you are in Australia. There's no need for you to return to your office to make any changes.

Accessing Remote Access

Dial the Remote Access Number, listen to the announcement, then:

Enter the full national number, including the area code, of the extension to be controlled * PIN * Announcement

Access the feature as you would from your Centel Plus service, e.g. * 2 1 Extension # Announcement

If you are familiar with the process you do not need to wait for the announcements. If you do not need to access any other features, hang up.

Note: If changing your Call Forward number to an external number, remember to prefix it with '0' and insert the STD code. Normal call charges apply. Calls must be made from a tone dialling telephone.

Example: You may have travelled interstate and forgotten to forward your calls to your mobile phone. From anywhere in Australia, you are able to access your own phone and forward your calls to your mobile or another number.

Enter your Remote Access Number: (03) 9999 9999

Dial your own phone number: (03) 9888 8888

Enter * then your PIN plus: * 1 2 3 4

Turn on Call Forward Immediate: * 2 1 Number #

How do I control my phone?

Call Control

In order to prevent unauthorised use of your telephone, it may have been barred from calling certain numbers. For example, you may have requested barring to 0011 numbers, ensuring that when Call Control is on, no one can call overseas numbers. When you need to make a call to a barred destination, use your PIN to turn Call Control off, make the call and then turn Call Control back on again. This gives you total security over the use of your phone.

Your Centel Plus extensions can be called at all times, regardless of the level of Call Control.

To turn Call Control 'On':

* 3 3 PIN #

Calls to barred destinations will not be allowed.

To turn Call Control 'Off':

3 3 PIN

Calls to barred destinations may now be made.

Note: When Call Control is successfully turned on or off, a confirmation announcement is received.

PIN Control

To activate or change some features on your Centel Plus system, such as Call Control, you will need a four digit PIN (Personal Identification Number). One PIN for the group is allocated when Centel Plus is first delivered, however, for security, this must be overridden by each user with a new PIN once your system has been installed.

You may change your PIN at any time from your Centel Plus service, providing you know the current PIN. Your new PIN must be four digits in length, and a confirmation message will inform you when you have successfully changed your PIN. The new PIN must not be the same as the last four digits of your telephone number, otherwise PIN controlled features (for example, Remote Access) will not work.

The system will allow you five attempts to enter the correct PIN. After five incorrect attempts, all features will be locked until the next day, when attempts to enter the PIN will be accepted.

To change your PIN:

*

3

0

Old PIN

*

New PIN

*

New PIN

#

Using Group Abbreviated Dialling

Group Abbreviated Dialling allows you to make a call by dialling an abbreviated code instead of the complete telephone number. These numbers can include international numbers. Within Centel, a common list is set up and maintained by a specific member of the group with PIN control access to the editing functions.

With this facility, up to 50 of your business' most frequently used numbers can be stored for everyone in your Centel group to use.

See *Group Abbreviated Dialling* under 'Managing your group services' for instructions on managing your business' list of numbers.

To call a stored number:

*

*

Abbreviated Number

Example:

*

*

 [

2

0

]

Using Individual Abbreviated Dialling

Individual Abbreviated Dialling allows you to make a call by dialling an abbreviated code instead of the complete telephone number. These numbers can include international numbers.

With this facility, up to 6 of your business' most frequently used numbers can be stored for each extension's personal use.

See *Individual Abbreviated Dialling* under 'Managing your group services' for instructions on managing your business' list of numbers.

S12 To call a stored number:

Abbreviated Number

#

Example:

*

*

2

#

AXE To call a stored number:

Abbreviated Number

#

Example:

2

#

Centel Plus gives you the flexibility to make your phones work in the way that best suits your business.

All extensions within the Centel Plus group have a normal telephone number that can be dialled directly by external callers, without going through the main number. Giving out individual numbers provides the opportunity to enhance customer service and streamline business communications.

For example, you can:

- Offer individual numbers to selected customers as a Hotline to selected staff
- Direct business calls to various divisions, e.g. Service, Accounts, Parts, etc.
- Have a special line for responses to specific advertising campaigns

Incoming call distribution

(Group Hunt – optional)

If you have chosen to have Group Hunt with your Centel Plus service, a call to the main number will be delivered to the first available line in a pre-specified group of extensions.

Overflow – optional

When all the lines in the Group Hunt are busy, the calls may overflow to another destination.

If an individual within the Group Hunt has turned on their Call Forward Busy or No Answer features, an incoming call to the main number will take priority, i.e. the extension will ring.

If individual extensions do not answer calls distributed from the main number, they will forward to the Group Hunt's pre-defined destination for Overflow.

Incoming calls to the main Group Hunt number will search through the list, regardless of the Call Forward status of individual numbers within the list.

Calls made directly to numbers within the list that have their line forwarded will be forwarded.

As a member of a Group Hunt group, you may Logout of that group at any time when you do not wish to receive calls made to the main number. When you do this, incoming calls to the main number will skip your number and try the next number in the list. You will still receive calls made directly to your number.

You may also Login to the Group Hunt at any time when you are able to receive those calls.

If you are going to be away from your phone, to Logout of the group:

*** 7 6 #**

Calls to the main number will now ignore your number and move immediately to the next number in the list.

If you are the main number of a Group Hunt group you are not able to Logout of the group.

When you wish to receive calls, to Login to the group:

7 6

(Group Search – optional)

If you advertise one number, Group Search lessens the possibility of your customers receiving a busy tone, as calls are distributed to other numbers when the main number is busy or not answering.

How it works

When multiple calls come in on the advertised number (the main number of the Group Search list), it automatically searches for the next free person in the list to connect the call. Group Search has two lists – one is used when the main number is busy, and the other is used when the main number does not answer.

If the main number is busy, then the call will go to the 'Busy' list and search through that list trying all the extensions in the list.

If the main number is not answering, then the call will go to the 'No Answer' list and search through that list trying all the extensions in that list.

Once a call has entered a particular list, it will search only through that list. Any extension that is busy will be bypassed and the next available extension will ring.

Only those calls that are directly dialled to the advertised (main) number will be subject to a group search.

Note: If an extension has been call forwarded, only calls made directly to that extension will be forwarded to the designated alternate answering point (e.g. an employee's home office).

Note: All the following Group Search commands work from the phone designated as the main number.

Group Search – Busy

Calls will be forwarded in turn to a selected group of Centel Plus extension numbers when your number is busy.

To turn Group Search – Busy ‘On’:

*** 2 5 #**

To turn ‘On’ and adjust the time that numbers in the Busy list will ring if not answered:

If a number does not answer, the call will move to the next number in the list. The time that a call rings before moving to the next number may be changed from the main number to anywhere between 5 and 60 seconds. Each list needs to be altered individually.

Example: *** 2 5 [* 7] #**

The time is now set at 7 seconds. If the feature is successfully turned on an announcement will be received. This time will remain until changed.

To turn Group Search – Busy ‘Off’:

2 5

If the feature is successfully turned off, an announcement will be received.

Group Search – No Answer

Calls will be forwarded in turn to a selected group of Centel Plus extension numbers when your number is not answered.

To turn Group Search – No Answer ‘On’:

*** 6 2 #**

To turn ‘On’ and adjust the time that numbers in the No Answer list will ring if not answered:

If a number does not answer, the call will move to the next number in the list. The time that a call rings before moving to the next number may be changed from the main number to anywhere between 5 and 60 seconds. Each list needs to be altered individually.

Example: *** 6 2 * 7 #**

The time is now set at 7 seconds. If the feature is successfully turned on an announcement will be received. This time will remain until changed.

To turn Group Search – No Answer ‘Off’:

6 2

If the feature is successfully turned off, an announcement will be received.

Note: To change the Centel Plus numbers in your Group Search list, contact your local Telstra Business Representative.

Handling after-hours calls

Night Switching

From your extension (i.e. the main number of your Group Hunt list), you can Night Switch your calls to an after-hours number, ensuring that your customers receive service, even after you have closed for the day.

To turn Night Switching ‘On’:

*** 2 1 #**

To turn Night Switching ‘Off’:

2 1

If you didn’t request Night Switching when subscribing to Centel Plus, or you wish to override the number calls are directed to after hours:

From the extension that is the main number of your Group Hunt list:

*** 2 1 Number #**

To turn it ‘Off’:

2 1

While Night Switching is on, callers ringing the main number will be directed immediately to the after-hours number and extensions in the list will not ring. When you turn it off, Group Hunt is on again.

Group Abbreviated Dialling

Group Abbreviated Dialling allows you to make a call by dialling an abbreviated code instead of the complete telephone number. These numbers can include international numbers. Within Centel, a common list is set up and maintained by a specific member of the Centel group with PIN control access to the editing functions.

With this facility, up to 50 of your business' most frequently used numbers may be stored by one user for everyone in your group to use.

The two-digit codes used to store numbers must be between 10 and 59 inclusive.

To store a number in the list:

Example:

* 5 0 * PIN * [2 0] 0 Number #

To alter a stored number:

Use the procedure above. This will automatically store your new phone number, eliminating the original number.

To call a stored number:

Example: * * [2 0]

To delete a stored number:

Example: # 5 0 * PIN * [2 0] #

Individual Abbreviated Dialling

Individual Abbreviated Dialling allows you to make a call by dialling an abbreviated code instead of the complete telephone number. These numbers can include international numbers.

With this facility, up to 6 of your business' most frequently used numbers can be stored for each extension's personnel use.

S12 The single digit codes used to store numbers must be between 02 and 07 inclusive.

To store a number in the list:

Example: * 5 1 [0 2] 0 Number #

To alter a stored number:

Use the procedure above. This will automatically store your new phone number, eliminating the original number.

To call a stored number:

Example: * * 2 #

To delete a stored number:

Example: # 5 1 [0 2] #

AXE The single digit codes used to store numbers must be between 2 and 7 inclusive.

To store a number in the list:

Example: * 5 1 [2] 0 Number #

To alter a stored number:

Use the procedure above. This will automatically store your new phone number, eliminating the original number.

To call a stored number:

Example: [2] #

To delete a stored number:

Example: # 5 1 [2] #

Note: If you wish to store numbers (using the nominated extension) normally barred by Call Control, it is necessary to unbar the service, store the number, then reactivate Call Control. Once numbers are stored in the Abbreviated Dialling store they may be called from any extension, regardless of Call Control levels on individual extensions within your group.

Compatibility with your telephone

For your Centel Plus service, you should set the switches located under your T200 phone to tone dial and 100ms. This is required to activate Centel Plus facilities. Telstra T400 phones have already been set to 100ms.

Compatibility with your business system

If using Centel Plus with a business system or a non-Telstra phone, check with the manufacturer for compatibility. The requirements are that the handset must support DTMF dialling, have key pads which include * and # buttons and have a Recall key (sometimes labelled 'Flash') to deliver 100ms Timed Loop Break (TLB).

Most modern business systems will operate quite well with Centel Plus, provided the system has been programmed to meet the requirements for dial type and line conditions. DTMF and Recall facility 'Timed Loop Break' must be programmed for all Centel Plus lines.

The 'Music' feature of Centel Plus will take precedence over any Music On Hold provided with a business system when using a Centel Plus feature.

Music

Every time you put a caller on hold to make another call on the same line, i.e. make an Enquiry Call (including Transfer), alternate between calls, park a call or take a call waiting, your caller will hear music. The music is standard to all lines.

Dial Tones

Generally, the dial tone received after Recall is pressed is a special dial tone (Facility tone). When you have one of the Call Forward services active, Facility tone is also received when you lift the handset.

Charges

Centel Plus allows you to call other Centel Plus extensions on your premises free of charge. When you ring other numbers in your Centel Plus group, you will find it quicker and more convenient to use the Private Number Plan (PNP). The PNP consists of three-digit extension numbers allocated to all lines in the group. Calls made using the extension numbers within your site will be free of charge. If you dial the full telephone number, these calls will be charged.

Calls to numbers outside your group or outside the site are charged to you at normal call rates. You may forward your calls to any number Australia wide, and transfer calls within Australia or overseas. Extension to Extension calls between your Centel Plus sites within the local call fee area are free when you subscribe to the Centel Plus CityWide service*. Calls made outside the Centel Plus group which are successfully forwarded or transferred are charged to you at normal rates until the call is concluded.

Checking if features are on or off

Not only does Centel Plus offer you a wide range of features to improve call management, it also gives you an easy method of checking whether features are on or off. You can check the status of a particular feature by dialling * # the two-digit number code for that feature, then #. You will then receive a message telling you if that feature is on or off.

For example, to enquire on the status of Call Forward Busy, lift the handset, press * # 2 4 # and listen for the message on the status of that feature.

Features of Centel Plus

Distinctive Ring

The following ring types apply to the calls you are answering:

- External Call (Standard Ring – *two long rings per cycle*).
- Internal Call (Internal Ring – *one long ring per cycle*).
Only where extensions are connected to the same Telstra Exchange.
- Call Back Busy (Recall – *long short ring per cycle*).

Call Transfer

With Call Transfer, calls can be transferred to any other phone in Australia or to those overseas numbers that are able to be dialled directly, giving your customers prompt and direct access to the people they want to speak to. Once the call is transferred, you are free to make or take other calls, including transfer calls, or receive calls transferred to you.

If a call has been forwarded to your number, it may be transferred. Call Control settings will determine your ability to transfer a call outside the Centel Plus group.

If you have requested Call Transfer Restriction, you will be able to transfer calls to any extensions within your group, but not to external numbers.

Call Control

If you require changes to the level of barring, please contact your Telstra Business Representative as, for your security, Call Control levels must be altered at the exchange.

Call Waiting

You will need to turn this feature on before it will work. When using your line for fax or modem calls, the Call Waiting feature should be turned off. Otherwise, Call Waiting tones may corrupt the information. If you are the main number of a Group Hunt group, you will not have access to Call Waiting.

Calling Number Display phones will display the number of the Call Waiting caller where it is sent.

To avoid disruption of facsimile or data transmissions, before a fax or data call, press ***44** before dialling the number you wish to call. If accessing the Internet, it's a good idea to program this prefix into your modem in front of your Internet Service Provider's number. This will suppress any Call Waiting pips for this call which could disrupt your transmission.

Call Back Busy

Call Back Busy will work between all Centel Plus capable exchanges, but will not register Call Back requests to customers with their lines forwarded or in a Hunting Group, Indial, Payphones, ISDN, or to other carriers or mobiles. If you are using this feature with a Small Business System or PABX, return calls will be offered to the line, not the extension.

S12 Call Park

- Call Park is available to all extensions in the Centel Plus group.
- You may re-park a call as many times as required.
- You may continue to take calls while you have a call parked against your own extension.
- You cannot be reoffered a parked call with Call Waiting.
- If a call is being reoffered to another extension, it cannot be answered using Call Pick Up.
- If you have Call Forwarding on, the reoffered call will not forward, but will ring your phone.
- Parked calls will not display the calling number.

Call Forward

Before calls will forward, you will need to program the number you wish calls to go to. You can redirect your calls to another extension in the Centel Plus group, or to an outside number, voice mail or mobile phone anywhere within Australia.

Individual extensions may be prevented from forwarding to certain destinations by using Call Control restrictions. You can still make outgoing calls while any Call Forward feature is 'On.' A distinctive dial tone replaces the normal tone to let you know that the Call Forward feature is 'On.'

You cannot forward your number to a barred destination until Call Control is turned off.

When your Call Forward is turned 'On' or 'Off,' an announcement will confirm that this command has been carried out successfully.

Calls forwarded to or from your number can forward up to 5 times.

When setting up Call Forward, it's a good idea to decide where you would normally want your calls to go when you are busy or can't answer. You can then program your phone and leave these features on. This saves you having to remember to do this whenever you're busy or leave your phone, and ensures your phone isn't unattended.

Remote Access

The features you may control:

- Call Forward Immediate
- Call Forward Busy
- Call Forward No Answer
- You can also remotely control your Night Switching on the main number of your Group Hunt.

S12 Follow on Service

After changing a feature remotely, you may either hang up to exit or press **1** to continue. If you press **1** an announcement says "You can now proceed to access your service". Continue until all actions are complete, then hang up. Follow on is not available after an unsuccessful operation.

Telstra provides your Remote Access Number.

Calling Number Display

Calling Number Display, or CND, is a service from Telstra that lets you see the number of a person calling on your CND phone before you take the call, and if you recognise the number, you'll know who's calling. CND is a standard feature for Centel Plus but requires the use of a CND-compatible phone. CND is not available if calls have been blocked.

Dialling Centel Plus extension numbers in your group

When you dial an extension, that extension number is always displayed on the display panel of the CND phone. External calls will show the full number where it is available.

Forwarding calls when you have CND

If you forward your calls to another number, then the number that will be displayed is the telephone number of the original caller.

Transferring calls when you have CND

If you transfer a call to another number, then the number that will be displayed is your number. This allows the person originally transferring the call to introduce the caller and any other relevant details before transferring the call.

Blocking the display of numbers

If you wish to block your number from being displayed on the other person's CND phone, simply dial **# 1 8 3 1** before the number you are calling. To block on a permanent basis, call Telstra. If you have requested permanent line blocking, you may have your number displayed on a call-by-call basis by dialling **# 1 8 3 2** before the number.

Group Hunt

You are able to use the Call Waiting feature on the Group Hunt number.

Feature priorities

All of the features of Centel Plus work together for optimum benefit. However, sometimes one feature will override another if you have several of your features ‘On’ at once.

Call Forward Immediate and Call Waiting

Call Waiting is unable to notify you when an external call is waiting as all incoming calls will be immediately forwarded.

Call Forward Busy and Call Waiting

If you have Call Waiting ‘On’, Call Forward Busy will operate:

- a) If you are on a call and have a call waiting.
- b) If you are on a call and have accepted a waiting call.
- c) If you are on a call and have deflected a waiting call.
- d) If you are on a Conference Call or making an Enquiry Call.
- e) If your phone is already ringing.
- f) If you are making an outgoing call but have not yet been answered.

Call Forward No Answer and Call Waiting

If you have Call Forward No Answer ‘On’ and have a waiting ‘Call Waiting’ call, the waiting call will be forwarded at the time you have set.

Service Codes

Recall 1	Disconnects one call or returns you to the original caller if the number is busy or doesn’t answer
Recall 2	To answer a ‘Call Waiting’ call or alternate between ‘Enquiry’ calls
Recall 3	Conference an ‘Enquiry’ call or a ‘Call Waiting’ call
Recall 4	Completes a Transfer
AXE Recall 5	Release call to Busy Extension on call transfer attempt
Recall 0	Deflects a ‘Call Waiting’ call

Feature	ON	OFF
Call Waiting	* 4 3 #	# 4 3 #
Call Pick Up	* 8 1 #	
Call Forward Immediate	* 2 1 Number #	# 2 1 #
Call Forward No Answer	* 6 1 Number #	# 6 1 #
Call Forward Busy	* 2 4 Number #	# 2 4 #
Group Search Busy	* 2 5 #	# 2 5 #
Group Search No Answer	* 6 2 #	# 6 2 #
Call Control	* 3 3 PIN #	# 3 3 PIN #
Call Back Busy	RECALL * 3 7 #	# 3 7 #
Group Hunt Login	# 7 6 #	
Group Hunt Logout		* 7 6 #
Night Switching	* 2 1 #	# 2 1 #

Feature	To Park Call	To Pick up Call
S12 Call Park	RECALL * 8 0 #	# 8 0 #

Feature	
S12 Individual Abbreviated Dialling Number	* * ABBREVIATED CODE #
AXE Individual Abbreviated Dialling Number	ABBREVIATED CODE #
Dial Group Abbreviated Dialling Number	* * ABBREVIATED CODE

Storing feature codes

To make your Centel Plus system easier to use, it is a good idea to store the service codes or the function codes that you use most frequently in your phone’s Memory stores for easier operation. The process is: press Store key, then enter the codes as below, followed by the Memory key where you wish to store this command.

Feature	To store commands follow these steps	Suggested memory button label
Call Waiting	Store RECALL 2 MEMORY	Call Waiting
Transfer	Store RECALL 4 MEMORY	Transfer
Return to caller	Store RECALL 1 MEMORY	Return to CLR
Conference	Store RECALL 3 MEMORY	Conference
S12 Park a call	Store RECALL * 8 0 # MEMORY	Call Park
Retrieve a Parked Call	Store # 8 0 # MEMORY	Retrieve Call
Call Back Busy	Store RECALL * 3 7 # MEMORY	Call Back
Alternate	Store RECALL 2 MEMORY	Alternate
Call Forward Immediate ‘On’	Store * 2 1 Number # MEMORY	FWD ALL
Call Forward Immediate ‘Off’	Store # 2 1 # MEMORY	FWD IMM OFF
Call Forward Busy ‘On’	Store * 2 4 Number # MEMORY	FWD BUSY ON
Call Forward Busy ‘Off’	Store # 2 4 # MEMORY	FWD BUSY OFF
Call Forward No Answer ‘On’	Store * 6 1 Number # MEMORY	FWD NO ANS ON
Call Forward No Answer ‘Off’	Store # 6 1 # MEMORY	FWD NO ANS OFF
Group Search Busy ‘On’	Store * 2 5 # MEMORY	GS BUSY ON
Group Search Busy ‘Off’	Store # 2 5 # MEMORY	GS BUSY OFF
Group Search No Answer ‘On’	Store * 6 2 # MEMORY	GS NO ANS ON
Group Search No Answer ‘Off’	Store # 6 2 # MEMORY	GS NO ANS OFF
To store extension numbers e.g. Extension 101	Store 1 0 1 MEMORY	e.g. Bob

Some examples of how you might do this in the Telstra T200 are illustrated below. (The T400 already has some functions stored. Other phones, particularly Business Systems, may operate differently and you should check with your supplier.)

Note: When storing features, pause after pressing, then continue the procedure as outlined below.

Process and Result
When you hear the Call Waiting tone, press this button to answer a second call and alternate between the two.
After obtaining an answer from the person you wish to transfer the call to, press the Transfer button and hang up.
If the number you try to enquire or transfer to is busy, not answering or cannot take the call, press this button to return to your caller.
After obtaining an answer from the person you wish to conference in, press button labelled Conference and all parties will be linked.
This will park a call against your extension and allow you to continue taking other calls.
If you parked a call against your extension this will allow you to retrieve it.
Press Call Back button on receipt of a busy signal. This books your call against the busy number and the exchange will connect you when they are free.
Pressing this button when you have two calls in progress allows you to alternate between the two calls.
Lift phone, press FWD ALL button, wait for tone, hang up.
Pressing the FWD IMM OFF button will turn off Call Forward Immediate. Calls will now ring again on this phone.
Pressing the FWD BUSY ON button will turn on Call Forward Busy. Calls will now forward to this number after pressing this button when you’re busy.
Pressing the FWD BUSY OFF button will turn off Call Forward Busy.
Pressing the FWD NO ANS ON button will turn on Call Forward No Answer. Calls will now forward to this number after pressing this button if you do not answer your phone within 20 seconds or the time set by you.
Pressing the FWD NO ANS OFF button will turn off Call Forward No Answer.
Pressing the GS BUSY ON button will turn on Group Search Busy.
Pressing the GS BUSY OFF button will turn off Group Search Busy.
Pressing the GS NO ANS ON button will turn on Group Search No Answer.
Pressing the GS NO ANS OFF button will turn off Group Search No Answer.
Pressing this button will connect you directly with extension 101.

[illegible]

If you have any difficulties using Centel Plus after following the instructions in this user guide, please call

13 21 25

Prior to contacting the Customer Support Helpline, please ensure:

- The feature you are trying to use is activated.
- The feature isn't being overridden by the use of another feature, e.g. Call Forward Immediate overrides Call Waiting.
- The settings on the phone haven't been altered, i.e. they must be set for tone dialling and 100ms Timed Loop Break (TLB).

Please report any faults to 13 22 55

User instructions for Centel Plus are also available from the Help Desk and from the Telstra Product Catalogue Internet site at <http://products.telstra.com.au/az.htm>

Click on 'Centel Plus' and then 'User Guide' in order to take you to these user instructions.

This user guide is correct as at printing date.
Telstra reserves the right to make changes
to the Centel Plus product at any time.