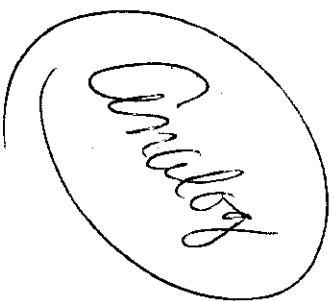


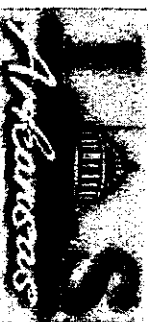
State of Arkansas Centrex

Conversion Training Manual

Single Line Set



ARTEL



Call Transfer

Analog Sets

- 1. Advise calling party that you are going to transfer the call.**
- 2. Press the Link/Flash key. Dial Tone is heard.**
(note, if you are using a set without a Link/Flash key, use the switchhook).
- 3. Dial the 7 digit number you wish to transfer the call to.**
- 4. After one full ring, or when the party answers, press the Link/Flash key (or switchhook) once AGAIN and hang up.**

3-WAY Conference Analog Sets

- 1. Place the original caller on hold by pressing the Link/Flash key (if you do not have a Link/Flash key press the switch-hook). Special dial tone is heard.**
- 2. Dial the 3rd party's telephone number.**
- 3. After 3rd party answers press the Link/Flash key (if you do not have a Link/Flash key press the switch-hook) to join all parties.**

Call Pick-Up Analog Sets

Call pick-up allows you to draw a ringing phone to your phone if both numbers are in a predefined group.

- 1. Lift handset.**
- 2. Dial tone is heard.**
- 3. Press * 99, this will draw the ringing phone to your set.**

Call Forward Analog Sets

Call forward is not a diversion point, if your phone has a diversion point set up (like voice mail) it will always go there on a busy or no answer. Call forward is used when you want to send your calls to a number other than its regular diversion point. NOTE: When you activate the call forward option, your set will not ring, it will go immediately to the number you rerouted your calls to.

To Activate:

- 1. Lift handset. Dial tone is heard.**
- 2. Press * 72. Special dial tone is heard.**
- 3. Dial the number to which calls are to be rerouted. Confirmation tone is heard. Hang-up.**

To Cancel:

- 1. Lift handset, dial tone is heard.**
- 2. Dial * 73, confirmation tone is heard. Hang-up.**

Analog Sets Equipped with Call Waiting

When you are in conversation on your set, you will hear a beep. This indicates you have another incoming call. At this point you may either choose to ignore the beep (this will send the 2nd incoming call to you pre-programmed diversion point provided you have one assigned) or you may answer it. To answer your call-waiting, follow the steps below.

- 1. In conversation you hear beep tone.**
- 2. Press the Link/Flash key (if you are using a set without a Link/Flash key press your switch-hook just like at home) you will be contacted to the 2nd incoming call.**
- 3. To toggle back and forth between the calls press the Flash/Link key (or switch-hook if you do not have a Flash/Link key).**

NOTE:

If you are talking to the 2nd incoming call and they hang-up, to get back to your first party press the link key.

LONG DISTANCE
AUTHORIZATION CODES

1. Lift handset to receive dial tone.
2. Enter # 6 and your auth code, followed by the # key. You will hear a confirmation tone.
3. Dial 1 + Area Code and the 7 digit number of the party you are trying to reach.

Last Number Redial

This feature will dial the last number you dialed.

- 1. Lift handset. Dial tone is heard.**
- 2. Press #.**
- 3. The last number is redialed.**