

Cambridge Centrex reference guide

Basic features

Handset tones

Dial	Continuous low tone	Phone is ready for use
Ringing	Repeated intervals	Dialled number is ringing
Engaged	Steady repeated tone	Dialled number is engaged
Confirmation	Two consecutive beeps	A feature has been activated
Feature	Two-note tone	Feature code entered - continue

To place a call:

CU1	Call a University extension	Dial the 5 digit extension number
	Call an external number	Not available
CU2s	Call a University extension	Dial the 5 digit extension number
	Call an external number	Dial 9 for an external line
CU2	Call a University extension	Dial feature code*1, then the 5 digit extension number
	Call an external number	Dial the number

To put a call on hold:

- Press **R**, listen for the feature tone
- Dial * **83**, listen for the confirmation tone and replace the handset
- To return to the call, lift the handset

To transfer a call

- During a call, press **R**, listen for the feature tone
- Dial the number.
- *To perform attended call transfer:*
 1. When the party answers, announce the call
 2. Hang up, to connect the parties
(To retrieve the call if the extension is busy, Press **R** twice)
- *To perform unattended call transfer:*
 1. When phone rings, hang up
(To retrieve the call if the extension is busy, Press **R** twice)

To redial the last number dialled:

- Press **# #**

To check the last missed calls:

This feature allows you to check the last external number that called you.

- Dial 1471

Call waiting

The Call waiting alert, a discreet 'beep', will let you that another caller is trying to get through when you are already on a call.

- Press **R**, this places the original call on hold and connects you to the second call
- Press **R** again, to switch between the two callers.

Call forward

To call forward all calls to another number:

This allows you to divert all calls to another number.

- *To activate*
 1. Dial ***70**
 2. Dial number you are diverting to
 3. Listen for confirmation tone, replace handset
- *To cancel*
 1. Dial **#70**
 2. Listen for confirmation tone, replace handset

To call forward when busy:

This allows you to divert all calls to another number when you are on a call.

- *To activate*
 1. Dial ***91**
 2. Dial number you are diverting to
 3. Listen for confirmation tone, replace handset
- *To cancel*
 1. Dial **#91**
 2. Listen for confirmation tone, replace handset

To call forward on no reply:

This allows you to divert all calls to another number when you are on a call.

- *To activate*
 1. Dial ***90**
 2. Dial number you are diverting to
 3. Listen for confirmation tone, replace handset
- *To cancel*
 1. Dial **#90**
 2. Listen for confirmation tone, replace handset

Note: When entering the number to divert to remember to add 9 or feature code, see '*To place a call*', as required

VoiceMail

Note: there is an additional charge for the voicemail feature and it can be activated by Virgin Media Business, Please contact Business Customer Services on 0800 052 0800.

To set up your voicemail

- Dial **177**, to access voicemail
- Dial **1234**, to enter the temporary PIN

The tutorial will recognise that you are accessing voicemail for the first time and guide you through setting your greeting and PIN. The tutorial must be completed to initialise the voicemail.

Accessing your voicemail

- Dial **177**, to access voicemail
- Enter your 4 digit PIN, then

To listen to your messages	Select 7
To change your voicemail settings	Select 8

Call forwarding to voicemail

Call forward all calls	*70177
Cancel call forward all calls	#70
Call forward when busy	*91177
Cancel call forward when busy	#91
Call forward on no reply	*90177
Cancel call forward on no reply	#90

Speeddials

Speed dial short (allows you to programme up to ten numbers)

To programme Speed dial short

- Dial **#74**, listen for the feature tone
- **Assign the speed dial a number** between 0-9
- **Enter the telephone number** (remember to add 9 or feature code, see 'To place a call', as required)
- Press **#**, listen for confirmation tone

To dial a Speed dial short

- Dial *****, select the **speed dial number 0-9 #**

To delete a Speed dial short

- Dial ***74**, enter the single digit assigned to the speed dial, press **#**

Speed dial long (allows you to programme up to seventy numbers)

To programme Speed dial long

- Dial **#78**, listen for the feature tone
- **Assign the speed dial a number** between 00-69
- **Enter the telephone number** (remember to add 9 or feature code, see '*To place a call*', as required)
- Press **#**, listen for confirmation tone

To dial a Speed dial long

- Dial *****, select the **speed dial number 00-69 #**

Conference Calls

Three-way calling

Three-way calling enables you to talk with two people at the same time. The calls can be located on either internal or external numbers.

- During a call, press **R**, listen for the feature tone
- Place a call to another party
- When the call connects, press **R** again to add this person to the call

Tip: if you hang up on a three-way call, the two remaining parties cannot proceed unless one of the parties is on a Centrex extension number.

Six-way calling

Note: this feature is activated by Virgin Media Business, Please contact Business Customer Services on 0800 052 0800.

Six-way calling enables you to talk with up to five people at the same time. The calls can be located on either internal or external numbers.

- During a call, press **R**, listen for the feature tone
- Dial ***73**
- Press **R**
- Place a call to another party
- When the call connects, press **R**, listen for the feature tone
- Dial ***73**
- Dial **R*73**, to join the parties
- Repeat the process to join additional parties