



# COX CENTREX TELEPHONE

Everything you need to know about Cox Centrex Telephone service.



# Welcome to Cox Centrex Telephone Service.

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We're glad that you've chosen Cox Centrex Telephone service for your business. As you know, Cox Centrex service is feature-rich, cost-effective and worry-free. It's also easy to use, and that's important in a busy, rapidly changing workplace.

This handbook will show you how to use each of the features of your Cox Centrex service. Although the handbook lists every feature within our Centrex product offer, only those features you have selected will be activated in your system. That's because Cox Centrex service gives you a choice of feature packages and allows you to customize these packages even further by adding features from our "a la carte" list. To help you find the features that apply to your service, this handbook shows which of the packages contain each feature and whether that feature is available for a la carte purchase as well.

At Cox, we know how important your Cox Centrex service is to your business. So keep this handbook close by as a reference tool. If you have additional questions about how to use or add features, your local Cox customer care representatives are standing by to give you the information you need. To reach a local customer care representative or for repairs, please call:

|                |              |               |              |
|----------------|--------------|---------------|--------------|
| Connecticut    | 860.432.6000 | Omaha         | 402.934.6000 |
| Fairfax        | 866.272.5777 | Orange County | 949.546.2020 |
| Fredericksburg | 866.272.5777 | Phoenix       | 623.322.2000 |
| Hampton Roads  | 757.369.6500 | Rhode Island  | 401.383.6100 |
| Kansas         | 800.620.6196 | San Diego     | 619.269.2000 |
| New Orleans    | 504.304.1700 | Tucson        | 800.929.5118 |
| Oklahoma City  | 405.600.6333 | Wichita       | 316.858.4227 |

Thank you again for choosing Cox Centrex Telephone service.

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Features not available in all areas. Ask your local Cox Business sales representative for details.  
Minimum requirement and other restrictions may apply. Service does not include wiring, taxes or surcharges.

<sup>†</sup>Requires a digital telephone.  
<sup>\*</sup>Voice mail product required.

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Connecticut and Rhode Island access codes:

<sup>1</sup>Last Number Redial (LNR): ##

<sup>2</sup>Call Hold (CHD): \*76

<sup>3</sup>Directed Call Park (DPRKS): \*20

## CENTREX FEATURES

### Auto Dial<sup>†</sup> (AUD)

#### About this feature:

If you use a digital telephone, the Automatic Dial feature allows you to call a frequently dialed number by pressing one assigned key. You can also program and change these auto dial numbers easily and quickly.

While an auto dial number can be assigned to more than one key on a phone, it should only be assigned to keys with an associated lamp.

An auto dial key can hold up to 24 digits.

#### How to program an auto dial number:

| Step | Action   | Response  |
|------|--|---|
| 1    | Without lifting the handset, press the Auto Dial key once.     | Lamp next to Auto Dial key flashes.   |
| 2    | Dial the complete number with access code you wish to program. | Note: If your system requires an additional digit to access an outside line, be sure you include that number in your sequence when programming the feature. |
| 3    | Press the Auto Dial key again.                                 | Lamp next to Auto Dial key goes off.  |

#### How to erase an auto dial number:

| Step | Action   | Response                             |
|------|--|--------------------------------------|
| 1    | Without lifting the handset, press the Auto Dial key once. | Lamp next to Auto Dial key flashes.  |
| 2    | Press the # key.   |                                      |
| 3    | Press the Auto Dial key again.                             | Lamp next to Auto Dial key goes off. |

#### How to activate an auto dial number:

| Step | Action                        | Response                                       |
|------|-------------------------------|--|
| 1    | Press any idle extension key. | Dial tone; lamp next to extension key goes on. |
| 2    | Press the Auto Dial key.      | Call progression tones, then ringing tone.     |
| 3    | Lift handset.                 | Proceed with call.                             |

**Note:** Some phones have programmable keys built into them already. If this is the case you won't need this feature!

<sup>†</sup>Requires a digital telephone.

# Automatic Line (AUL)

## About this feature:

Place a call without dialing a single button using Cox Centrex's Automatic Line feature. This feature provides an automatic connection to a preprogrammed, stored number of 1 to 15 digits by simply lifting your handset. When using this feature, you will hear a ringback tone instead of a dial tone. This feature is also known as a ringdown line.

## How to use it: Single Line Set

| Step | Action   | Response                      |
|------|--|-------------------------------|
| 1    | Lift the handset.                                | Ringback tone.                |
| 2    | Called party answers and the connection is made. |                               |
| 3    | Hang up.   | The connection is terminated. |

## Business Set

| Step | Action                   | Response   |
|------|--------------------------|--|
| 1    | Press the extension key. | Ringback tone; lamp goes on; Connect lamp goes on when connection is made. |

# Busy Lamp Field (BLF)/Direct Station Selection<sup>†</sup> (DSS)

## About this feature:

This feature gives your business set telephones two practical capabilities:

- Busy Lamp Field (BLF) lets you see another extension is in use by displaying an indicator light next to that extension key on your phone.
- With Direct Station Selection (DSS), you can dial directly to a monitored extension by pressing that extension key on your phone, then pressing the Busy Lamp Field key.

## How to use it:

| BLF Indication  | Line Activity   |
|-----------------|---|
| Busy (Lamp On)  | Handset is off the cradle.<br>Dialing digits.<br>Extension active on a call; talking, calls on hold.<br>Calls on hold such as Call Hold, MADN Hold, Permanent Hold. |
| Idle (Lamp Off) | Handset is in the cradle and none of the above features are activated on the extension.   |

<sup>†</sup>Requires a digital telephone.

# Call Forwarding — 4 Options Available

---

## Call Forwarding All Calls (CFA)

### About this feature:

This feature lets you re-route incoming calls to another telephone number, within either the group of Centrex system users at your company, the local calling area or a foreign exchange. You can also forward calls to an attendant.

\*72 to activate

\*73 to de-activate

## Call Forwarding Busy (CFB)

### About this feature:

If your line is busy or unavailable, this feature can send your incoming calls to a number within the Cox Centrex service at your company where someone else can answer them for you.

\*90 to activate

\*91 to de-activate

## Call Forwarding Do Not Answer (CFD)

### About this feature:

Never miss another important call. If you fail to answer your phone within a certain number of rings, this feature will forward the call to another person within the group of Cox Centrex service users or to the attendant.

\*92 to activate

\*93 to de-activate

## Call Forwarding Remote Access (CFRA)

### About this feature:

This allows a line to activate or deactivate CFU, CFI, or CFF from a line other than its own. The feature CFU, CFB, or CFD must already exist on the line being activated or deactivated; CFRA alone does not provide these features.

## How to use it:

### Activation — Single Line Set

| <b>Step</b> | <b>Action</b>   | <b>Response</b>    |
|-------------|---|--------------------|
| 1           | Dial the Call Forwarding activation code associated with the type of call forwarding option you desire. | Special dial tone. |
| 2           | Dial the number where you want calls to be forwarded.   | Confirmation tone. |
| 3           | You can now make outgoing calls as usual.   | Dial tone.         |

### Deactivation — Single Line Set

| <b>Step</b> | <b>Action</b>   | <b>Response</b>    |
|-------------|---|--------------------|
| 1           | Dial the Call Forwarding deactivation code associated with the type of call forwarding option you desire. | Confirmation tone. |
| 2           | You can now make outgoing calls as usual.   | Dial tone.         |

### Activation — Business Set

| <b>Step</b> | <b>Action</b>  | <b>Response</b>                                    |
|-------------|--|--|
| 1           | Without lifting the handset, press the Call Forwarding key once. | Lamp next to Call Forwarding key flashes.          |
| 2           | Dial the number where you want calls to be forwarded.            |  |
| 3           | Press the Call Forwarding key again.                             | LCD next to the Call Forwarding key goes steadily. |

### Deactivation — Business Set

| <b>Step</b> | <b>Action</b>                       | <b>Response</b>                            |
|-------------|-------------------------------------|--|
| 1           | Press the Call Forwarding key once. | Lamp next to Call Forwarding key goes off. |

### Re-activation to the same program number — Business Set

| <b>Step</b> | <b>Action</b>   | <b>Response</b> |
|-------------|---|-----------------|
| 1           | Press the Call Forwarding key twice (first time, lamp flashes; second time, lamp on) to activate forwarding to the same number. |                 |

**Note:** Instructions apply to all four Call Forwarding features.

# Call Hold (CHD)

## About this feature:

With Call Hold, you can place one call on hold for any length of time provided neither you nor the person on the other end hangs up. The person on hold will hear an audible ringback tone, recorded announcement, music or silence, whatever you prefer and specify when setting up this feature.

## Note:

- This feature is available only to single-line sets. If you have a business set, you may use the built-in Hold key.
- This feature is applied on a per-line basis.

## How to use it:

### Place a Call on Hold

| Step | Action   | Response                           |
|------|--|------------------------------------|
| 1    | Quickly press the switchhook.                      | Special dial tone.                 |
| 2    | Dial the Call Hold feature activation code. (*53)* | Confirmation tone, then dial tone. |
| 3    | Replace handset.                                   | Caller is on hold.                 |

### Retrieve Call Hold

| Step | Action               | Response  |
|------|----------------------|---|
| 1    | Pick up the handset. | You are connected to your previously held call. |

### Answer Call Waiting or Camp-On

| Step | Action  | Response                                    |
|------|---|---|
| 1    | If you hear a Call Waiting or Camp-On tone while talking, you can place your existing call on hold and answer your waiting call by quickly pressing the switchhook. | Special dial tone.                          |
| 2    | Dial the Call Hold feature activation code. (*53)*  | You are now connected to the waiting party. |

\*Connecticut and Rhode Island access code: \*76

# Call Park (CPK)

## About this feature:

Call Park gives you the flexibility of putting a call on-hold, then retrieving it at a different extension. See Figure 1 for a sample Call Park scenario. Once you have placed a call on Call Park, you can make and receive calls from your extension as usual.

## How to use it:

### Parking the Call — Single Line Set

| <b>Step</b> | <b>Action</b>                             | <b>Response</b>    |
|-------------|---|--------------------|
| 1           | Press the switchhook once.                | Special dial tone. |
| 2           | Dial the Call Park activation code. (*20) | Confirmation tone. |
| 3           | Replace the handset.                      |                    |

### Retrieving the Call — Single Line Set

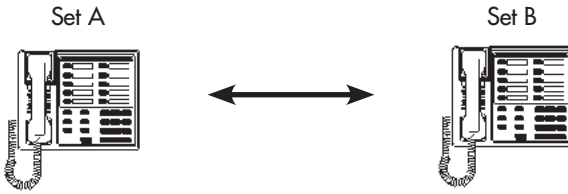
| <b>Step</b> | <b>Action</b>  | <b>Response</b>                        |
|-------------|--|--|
| 1           | Hang up and dial the Call Park retrieval code. (*21)       | Special dial tone.                     |
| 2           | Dial the number of the extension where the call is parked. | You are connected to the parked party. |

### Parking the Call — Business Set

| <b>Step</b> | <b>Action</b>            | <b>Response</b>  |
|-------------|--------------------------|--|
| 1           | Press the Call Park key. | Confirmation tone; lamp next to the Call Park key goes on. |

### Retrieving the Call — Business Set

| <b>Step</b> | <b>Action</b>  | <b>Response</b>                        |
|-------------|--|--|
| 1           | Lift the handset.  | LCD next to the extension key goes on. |
| 2           | Press the Call Park key.                                   | Special dial tone.                     |
| 3           | Dial the number of the extension where the call is parked. | You are connected to the parked party. |



Step 1: Sets A & B are having a conversation.

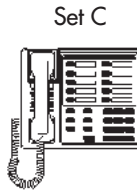
---



Step 2: Set A "parks" Set B;  
Set A is free to make or  
receive calls.

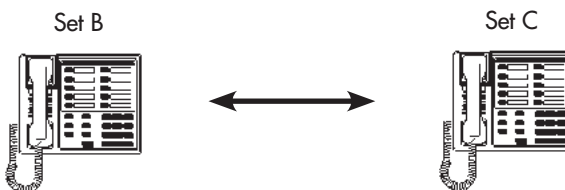
Set B hears silence, music,  
or announcement.

---



Step 3: Set C "unparks" Set B.

---



Step 4: Sets B & C are now having a conversation.

**Figure 1: A Call Park scenario**

# Call Pickup (CPU)

---

## About this feature:

Call Pickup allows a line to answer incoming calls to another line within a pre-set Pickup Group. (\*62) per call to pick up.

Please specify, on the provisioning sheet, what telephone numbers to include in the Pickup Group. These can be identified by labeling the groups by numbers, i.e. CPU 1, CPU 2, CPU 3, etc. where CPU 1 will group all of the telephone numbers in the same Pickup Group. Don't forget to identify the feature name/abbreviation!

## Note:

- Calls that are camped-on to a phone cannot be answered using Call Pickup.
- You can use the Speed Calling feature to dial the pickup code.

## How to use it:

### Single Line Set

| Step | Action  | Response                           |
|------|---|------------------------------------|
| 1    | Pick up the handset.                            | Dial tone.                         |
| 2    | Dial the Call Pickup feature access code. (*62) | You can converse with your caller. |

### Business Set

| Step | Action  | Response                            |
|------|---|-------------------------------------|
| 1    | Choose an available extension.  | Lamp next to the extension goes on. |
| 2    | Press the Call Pickup key, or dial the call pickup access code. (*62) |                                     |
| 3    | Pick up the handset before or after the above actions.                | You can converse with your caller.  |

# Call Transfer (CXR)/ Three-Way Calling (3WC)

---

## About this feature:

Call Transfer and Three-Way Calling both let you bring a third person into an ongoing call. You can either include the third person in your call, transfer the call to the third person or talk privately with the third person (Consultation Hold) before transferring the call to them.

## How to use it:

### Call Transfer — Single Line Set

The following instructions apply to calls already in progress.

| <b>Step</b> | <b>Action</b>   | <b>Response</b>    |
|-------------|---|--------------------|
| 1           | Press the switchhook once.                                | Special dial tone. |
| 2           | Dial the new telephone number.                            | Ringback tone.     |
| 3           | Replace the handset or wait for answer and announce call. |                    |

### Three-Way Call — Single Line Set

| <b>Step</b> | <b>Action</b>                            | <b>Response</b>                     |
|-------------|--|-------------------------------------|
| 1           | Press the switchhook once.               | Special dial tone.                  |
| 2           | Dial the third party's telephone number. | Ringback tone; third party answers. |
| 3           | Press the switchhook once.               | All three parties connected.        |

### Consultation Hold — Single Line Set

| <b>Step</b> | <b>Action</b>                            | <b>Response</b>                          |
|-------------|--|--|
| 1           | Press the switchhook once.               | Special dial tone.                       |
| 2           | Dial the third party's telephone number. | Ringback tone; third party answers.      |
| 3           | Press the switchhook one more time.      | You and the original party can converse. |

## Call Transfer (CXR)/Three-Way Call (3WC) — Business Set

| <b>Step</b> | <b>Action</b>  | <b>Response</b>   |
|-------------|--|---|
| 1           | Press the CXR/3WC transfer key.  | Special dial tone; lamp next to the CXR/3WC key goes on; "extension in use" lamp flashes.   |
| 2           | Dial the number of the person you are transferring the call to or you wish to add. | Ringback tone; you are connected to the person when they answer. You may consult privately with them as the original caller is out of the conversation. |
| 3           | To connect all three parties together, press the CXR/3WC key again.                | Lamp next to the CXR/3WC key goes on; "extension in use" lamp flashes.  |
| 4           | To connect the other two people and exit the call yourself, press the Release key. | Lamp next to the extension key goes off; the two other people are now connected and you are disconnected from the call.                                 |

## Call Transfer on Release — Business Set

| <b>Step</b> | <b>Action</b>  | <b>Response</b>   |
|-------------|--|---|
| 1           | Press the transfer key to set up the second leg of the call.     | The lamp associated with the transfer key goes steady and the extension lamp associated with the incoming call begins to flash.   |
| 2           | Dial the number of the person you are bringing into the call.    | Called party's telephone number is displayed on your set.   |
| 3           | Third person answers your call.                                  | If you wish to announce the call to the third person, you may do so now.  |
| 4           | Press the Release key or hang up the phone to transfer the call. | The transfer lamp will be extinguished, as well as the extension lamp associated with the first leg (incoming call). If your phone is equipped with a display, it will update to reflect you are no longer connected to the call. |

# Call Waiting (CWT)

## About this feature:

With Call Waiting, you'll never have to stay off the phone to wait for an incoming call. This service notifies you of an incoming call while you're on the phone by sounding two short tones, 10 seconds apart. You can then choose to ignore the incoming call or place the first call on hold and answer the second call.

## How to use it:

### Call Waiting Activation — Single Line Set

| Step  | Action   | Response  |
|---|--|---|
| 1   | When you hear the Call Waiting tones, quickly press the switchhook one time.                   | You will be connected to the incoming call.                               |
| 2   | To return to the first call, quickly press the switchhook one more time.                       | This puts the second caller on hold and returns you to the original call. |
| <b>Note:</b> Steps 1 and 2 can be repeated as long as the original party does not abandon the call.<br>OR |  |   |
| 3   | When you hear the Call Waiting tones, you can end the original call by hanging up the handset. | The phone will ring.  |
| 4   | Lift the handset.  | You will be connected to the incoming caller.                             |

### Cancel Call Waiting — Single Line Set

| Step | Action   | Response   |
|------|--|--|
| 1    | Pick up the handset. Dial tone.  |  |
| 2    | Dial the Cancel Call Waiting access code (Cox defined). (*70)  | Confirmation tone followed by dial tone.   |
| 3    | Dial the desired telephone number.<br>OR   |  |
| 4    | If you are already on a call and wish to cancel Call Waiting, quickly press the switchhook one time. | Special dial tone.   |
| 5    | Dial the Cancel Call Waiting access code. (*70)  | After a 3-second delay, your original connection is re-established and Call Waiting is turned off. |

## Dial Call Waiting — Single Line Set

| Step | Action   | Response  |
|------|--|---|
| 1    | Dial the Call Waiting feature access code. (*71) |   |
| 2    | Dial the extension number.                       | Audible ringing, recorded announcement, or music. |
| 3    | Wait for the called party to answer.             |   |

**Note:** To deactivate Dial Call Waiting, place handset in cradle.

## Call Waiting User is on an established call and hears Call Waiting tones — Business Set

| Step | Action   | Response  |
|------|--|---|
| 1    | When you hear the Call Waiting tones, press the Call Waiting key once.                     | This automatically puts the first call on hold and connects you to the second call. |
| 2    | To return to the original call, press the extension key next to the quickly flashing lamp. | You are connected with the first call and the second call is now on hold.           |

**Note:**

- You may alternate between the two calls as many times as you desire by alternating pressing the CWT and extension key.
- To end either call, press the Release key while connected to the call.
- A call that has come in on the CWT key can be transferred. Follow the normal Call Transfer steps.

## Cancel Call Waiting while phone is not in use

| Step | Action  | Response                                 |
|------|---|--|
| 1    | Pick up the handset or press any idle extension key.          | Dial tone.                               |
| 2    | Dial the Cancel Call Waiting access code (Cox defined). (*70) | Confirmation tone followed by dial tone. |
| 3    | Dial the number you wish to call.                             |  |

## Cancel Call Waiting during a call

| <b>Step</b> | <b>Action</b>                                   | <b>Response</b>  |
|-------------|---|--|
| 1           | Press the CXR/3WC key.                          | Special dial tone; the original call is on hold.                   |
| 2           | Dial the Cancel Call Waiting access code. (*70) | After a 3-second delay, the original connection is re-established. |

## Dial Call Waiting

| <b>Step</b> | <b>Action</b>  | <b>Response</b>                        |
|-------------|--|--|
| 1           | Lift handset or press an extension key.                | Dial tone.                             |
| 2           | Enter the Dial Call Waiting feature access code. (*71) | Special dial tone.                     |
| 3           | Enter the extension number.                            | Audible ringing/recorded announcement. |
| 4           | Wait for the called party to answer.                   |  |

**Note:** To deactivate, place handset in the cradle or press release key.

## Caller ID

---

### About this feature:

This line feature allows number (and name with some features) to be displayed for incoming calls for telephone sets that are equipped with Caller ID display capabilities. You can tell or see the name of the person you have dialed. The display equipment will show the 10-digit phone number and name of the person calling or receiving your call.

## Direct Inward Dialing (DID)

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### About this feature:

Direct Inward Dialing gives each Cox Centrex user their own unique phone number, enabling them to receive incoming calls directly instead of through an attendant.

## Direct Inward System Access (DISA)

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This feature enables selected outside callers to dial from the PSTN directly into the users customer group, and gain access to the Centrex facilities without attendant assistance. Callers dial a 7- or 10-digit software directory number or an IN-WATS DISA number to access their Centrex. Automatic answer is provided to callers, prompting either for an authorization code or presenting dial tone. Callers can then access Centrex facilities depending upon NCOS restrictions set against users' authorization codes or against their DISA numbers.

With the DISA feature, the customer should also use the SMDR and Authorization Code features. The DISA feature is accessible from touch tone sets only.

## Direct Outward Dialing (DOD)

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### About this feature:

With Direct Outward Dialing, each Cox Centrex user can make outgoing calls directly without going through the attendant. Users typically dial 9 (or any number between 1 and 9, depending on system programming), then the phone number as usual.

## Directed Call Park (DCPK)

---

### About this feature:

While Directed Call Park is basically the same as Call Park (see page 11), it enhances your flexibility by letting you park and retrieve a call on any telephone number in the system.

How to use it:  
**Parking the Call — Single Line Set**

| <b>Step</b> | <b>Action</b>   | <b>Response</b>    |
|-------------|---|--------------------|
| 1           | Press the switchhook once.                                  | Special dial tone. |
| 2           | Dial the Directed Call Park activation code. (*54)*         |                    |
| 3           | Dial the extension number the call is to be parked against. | Confirmation tone. |

**Retrieving the Call — Single Line Set**

| <b>Step</b> | <b>Action</b>  | <b>Response</b>                         |
|-------------|--|---|
| 1           | Pick up the handset of the phone where you want to retrieve the call and dial the Directed Call Park retrieval code. (*21) | Special dial tone.                      |
| 2           | Dial the extension number where the call is parked.  | You are now connected with your caller. |
| 3           | Dial the security code, if required.   | You are now connected with your caller. |

How to activate:  
**Parking the Call — Business Set**

| <b>Step</b> | <b>Action</b>   | <b>Response</b>   |
|-------------|---|---|
| 1           | A call is presently active on an extension.                             | Extension lamp is on.   |
| 2           | Press the DCPK key.Special dial tone.                                   |   |
| 3           | Enter the extension where you want to park the call.                    | Confirmation tone; DCPK lamp is on.   |
| 4           | Place the handset in its cradle, press the Release key or the DCPK key. | The parked caller hears an audio announcement; DCPK lamp and extension lamp are off; the extension is idle. |

\*Connecticut and Rhode Island access code: \*20

## Retrieving the Call — Business Set

| Step | Action  | Response  |
|------|---|---|
| 1    | Lift the receiver from the cradle.            | Dial tone; extension lamp is on.  |
| 2    | Press the DCPK key.Special dial tone.         |   |
| 3    | Enter the extension where the call is parked. | You are now connected with your caller or you will hear a special dial tone if a security code is required. |
| 4    | Enter security code, if required.             | You are now connected with your caller.   |

## Directory Number Hunt (DNH)

### About this feature:

Directory Number Hunt automatically sends an incoming call from a busy line to the next designated line, increasing the chance that calls will be answered. At the end of any hunt sequence the caller will either hear a busy or be routed to another option such as voice mail.

The feature can hunt in two ways:

- Sequential — Each line in the DNH group has its own unique directory number (DN). If an incoming call is dialed to a number in the middle of the hunt group, the hunt will progress through the remainder of the hunt group numbers, ending with the last number in the group.
- Circular — If the Circular Hunting (CIR) feature is assigned to the DNH group, all lines in the hunt group will be hunted regardless of the hunting start point.

## Distinctive Ringing (DRING)

### About this feature:

Distinctive Ringing assigns a variety of ringing patterns to incoming calls, helping you determine which line is ringing. (\*49)

## Executive Message Waiting<sup>†</sup> (EMW)

### About this feature:

This feature notifies you of any messages left for you while you were on the phone, and your display screen will show who has left a message requesting you to call back.

<sup>†</sup>Requires a digital telephone.

## How to use it:

### EMW Activation — Business Set

| Step | Action                       | Response  |
|------|------------------------------|---|
| 1    | You place a call to someone. | You hear busy tone, no answer condition, or a third party answers a call. |
| 2    | Press the EMW key.           | Confirmation tone; a message is left at the person's extension.           |

### EMW Retrieval — Business Set

| Step | Action             | Response  |
|------|--------------------|---|
| 1    | You end a call.    | Your EMW lamp is lit.                               |
| 2    | Press the EMW key. | Your display shows the number of messages received. |

### Message List Editing (MLE) Activation

To activate the display and edit the list, first press the set's EMW key (associated with a lamp). Then:

- Press "\*" to view the next message.
- Press "7" to return the call.
- Press "6" to erase.
- Press "0" to return to the beginning of the list.
- Press "9" to activate a Help display.
- Press "0" to exit the list.
- Press "3" to save the message.

## Group Intercom (GIC)

### About this feature:

This feature lets you directly dial other Cox Centrex system users within your company using a one- to four-digit extension number. You will not be billed usage charges for these calls, saving you time and money. The number of members in the group will determine the number of digits you need to dial. For example, if a group has

- Up to 10 members, access by dialing #0 – #9.
- Up to 100 members, access by dialing #00 – #99.
- Up to 1,000 members, access by dialing #000 – #999.
- Up to 10,000 members, access by dialing #0000 – #9999.

### Note:

- The caller is unable to hear any conversation unless the person at the other end picks up the handset or activates the microphone on a two-way speaker.
- Group Intercom and Intercom overrides any forwarded conditions of the targeted handset.

How to use it:  
Originating a GIC Call — Single Line Set

| Step | Action   | Response   |
|------|--|------------|
| 1    | Pick up the handset.                           | Dial tone. |
| 2    | Dial “#” and the Group Intercom member number. | Ringback.  |

Originating a GIC Call — Business Set

| Step | Action                                 | Response                                     |
|------|--|--|
| 1    | Press the GIC key.                     | Dial tone; lamp next to the GIC key goes on. |
| 2    | Dial the Group Intercom member number. | Ringback.                                    |
| 3    |  | Called party answers.                        |
| 4    | Lift the handset.                      | Proceed with call.                           |

Answer a GIC Call

| Step | Action                                  | Response                          |
|------|---|-----------------------------------|
| 1    | Press the GIC key and lift the handset. | Lamp next to the GIC key flashes. |

## Intercom-Auto<sup>†</sup> (ICM)

About this feature:

With this feature, you can directly call another pre-set extension by pressing the ICM key. You must have a digital business set phone to place and receive Intercom calls.

When you use the ICM key to place an Intercom call, the person you are calling will hear a buzz tone instead of a normal phone ring. You may then speak into the handset of your phone and the person you called will hear you over the speaker of their phone. To speak back or ensure privacy, the recipient of your call must pick up the handset or use the hands-free option if available.

**Note:**

- The caller is unable to hear any conversation unless the person at the other end picks up the handset or activates the microphone on a two-way speaker.
- Group Intercom and Intercom overrides any forwarded conditions of the targeted handset.

<sup>†</sup>Requires a digital telephone.

## How to use it: Placing an ICM Call — Business Set

| Step | Action                                | Response                                    |
|------|---------------------------------------|---|
| 1    | Press the ICM key.                    | Ringing tone; lamp next to ICM key goes on. |
| 2    | Lift the handset and deliver message. |   |

## Receiving an ICM Call while using your phone — Business Set

| Step | Action   | Response   |
|------|--|--|
| 1    | Someone calls you over the ICM while you are talking on the phone.             | Phone buzzes through loudspeaker; lamp next to ICM key flashes.  |
| 2    | Press the ICM key.   | You will hear your caller through the loudspeaker; lamp next to ICM key goes on; lamp next to extension key flashes. |
| 3    | Respond through handset or press hands-free key.                               |  |
| 4    | To return to original call, press the extension key next to the flashing lamp. | Lamp next to ICM key goes off; lamp next to extension key goes on.   |

## Receiving an ICM Call while not using your phone — Business Set

| Step | Action  | Response  |
|------|---|---|
| 1    | Someone calls you over the ICM while you are not using the phone.               | Phone rings; lamp next to ICM key flashes.                                      |
| 2    | Press the ICM key.  | You will hear the caller through the loudspeaker; lamp next to ICM key goes on. |
| 3    | Lift the handset to respond to the message or press the hands-free feature key. |   |

## Key Short Hunt<sup>†</sup> (KSH)

### About this feature:

Key Short Hunt lets an incoming call hunt through the numbers on a multi-line telephone set. Each incoming call starts with the number dialed, then is routed through the other numbers on that telephone, searching for an available line. Once all of the numbers on the multi-line phone have been searched, the hunt will end, and not progress to other telephones. When the hunt ends, and all the telephone lines were busy, the call will be directed to an overflow number or a busy signal, depending on how you choose to program the system.

<sup>†</sup>Requires a digital telephone.

# Last Number Redial (LNR)

---

## About this feature:

Last Number Redial stores the last number you called, making it easy to automatically redial. With this feature, you redial by pressing one or two keys rather than the entire number. (\*45)\*

## Note:

- This feature can store up to 24 digits, but does not store feature codes, account codes or partially dialed numbers.
- Each time you dial another number, the new number will overwrite the previously stored number.

## How to use it:

### Single Line Set

| Step | Action  | Response  |
|------|---|---|
| 1    | Lift handset.                                       | Dial tone.  |
| 2    | Press the “#” or the LNR code (Cox defined). (*45)* | The last number dialed is automatically redialed. |

### Business Set

| Step | Action  | Response  |
|------|---|---|
| 1    | Press the extension key with LNR assigned.          | Lamp next to extension key goes on; dial tone.    |
| 2    | Press the “#” or the LNR code (Cox defined). (*45)* | The last number dialed is automatically redialed. |

# Make Set Busy† (MSB)

---

## About this feature:

When you don't want to be disturbed, this feature makes your line appear busy to incoming calls. You may still make outgoing calls and activate your phone's other features as usual. Incoming calls will receive a busy signal or other treatment based on the system programming.

†Requires a digital telephone.

\*Connecticut and Rhode Island access code: ##

How to use it:

### Activate and deactivate MSB — Business Set

| Step | Action                       | Response   |
|------|------------------------------|--|
| 1    | Press the Make Set Busy key. | MSB lamp is on; Make Set Busy is active.                 |
| 2    | Press the MSB key again.     | MSB lamp is off; Make Set Busy is not active on the set. |

## Malicious Call Hold<sup>†</sup> (MCH)

About this feature:

Tracing malicious calls is easier with Malicious Call Hold. If you receive a malicious call, this feature lets you hold the connection within the telephone switching system long enough for it to be traced. This feature can work in one of two ways. If the incoming call and your line both end in the switching unit, the entire connection is held until you release the call. Or, if the call comes in via a trunk and ends in the switching unit, it will be held back to the incoming trunk. In addition to holding the call, this feature also generates a log report.

How to use it:

### Business Set

| Step | Action  | Response  |
|------|---|---|
| 1    | If you receive a malicious call, press the MCH key.       | Lamp next to the telephone line in use flashes; once the call is held, it cannot be terminated by the person who placed the call. |
| 2    | Press the extension key next to the flashing lamp.        | Lamp next to the extension goes on; you have re-accessed the call.  |
| 3    | Press the Release key or place the handset in the cradle. | You have terminated the call; lamp next to the extension goes off.  |

## Message Waiting\* (MWT)

About this feature:

Message Waiting alerts you with a stutter tone or light when someone has left you a Voice Mail message.

<sup>†</sup>Requires a digital telephone.

\*Voice mail product required.

# Multiple Appearance Directory Number (MADN)

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## About this feature:

A telephone number that is assigned to more than one telephone is called a Multiple Appearance Directory Number (MADN). The telephones that are assigned this phone number are called a MADN group. MADNs use multiple LENS in the switch and, depending on the configuration, should be charged a line charge for every appearance of the DN. Example: Two channels on a channel bank and a port on an NIU are assigned 555-6789 for incoming call handling purposes. This would require three LEN assignments in the switch and subsequently would be billed three Centrex line/facility charges. There are two types of MADN groups:

- Multiple Call Arrangement (MCA) — Multiple phones ring with multiple incoming calls.
- Single Call Arrangement (SCA) — Multiple phones ring with one incoming call.

# Ring Again (RAG)

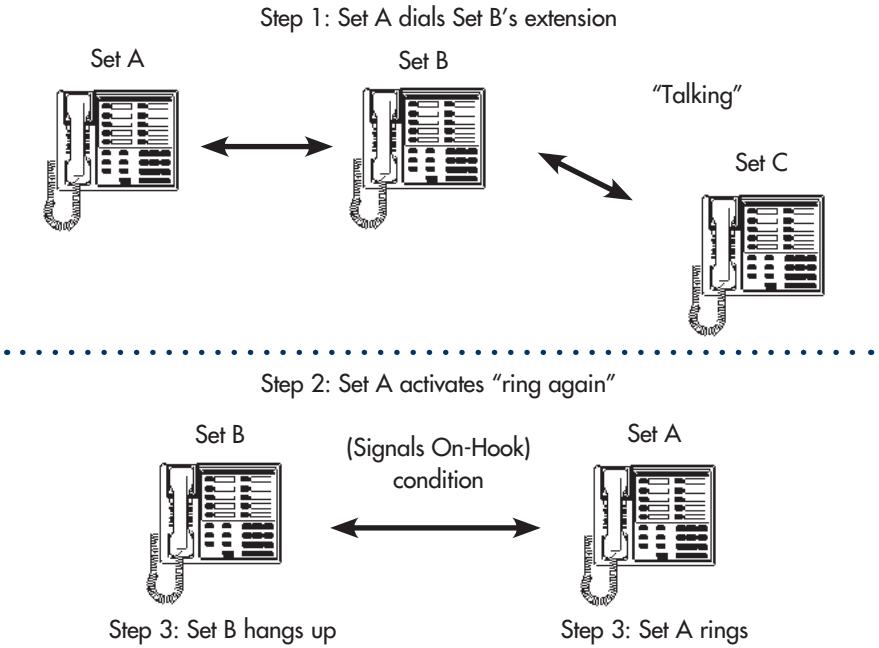
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## About this feature:

When you place a call and receive a busy signal, this feature will notify you when the called number is free and then automatically redial the number. (See Figure 2)

## Note:

- Both stations shown in Figure 2 must be in the same customer group, be a public customer group or be a member of a family of customer groups and be served by the same switch.
- If Ring Again is activated on your phone, you can still place and receive calls as normal.
- If supported by software, distinctive ringing will be applied when the line you are calling becomes free.



**Figure 2: A Ring Again Scenario**

## Speed Calling Short (SCS) Speed Calling Long (SCL)

**About this feature:**

Speed Calling lets you connect to your most frequently called numbers by pressing just a few digits. This feature may also be utilized to program other Centrex feature codes, e.g. call pickup. Store up to 10 numbers on a Speed Call Short List, then use a single-digit code (0 to 9) to dial them.

A Speed Call Long List can store up to 30, 50 or 70 numbers, dialing them automatically with single- and double-digit codes (0 to 9 and 10 to 70).

How to program:  
Speed Call — Single Line Set

| Step | Action   | Response           |
|------|--|--------------------|
| 1    | Lift the handset.  | Dial tone.         |
| 2    | Dial the Speed Call Short List programming code. (*75)                     | Special Dial Tone. |
| 3    | Dial the single- or double-digit code by which the number is to be stored. |                    |
| 4    | Dial the complete number to be stored.                                     |                    |
| 5    | Wait 10 seconds (rotary set) or press # (touch tone).                      | Confirmation tone. |
| 6    | Replace the handset.   |                    |
| 7    | Repeat steps 1 through 7 for additional numbers.                           |                    |

How to activate:  
Speed Call — Single Line Set

| Step | Action  | Response                            |
|------|---|-------------------------------------|
| 1    | Lift the handset.   | Dial tone.                          |
| 2    | Dial the "*" and the single- or double-digit code assigned to the stored number (0-9 or 00-69). | Ringback.                           |
| 3    | Dial "#" to complete.   | The number is automatically dialed. |

How to program:  
Speed Call if you have a Speed Call key — Business Set

| Step | Action   | Response                                 |
|------|--|--|
| 1    | Without lifting the handset, press the Speed Call key.                     | LCD next to Speed Call key flashes.      |
| 2    | Dial the 1- or 2-digit code to be associated with the number being stored. |  |
| 3    | Dial the number to be stored plus #.                                       | Confirmation tone.                       |
| 4    | Press the Speed Call key.  | LCD next to the Speed Call key goes off. |

How to activate:  
Speed Call — Business Set

| Step | Action   | Response  |
|------|--|---|
| 1    | Press the line key or lift the hand set.                 | Dial tone; LCD next to line key goes on.  |
| 2    | Press the Speed Call key.                                | LCD next to the Speed Call key goes on.   |
| 3    | Dial the 1- or 2-digit code for the number to be dialed. | LCD next to Speed Call key goes off; call progression tones and ringback tones. |

## Station Camp-On† (MBSCAMP)

About this feature:

Inbound callers can be transferred or camped onto your telephone even while you are on another call. When you hang up with the first caller, the camped call will automatically ring through to you. If your call is lengthy, the camped call will ring back to the person who originally transferred the call.

How to use it:

| Step | Action   |
|------|--|
| 1    | The operator answers a call and the caller asks to be transferred to you. The operator presses the Call Transfer (CXR) or Three-Way Calling (3WC) key and dials your extension.  |
| 2    | If your extension is free, the call can proceed as a normal Call Transfer (CXR) or Three-Way Call (3WC). If your line is busy and available for camp-on, the operator will camp-on the call. The operator knows that your line is available for camp-on by the following indicators: <ul style="list-style-type: none"> <li>• The operator hears ringing or an audio treatment (music, announcement, or silence) depending on how your system is programmed. If your line forwards on busy conditions to voicemail, this feature is not applicable.</li> <li>• The lamp next to the station camp-on (MBSCAMP) key turns on.</li> <li>• If the business set has display, the message "CAMP ON" is displayed.</li> </ul> |
| 3    | The operator presses the CXR/3WC key to conference in the caller. The caller, who is now "camped-on," hears the ringing or audio treatment. The operator can hang up or press the release key to disconnect from the call. The operator can also "camp-on" to a busy line if he/she wishes to speak to someone within the office. (The operator does not need to have a call on the line to "camp-on.")  |

If the busy telephone has Call Waiting (CWT), Camp-On will appear to the person on the phone as a Call Waiting call and can be answered as a Call Waiting call. However, if the busy phone does not have Call Waiting, but has Call Transfer (CXR)/Three-Way Calling (3WC) key, the Camp-On call can be answered as follows:

| Step | Action  |
|------|---|
| 1    | The operator "camps" a call onto your busy line. You have a 3WC or CXR key, but not a CWT key.  |
| 2    | You hear a call waiting tone. The CXR/3WC key starts flashing.  |
| 3    | You can press the CXR/3WC key to enter into a conversation with the camped caller. If you have a display telephone, the display will show the name and number of the camped-on caller. You can toggle between the camped-on call and the original call by pressing the CXR/3WC key. You cannot conference the three parties together. |
| 4    | If you press the Release (RLS) key while talking to either the camped-on caller or the original caller, that caller will be disconnected and you will be returned to talking with the other caller.   |
| 5    | If you have neither a CWT, 3WC nor a CXR key, the only way to answer a camped-on call is to hang up. The set will then ring and you can answer the camped-on call (single line sets without CWT).   |

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## Station to Station Dialing/Abbreviated Dialing

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### About this feature:

Station to Station Dialing lets Cox Centrex users within the same company dial each other without having to dial the full 7- or 10-digit telephone number.

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## Three-Way Calling (3WC)

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### About this feature:

See Call Transfer (page 14)  
(\*71) or Flash or Link

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## Uniform Call Distribution (UCD)

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### About this feature:

The Uniform Call Distribution (UCD) routes calls to our predefined group of Centrex stations. This group of stations is called a UCD group. If the group of stations is busy, the caller may hear a brief recording, for example: "Thank you for calling ABC Company. All of our representatives are serving other customers. Please hold and your call will be answered in the order in which it was received." Then the caller is placed in a queue and, depending on the company, may hear music while they are waiting. As soon as a representative is available, the caller in queue will ring through automatically.

# Important Customer Safety Information

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## Cautions:

Do not work on your telephone at all if you wear a pacemaker. We recommend any telephone repair service be performed by trained professionals. However, in the event you perform your own telephone repair work, please remember that telephone lines carry an electrical current. To avoid contact with electrical current:

- Use a screwdriver or other tools with insulated handles.
- Do not touch screw terminals or bare conductors with your hands.
- Do not work on your telephone wiring while a thunderstorm is in the vicinity.
- Be sure that your modular plug is not connected to the jack while you are working on your telephone wiring.
- Do not place telephone wiring or connections in any conduit, outlet or junction box containing electrical wiring.
- Protectors and grounding wire placed by Cox must not be connected to, removed, or modified.

## Customer Information to Know

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### Helpful Information About Your Service

Call Customer Care for any problem with your telephone line. We will repair any problems in the network up to the point where the line enters your business at no additional charge. If the problem resides in your company's on-site telephone equipment (i.e. PBX), please contact your telephone equipment vendor first.

### Don't Worry, We Protect Your Personal Information

Protecting your privacy and personal information is extremely important to us. Unlike many other companies, Cox does not sell your name, address, or phone number to other companies except with your consent. In addition, we will not disclose any other information about you to other companies, such as credit information, calling patterns, or demographics. With Cox, rest assured that your information is secure.

### Your Name and/or Number May Be Identified

Whenever you make an outgoing call, your telephone number will be transmitted to persons and businesses who subscribe to Caller ID service. As a Cox customer, you have two options for blocking your information from being transmitted. However, Caller ID to 911, 800, and 900 numbers cannot be blocked.

1) Caller ID Per-Call Blocking — see page 34.

2) Caller ID Per-Line Blocking — see page 34.

Both of these above services are provided free of charge. Please notify Cox of your blocking option choice. If no option is chosen, Caller ID Per-Call Blocking will be assigned. Once a blocking option is selected, you will be allowed to change the blocking option one time at no charge.

## Frequently Asked Questions

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### General Questions about Cox Business Telephone Service

#### Why is Cox offering local telephone service?

Our customers have told us that they would like a choice in local telephone service providers. As has been demonstrated in many other industries, competition results in several benefits to consumers. Local telephone service is part of our long-term strategy to offer our customers a full-service package of communications services. Our customers can rely on Cox to meet all of their communications needs with reliable, high-quality products and services, including high-speed Internet access, telephone services, and cable television. Cox Communications has made substantial investments to upgrade our cable network and now we offer voice, data and video services over a single platform in several areas of the country.

#### Why is Cox allowed to offer local telephone service?

The Telecommunications Act of 1996 paved the way for competition in the local telephone service market, making it possible for companies such as Cox to offer phone services to residents and businesses seeking an alternative to the local telephone company. Today, Cox is a total communications provider. With the launch of Cox Digital Telephone,<sup>®</sup> Cox now offers a full slate of communications services, including high-speed Internet and data, video and telephone services.

#### Isn't Cox simply renting its phone line from another service provider?

No. Cox Communications is proud to be a facilities-based provider. That means all of our services, including telephone, are provided over our own reliable network that we built and continue to invest in to ensure that you're receiving the latest technology and best possible service at all times.

#### How do customers benefit from Cox's local phone service?

Cox customers are able to enjoy the convenience of having all of their communications needs met by one source. By making just one phone call, you can enjoy the security of obtaining multiple communications services over a single advanced network. We have a track record of providing a reliable, high-quality product and superior customer service.

Cox Digital Telephone service is also a better value. For example, our local telephone services and features are generally less expensive than our competitors' because our broadband network has much more capacity, making it easier and less costly for us to meet your needs.

### How good is the voice quality?

Cox's digital broadband network will provide voice quality that is just as good as, if not better than, that of the local phone companies.

### If my cable goes out, will my phone go out too?

Not necessarily. Though they are rare, cable outages can occur for a variety of reasons that may not affect the telephone lines. Cox's Network Operations Center constantly monitors the network for potential problems, quickly identifies interruptions in service, and takes measures to quickly remedy any problems. And finally, Cox's broadband network is reliable, so there are very, very few outages on our system.

## General Terms Common to the Telephone Industry

### What's the difference between intra-state and inter-state calls?

Intra-state refers to calls that originate and terminate within the same state. Inter-state calls originate in one state and terminate in another. For example, a call from Fairfax to Richmond is considered intra-state, while a call from Fairfax to Los Angeles is inter-state. Cox is licensed to provide both intra- and interstate services to our customers. We also provide international service.

### What is LNP?

Local Number Portability (LNP) allows business and residential phone customers to change local service providers without changing their phone number. For business customers, this is especially important. Because LNP exists, businesses can switch their phone service to Cox without having to change their phone numbers, advertising, business cards, and other corporate materials.

### What is cramming?

Cramming is the act of illegally adding charges to telephone bills for products or services a customer has not ordered and may not have received. These charges can include products and services such as telephone features, service charges, 800 setup, monthly maintenance fees, calling card programs, monthly service fees, and credit check services. Any charge for a service that you believe you did not order should be reported to your Cox Customer Care Representative at once.

## What is slamming?

Slamming occurs when your local service, local toll or long distance service is illegally changed by a competing provider without your authorization. We can help you protect yourself or give you information on what to do if you suspect you've been slammed. Contact your Cox Customer Care Representative for assistance.

## General Questions about Telephone Features

### Are Voice Mail, Caller ID, Call Waiting, Call Forwarding and other ancillary products offered?

Yes. In most cases, you will be able to enjoy the same services from Cox that you can get from your existing provider.

### Is Voice Mail available with Cox Centrex service?

Yes, Cox Voice Mail is available and comes automatically with three features: Call Forwarding Busy, Message Waiting, and Call Forwarding Don't Answer. For more information about adding voice mail, simply call your Cox Customer Care representative at the number listed in the front of this guide.

### Does Cox Business provide Operator Services when you purchase Cox Digital Telephone?

Operator and Directory Services are available through Cox Operators 24 hours a day, 7 days a week, for all of your calling needs, whether you would like to make a collect call or a person-to-person call, or to request a directory listing for anywhere in the United States. To reach an operator, simply dial "0" or get an outside line from your office, then dial "0." For Directory Assistance, simply dial "411" to obtain the telephone number of any listed number, anywhere in the United States. A nominal charge applies per request.

### How do I find out about advertising my company in the Yellow Pages and the White Pages?

You can check your local phone book for Yellow Pages advertising information. Cox does not publish a telephone directory. When you choose Cox as your telephone provider, your information will still appear in the White Pages of the local phone directory, unless you specifically request a non-published or non-listed directory number.

## General Questions about Long Distance

### Will I be able to call people who use other local telephone companies?

Yes. The Cox network is connected to the networks of other local telephone companies, so you are able to call anyone, anywhere, regardless of what phone company they use. There may be some restrictions placed on collect calls for customer protection/fraud prevention reasons.

### Can I choose any long distance company?

Cox has agreements with most of the large long distance carriers and can provide a list from which you may choose. We encourage you, however, to consider Cox Long Distance Service, as we offer a variety of competitively priced plans to meet your needs, and can provide you with local exchange, local toll and long distance charges on one bill.

### Who can I call about switching my local toll and long distance services to Cox?

Contact your local Cox office using the phone number listed in this package.

### Do rates vary between local toll and long distance?

Often different rates apply for local toll and long distance calls. Cox offers some plans where the distinction depends on whether you wish to complete a call within your state or to another state. Please contact your local Cox office to determine which plans are available for your area.

### How does Cox Business bill for international calling?

International long distance is billed in 6-second increments after the first 30 seconds.

### Does Cox Business offer toll free service?

Yes, and this offering is ideal for businesses with customers who need to reach your customer service department or technical support team, or for remote or traveling employees who need access to their voice mail. Inter-state domestic calls are billed in 6-second increments after the first 6 seconds. An extended service area lets your customers and employees reach you from the United States, Canada, Puerto Rico and the U.S. Virgin Islands. Calls outside the U.S. are billed in 6-second increments after the first 30 seconds.

## General Questions about Your Bill

### How does billing work when I purchase Cox Digital Telephone for my business?

Basic local service and any features are billed one month in advance. Long distance, local toll charges, directory assistance, and operator-assisted calls are based upon usage up to the day your bill is prepared. The total amount on your bill is due by the due date printed on your bill.

### What are some of the FCC charges that I will see on my bill?

The *Universal Fund Fee* was created by the FCC to help provide affordable telecommunications and advanced services such as Internet access for low-income families, remote areas, and eligible organizations. All long distance carriers pay into this fund.

The *Carrier Line Fee* helps recover a portion of fees paid to local telephone companies for access. Local phone companies recover some of the costs of the telephone line connected to your home or business through a monthly charge on your local telephone bill. Cox calls this the FCC Access Charge. It is sometimes called the “federal subscriber line charge” because it is regulated by the FCC and not by state public utilities commissions. This charge has existed for a number of years and is part of an overall plan to substantially reduce per-minute long distance phone rates. The subscriber line charge is not a tax, but is part of the price charged by local telephone companies. Neither the FCC nor any other government agency receives the subscriber line charges. Local telephone companies collect subscriber line charges to cover part of their costs of operating and maintaining the local telephone network.

### Who do I call if I have questions regarding my service or billing?

If you have concerns regarding a particular service or a particular charge on your bill, please call the telephone number at the top of your statement to talk with a Cox Customer Care representative.

### How can I find out more about Cox Business?

Refer to our website for more information: [www.coxbusiness.com](http://www.coxbusiness.com), or contact your local Cox Business sales professional.



















Service and features not available in all areas. Some features may incur local usage charges in certain markets. Long distance rates will vary. Telephone modem equipment required. Modem uses electrical power to operate and has backup battery power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. Telephone services are provided by an affiliated entity. ©2007 Cox Communications, Inc. All rights reserved.