



## Centrex Features

Centrex Lines have built-in functionality with a number of Standard Features. In addition, you can upgrade to the Feature Package which includes six of our most popular features or just choose to add Optional Features to individual lines. To add, configure or simply ask a question about one of the features listed below, please call an Arrival Customer Care Representative at 888-950-2100.

### Standard Centrex Features

Feature	Feature Description	Activate	Deactivate
<b>"Assume-9" Call</b>	Dial any number outside of your Centrex System directly.	Obtain dial tone and dial the number you wish to call. This option is pre-programmed by Arrival depending upon your preference.	N/A
<b>"Dial-9" Call</b>	Mimic an on-premise PBX by requiring a "9" before dialing outside the Centrex System.	Obtain dial tone, dial "9", wait for dial tone, and dial the number you wish to call. This option is pre-programmed by Arrival depending upon your preference.	N/A
<b>Call Hold</b>	Place a caller on hold for an unlimited period of time. Unlike a hold button, this feature provides access to dial tone while a call is being held.	During the phone call press the flash-hook button, wait for dial tone and enter *78. To make another call, dial the new number. To return to the call on hold, hang up. The telephone set will ring with the 1st call on the line. To alternate between calls, press flash-hook button, wait for dial tone and enter *78.	N/A
<b>Call Transfer Disconnect</b>	Transfer any received call to any other telephone number.	During the phone call press the flash-hook button and wait for dial tone. Dial the "transfer-to" phone number. You may announce the transfer or immediately hang-up.	N/A
<b>Hunting</b>	Configure your lines so that incoming calls will "hunt" for the next available line if one or more are in use.	Must be activated by Arrival. Call 888-950-2100. This option is pre-programmed by Arrival depending upon your preference.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Intercom (Station to Station Dialing) with "Assume-9" Set-Up</b>	Dial between stations by using abbreviated dialing, such as the last two, three, four or five digits of the phone line.	Obtain dial tone, enter "#" and dial their specified extension. For example, if configured with 4-digit dialing, dial "#" and the last 4 digits of the phone number.	N/A
<b>Intercom (Station to Station Dialing) with "Dial-9" Set-Up</b>	Dial between stations by using abbreviated dialing, such as the last two, three, four or five digits of the phone line.	Dial between stations by using abbreviated dialing, such as the last two, three, four or five digits of the phone line. For example, if configured with 4-digit dialing, dial the last 4 digits of the phone number.	N/A
<b>Station Line ID</b>	Identify calls made by each Centrex station—including start time, duration and toll numbers.	N/A	N/A
<b>Three-Way Calling</b>	Add a third person to your phone call at any time.	During the phone call press the flash-hook button, wait for dial tone and enter the telephone number of the 3rd party. When the 3rd party answers, press the flash-hook button. If 3rd-party line is busy, has no answer, or is the wrong number, press the flash-hook button twice to return to original call.	N/A

## Centrex Feature Package

Feature	Feature Description	Activate	Deactivate
<b>Busy Call Forwarding</b>	Automatically forwards incoming calls to another number, such as Voicemail, when the line is in use.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Call Forwarding</b>	Forwards calls to any number you specify, inside or outside of your company, such as an answering service or your mobile phone.	Obtain dial tone, enter *72 and wait for second dial tone. Enter the number where calls will be forwarded. When answered, announce that you will be forwarding your calls to this station and hang up. If no answer or busy, repeat the above process and Call Forwarding will be automatically activated.	Obtain dial tone, dial *73 and hang-up.
<b>Call Pickup</b>	Answer any ringing phone in your designated call pick-up group without leaving your desk.	Obtain dial tone, enter *79 and the call will transfer to your line. If already on a call, enter *78 to place the call on hold, wait for dial tone and enter *79. To return to original call, hang up and set will ring with 1st call on the line.	N/A
<b>Delayed Call Forwarding</b>	Automatically forwards incoming calls to another number, such as an answering service or mobile phone, after a pre-determined number of rings when line is not answered.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Directed Call Pick-up</b>	Answer a specific line within the Call Pick-up group without leaving your desk.	Obtain dial tone, enter *56 and the intercom/station number where the incoming call is ringing. To answer an incoming call while already on another call, press flash-hook button to obtain dial tone. Enter *78 to place the first call on hold, obtain dial tone, enter *56 and the intercom/station number of the call you want to answer. To return to original call, hang up and the phone set will ring.	N/A
<b>Message Waiting</b>	Alerts you with a stutter-dial tone that you have voice mail messages.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.

## Optional Centrex Features

Feature	Feature Description	Activate	Deactivate
<b>Additional Pickup-Group</b>	Allows for additional Pickup-Groups within a single Centrex system.	See Directed Call Pick-Up Group for instructions.	N/A
<b>Anonymous Call Rejection</b>	Refuse callers who have their number blocked. A recording will explain how to unblock their number to complete the call.	Obtain dial tone, dial *77 and hang up.	Obtain dial tone, dial *87 and hang up.
<b>Busy Call Forwarding Extended</b>	Automatically forwards incoming calls to another number outside of the service area when the line is in use.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.

Feature	Feature Description	Activate	Deactivate
<b>Call Return</b>	Obtain the number of your last incoming call and call the number back. If the line is busy Call Return will continue to dial for up to 10 minutes, alerting you with a distinctive ring when the connection has been made.	Obtain dial tone, enter *69 and follow instructions.	Obtain dial tone and enter *89.
<b>Call Screen</b>	Block calls from up to 10 numbers that you specify.	Obtain dial tone, enter *60 and follow the recorded instructions.	Obtain dial tone and enter *80.
<b>Call Trace</b>	Trace harassing or offending incoming calls. Arrival will only release the number to the law enforcement agency handling the harassment complaint.	Obtain dial tone, enter *57 and follow the recorded instructions.	N/A
<b>Call Waiting</b>	Place one call on hold while you answer an incoming call. You may alternate between the two calls.	During the phone call you will hear a beep tone. Press the flash-hook button to answer the incoming call. Use flash-hook to alternate between calls. Note - In some cases, after pressing the flash-hook button, you will need to enter *78 to answer the incoming call.	To temporarily disable, obtain dial tone and enter *70.
<b>Call Waiting ID</b>	Identify the name and number of an incoming call while you are on another call.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Caller ID</b>	Identify the name and number of the calling party on your Caller ID telephone or display unit on incoming calls. Note: This feature requires Caller ID-compatible equipment not supplied by Arrival.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Priority/Distinctive Ringing</b>	Assign distinctive rings on up to 10 numbers.	Obtain dial tone, enter *61 and follow the instructions.	Obtain dial tone and enter *81.
<b>Remote Access to Call Forwarding</b>	Allows you to control your Call Forwarding feature from outside the office.	Dial the Remote Access dial-in number and follow the instructions. You will need to enter your 10-digit phone number your 4-digit pin number and *72 to activate.	Dial the Remote Access dial-in number and follow the instructions. You will need to enter your 10-digit phone number, your 4-digit pin number, and *73 to deactivate.
<b>Repeat Dialing</b>	Checks busy lines for up to 30 minutes. Once the number is available, you will be alerted via a distinctive ring on your telephone.	After receiving a busy signal, press the flash-hook button to obtain dial tone. Dial *66 and hang up again. Wait for distinctive ring.	Obtain dial tone and enter *86 to cancel.
<b>Select Call Forwarding</b>	Automatically forwards calls from up to 10 pre-selected numbers to a single number of your choice, such as a home phone or cell phone.	Obtain dial tone, enter *63 and follow instructions.	Obtain dial tone and enter *83.
<b>Speed Calling - 30 Code</b>	Dial your 30 most frequently called numbers using a two-digit code.	To program and activate your Speed Calling 30 list, dial *75 and follow the instructions. The two-digit code you select is 20-49. To use the feature dial "**", the two-digit code of the number, and "#".	N/A
<b>Speed Calling - 8 Code</b>	Dial your 8 most frequently called numbers using a one-digit code.	Obtain dial tone, dial *74 and follow the instructions. The one-digit code you select is 2-9. To use the feature, dial "**", the one-digit code of the number, and "#".	N/A