

Call Forward - _____

Automatically forwards calls wherever you'd like, inside or outside your business. Allows you to forward ALL incoming calls to another phone inside or outside your Centrex group. Your phone will ring one time and then forward to the designated number.

To use Call Forward:

- > Pick up the handset, and listen for dial tone.
- > Dial _____.
- > Dial _____ (for outside calls) and then the number you want to forward your calls to (include 1+area code for calls outside the service area).
- > **To cancel Call Forward** – Pick up the handset, listen for dial tone, then dial _____.
You are responsible for the cost of each call forwarded outside of your local calling area.

To use Call Forward Don't Answer:

- > Pick up the handset and listen for dial tone.
- > Dial _____.
- > Dial the number of rings you would like before your phone is forwarded (2 – 9).
- > Dial _____ (for outside calls) and then the number you want to forward your calls to (include 1+area code for calls outside the service area).
- > **To cancel Call Forward** – Don't Answer – Pick up the handset, listen for dial tone, then dial _____. *You are responsible for the cost of each call forwarded outside of your local calling area.*



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Centrex Calling Features

Placing a Call

You can place calls to telephones inside your Centrex group by using abbreviated dialing. Or you can place calls outside your Centrex group by dialing an access code followed by the regular telephone number.

To place a call inside your Centrex group:

- > Pick up the handset, and listen for dial tone.
- > Dial the last ____ digits of the person you wish to call.

To place a call outside your Centrex group:

- > Pick up the handset, and listen for dial tone.
- > Dial ____ to get an outside line.
- > Dial the telephone number of the person you wish to call (include 1+area code for calls outside the service area).

Attendant Services

Allows you to designate a particular station as an attendant. This station may assist other stations in the group in making calls and/or may be configured to receive calls for the listed directory number in the whole group – allows access to Attendant or Receptionist by dialing 0 instead of dialing an extension number.

Automatic Identification of Outward Dialing

Identifies outgoing calls - Provides records identifying by station the billed outward direct dialed and operator handled long distance calls.

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Call Pick Up - _____

Allows you to answer any other ringing line in your Call Pick Up group. If more than 1 line is ringing, the line that has been ringing the longest is answered first.

To use Call Pick Up:

- > Pick up the handset, and listen for dial tone.
- > Dial _____.

Call Transfer

Enables you to transfer a call to any other telephone either inside or outside your Centrex group. You can speak with the called person before completing the transfer.

To use Call Transfer:

- > Notify the caller that you are going to transfer the call.
- > Press the switch hook or Flash key, and listen for dial tone.
- > Dial _____ (for an outside call) and then the number you wish to send the call to (include a 1+area code for calls outside the service area).
- > You can wait for the party to answer and announce the call or just hang up.
- > To return to the original caller, press the switch hook twice.

Call Waiting - _____

Alerts a user who is already on an existing two-way call that another call is waiting. You can alternate between callers or abandon one of the calls.

To use Call Waiting:

- > While on an existing call, you will hear a Call Waiting tone.
- > Notify the first caller that you are going to put them on hold.
- > Press the switch hook, and listen for dial tone.
- > Dial _____, and you will be connected to the new caller.
- > To return to the original caller, press the switch hook and dial _____.

Cancel Call Waiting - _____

Allows you to deactivate Call Waiting for the next call made from your phone. Incoming calls receive a busy signal.

To use Cancel Call Waiting:

- > Pick up the handset, and listen to the dial tone.
- > Dial _____.
- > Place your call as usual.

Direct Inward Dialing (DID)

Allows incoming calls from the local exchange and long distance network to reach an individual station or group of stations in the system without the assistance of an attendant. Callers can dial the person's number directly to reach them, rather than dialing the main number and asking to be transferred.

Direct Outward Dialing

Allows stations in the Centrex group to access the local exchange and long distance network without the assistance of an attendant by dialing directly.

Directory Number Hunting (Trunk Hunting)

Permits a call to advance to another number when the original number called is busy.

Distinctive Ringing

Distinguishes between internal calls and calls from outside the Centrex group with different ringing patterns.

Group Speed Calling - _____

Allows each Centrex user to create and use a list of frequently dialed numbers that may be dialed by using abbreviated codes programmed at the group level.

To program Speed Calling:

- > Pick up the handset, and listen for dial tone.
- > Dial _____.

- > Dial the Speed Call register that you would like to program.
- > Dial _____ (for outside calls) and then the phone number you would like to have dialed (include 1+area code for calls outside the service area).
- > Listen for the confirmation tone.

To clear a Speed Call register:

- > Pick up the handset, and listen for dial tone.
- > Dial _____.
- > Dial the register number you would like to clear.
- > Dial _____ and listen for the confirmation tone.

Performing Speed Call - _____ through _____

- > Pick up the handset, and listen for dial tone.
- > Dial _____ plus the speed code number.
- > You will hear the called number ringing.

Internal Dialing / Intercom (Station to Station Dialing)

Allows you to intercom between stations by using abbreviated dialing. Can be set up to dial 1 to 4 digits.

External Dialing

Allows Centrex facilities to act as a PBX by dialing an access code such as _____ to access outside Centrex trunks for connection to others not within the Centrex group.

Local Only

Assigned to individual lines and trunks to permit calls to and from members of the same Centrex group only.

Three Way Calling

Allows you to have a three way conference by adding another person to an existing call.

To place a Three Way Call:

- > Dial the first person or answer an incoming call.
- > Press the switch hook, and listen for dial tone.

- > Dial the third person (dial _____ for outside calls, and include 1+area code for calls outside the service area).
- > Announce the conference to the third person.
- > Press the switch hook.
- > Begin the three-way conversation.

Other Features which can be used with Centrex

Caller ID is available with Caller ID compatible equipment. Displays the caller's phone number.

Voice Mail transfers calls to your individual mail box if you are not available. From your mailbox, you can transfer messages among all Centrex users – within one office, or among multiple offices or locations.

Toll Restriction blocks the line or trunk and does not allow the station to originate any toll calls.

Music on Hold provides your customers with a pleasant background while holding instead of dead air.

