

Centrex

Features and Services

Centrex gives you an affordable alternative to buying or leasing a PBX (Private Branch Exchange), by providing the features and functionality from the Mpower switch. You pay for the service you need by the month rather than purchasing expensive equipment or undertaking a long-term lease.

Connect multiple locations for much less, and grow your service as you grow your business.

Give your employees their own phone numbers, the ability to transfer important calls to internal extensions, and with Mpower's feature rich voice mail service, provide a complete office solution with no capital expenditure.

You get all of this and more with Centrex service from Mpower.

FEATURE	DESCRIPTION	*Star Features
Standard Features (included in package price)		
Abbreviated Dialing (Mpower standard is 4-Digit)	Allows dialing another station using only the last four digits of the number	–
Call Park	Allows parking a call on a station and retrieving it from any other station	Park *20 Retrieve *21
Call Pickup	Allows answering incoming calls to any station in the pickup group	Pickup *76
Call Transfer	Allows transferring any call to any other number	–
Consultation Hold	Allows private consultation with destination before transferring a call	–
Last Number Redial	Allows redialing the last number dialed	Redial *23
Permanent Hold	Allows putting a call on hold	Hold *30
Ring Again	Allows caller notification and auto redialing a busy station	Activate *106
Three Way Conference	Allows conferencing three numbers; for Centrex only, if originator hangs up, the other two numbers remain connected	–

FEATURE	DESCRIPTION	*Star Features
Optional Features (priced separately)		
Call Forward – Busy	Forwards calls to another number when a single station is busy	–
Call Forward – Group Busy (LOD)	Forwards calls to another number when all stations in a hunt group are busy	–
Call Forward – Group No Answer	Forwards calls to another number when a call is not answered in a hunt group	–
Call Forward – No Answer	Forwards calls to another number when a single station is not answered	–
Call Forwarding	Allows incoming calls to be rerouted to another station or any other number	Program *72 Cancel *73
Call Waiting	Alerts a busy station of another incoming call	Cancel *22
Caller ID	Allows calling name, number, date, and time to display on a Caller ID device	Requires one time activation with *67
Speed Call 8	Allows creating a list of numbers and dialing using a single digit key (2-9)	Program *74
Productivity enhancing features — optional		
Voice Mail:	Manage your messages in the office or on the road with Mpower's voice messaging service.	–
Guaranteed Fax:	Be sure to receive all your important faxes, with a guaranteed fax box on you office fax lines.	–
Other Information		
Calling Name/Number	Allows per call blocking or sending of name/number	Block *67 Send *82
Customer Originated Trace	Allows requesting an automatic trace of a call	Invoke *57

NOTE: many of these features apply only to Centrex Service; some might function somewhat differently on other services

The Package — Standard features included:

- ✓ Abbreviated Dialing
- ✓ Call Park
- ✓ Call Pickup
- ✓ Call Transfer
- ✓ Consultation Hold
- ✓ Last Number Redial
- ✓ Permanent Hold
- ✓ Ring Again

Abbreviated Dialing

Reach another number on the Centrex system by dialing a predetermined number of digits. Mpower supports the use of two to nine digits. Four digits are used as standard. Customers utilizing abbreviated dialing must use the Dial 9 feature for calls placed outside of the company.

If you currently press **9** to access an outside line and would like to use abbreviated dialing, you will be required to press **99**.

Call Park

Place a caller on hold on a particular line. During a conversation, press ***20** to park the call. To retrieve the parked call, press ***21**, and the station number on which the call was parked.

Call Pickup

Pick up a call from another telephone extension by pressing ***76**.

Call Transfer

Send a caller to another extension or phone number. Press the receiver or flash key once and you will receive a special dial tone, then dial the extension or telephone number you wish to transfer the caller to. A confirmation tone will sound after the call has been transferred. *Keep in mind that the call originator will be assessed any local or long distance charges for the duration of the transferred call.*

Consultation Hold

To put a caller on hold while contacting the person you are transferring or conferencing, press the receiver or flash key and the person will be placed on hold. Although this feature is similar to call waiting, it does not switch the caller from one line to another.

Last Number Redial

Redial the last number called by pressing a single key rather than dialing the entire number. To use this feature, press ***23**. In the case of three-way calling, the last number dialed will be redialed.

Permanent Hold

Place a caller on hold without the use of a hold key. During a call, press and release the receiver or flash key, then press ***30**. The caller is placed on hold. You will hear a confirmation tone and the caller hears silence. At this time, you may place another call or hang up. (Reminder ringing is available.) Retrieve the call by picking up the handset. *Permanent Hold is not available during a three-way call.*

Ring Again

Receive notification when a busy party becomes available. If you get a busy signal when placing a call within your company, you may press ***106**, then hang up. When the busy party becomes available, you are automatically called back. If the called party's line becomes busy again, the feature is deactivated and the caller must place the call again. *Only available to customers using abbreviated dialing and for calls within the group.*

TO ACTIVATE:

***106** to activate Ring Again

TO DEACTIVATE:

***106** to deactivate Ring Again