Centrex CustoFLEX® 2100

User Guide

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Introduction to This Guide

This guide is intended to provide you with information on how to use the features within your new CustoFLEX 2100 system. The Features section of this guide describes the three types of features which are available to choose from:

Basic Standard Features are automatically activated with each of your lines when you purchase your CustoFLEX 2100 system.

Selectable Standard Features are available for each of your CustoFLEX 2100 lines at no additional monthly charge, but must be installed to be used.*

Optional Features are available at an additional charge per line and also must be installed to be used.*

You may select as many or as few of the Selectable Standard and Optional features as you like for each of your CustoFLEX 2100 lines, and may change them at any time. However, all features available with CustoFLEX 2100 are included in this guide regardless of whether you have selected them for your system.

Before you begin using your new CustoFLEX 2100 system, it is important to know your switch type, or the type of equipment in the Verizon central office that handles your telephone service. Your switch type is shown on the front cover of this guide and may affect which features are available with your CustoFLEX 2100 system. As you read through the Features section, please note the grid to the left of each feature. If a dot (•) is placed beneath your switch type, that feature is available to you to be used on any of your CustoFLEX 2100 lines.

Upon installation of your system, your Verizon representative will assist you in filling out your Feature Grid (see Appendix). Once complete, this grid indicates which features you have selected for each of your CustoFLEX 2100 lines. The Appendix section also contains your Speed Calling charts. You may wish to copy this information onto your Dialing Instruction cards.

The Overview section which follows will begin to acquaint you with your new CustoFLEX 2100 system and the many benefits it provides. Should you have any questions as you learn to operate CustoFLEX 2100.

To install these features, contact your Verizon representative.

Overview of Your CustoFLEX 2100 System

Your CustoFLEX 2100 system is a Central Office-based service, meaning all equipment required to operate the system is in the Verizon central office. This also means you have purchased a reliable, worry-free telephone system, as our central offices are monitored 24 hours a day, 365 days a year.

Your CustoFLEX 2100 system can grow as your business grows. It offers a flexible package of features designed specifically with business productivity and customer service in mind. You can select the features you want for each of your CustoFLEX 2100 lines based on your business and communications needs. You may add or change features at any time by contacting your Verizon representative (additional charges may apply).

CustoFLEX 2100 is provisioned by a dedicated "common block" in the Verizon central office. This means your telephone numbers are dedicated to your system and tied together into a common group in our equipment. This allows you to call others within your company by simply dialing the last four digits of their telephone number. To call outside your system you must first dial an access code (usually 9) before dialing the telephone number.

CustoFLEX 2100 can be customized to perform as a complete telephone system working on standard single line telephones or as feature rich access lines enhancing your existing telephone system. When used with existing telephone systems, features like Call Transfer, Three-Way Calling and Consultation Hold give you the functionality of a built in second line. When using these features other lines remain free for incoming or outgoing calls.

And, Call Forwarding and Call Transfer allow you to easily transfer your calls to another location outside your system without expensive additional equipment.

Your CustoFLEX 2100 system comes with a 30day satisfaction guarantee. We are confident that this system is the right solution for your business needs. However, with this guarantee you are entitled to a full credit of the CustoFLEX 2100 charges and a change back to your previous Verizon service if you are not satisfied and notify us within the first 30 calendar days.

Terms You Should Know

Confirmation Tone
Three short bursts of tone heard when using some CustoFLEX 2100 features. The confirmation tone lets you know you have completed the activation or deactivation of the features.

Regional Calling Area
The area within which Verizon can provide local and regional toll calling services.

Switch Type
This term identifies the types of equipment in Verizon's Central Office that handles your telephone service. Your switch type is shown on the front cover of this guide. It is very important to be aware of your switch type, as it may affect which features are available with your CustoFLEX 2100 system.

Switchhook
The buttons or bar generally located under the receiver on a standard desk telephone or electronic set. The switchhook initiates dial tone and is used to operate some of the CustoFLEX 2100 features.

Tap
Flash
Recall
Link

These terms refer to preprogrammed buttons on some telephones that, when used, replace the switchhook. If your telephone is equipped with one of these buttons, always use it instead of the switchhook to operate the CustoFLEX 2100 features.

Voice Messaging Services
Verizon® Answer Call and Verizon® Voicemail service offerings.

Mailbox
Associated with Voice Messaging services. A mailbox is where your announcement and messages are stored.

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CustoFLEX 2100 Basic Standard Features

The features listed in this section are automatically included on each of your CustoFLEX 2100 lines. These basic features are the backbone of your new CustoFLEX 2100 system. Three of these features: Consultation Hold, Call Transfer and Three-Way Calling provide you with the functionality of a built-in second line when using these features.

Access Codes

Access codes are preassigned numbers, usually one or two digits which allow you to dial outside of your CustoFLEX 2100 system. The most common access code for local and long distance calling is . Access codes are also required to access any private network facilities or dedicated lines, e.g. WATS, FX lines.

To use this feature:

- Pick up the handset.
- Listen for dial tone.
- Dial the access code.
- You will hear dial tone.
- Dial the telephone number you wish to reach.

Consultation Hold

Consultation Hold allows you to temporarily put a call on hold and make another call. The original caller will not hear your second call. This feature allows you to quickly verify information and reduce costly and time consuming callbacks.

To use this feature:

- Tell the person to whom you're speaking that you are going to put them on hold.
- Press the switchhook.*
- Listen for dial tone.
- Dial the third person.
- Consult with the third person, let the third person hang up.
- Press the switchhook twice.
- Resume original conversation.

Call Transfer

Call Transfer allows you to transfer a call to any other number either within or outside of your CustoFLEX 2100 system. You can speak with the called person to announce the call before completing the transfer. You can also improve customer service by using Call Transfer as an efficient way to handle misdirected calls and reduce message taking and call handling time.

To use this feature:

- Tell the person to whom you are speaking that you are going to transfer the call.
- Press the switchhook.
- Listen for dial tone.
- Dial the number to which you wish to transfer the call. You may use an internal extension number, a speed calling code or a telephone number to transfer a call.
- Announce the call.
- If the called number is busy or does not answer, press the switchhook twice to return to the original call.
- Hang up.

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If your telephone has a tap/flash/recall or link button, whenever you see the word switchhook in dialing instructions,

Notes:

1. *Before making a call after completing a transfer, be sure you hear steady dial tone. If you hear interrupted dial tone, you are still connected to your original call.*

2. *If you transfer a call outside your system local, regional toll or long-distance charges to the called number apply, as applicable.*

Three-Way Calling

Three-Way Calling allows you to have a Three-Way conference call by adding another person to an existing call, maximizing your line efficiency and reducing callbacks. Use Three-Way Calling when you want to obtain answers to urgent inquiries from two separate sources in a single call.

To use this feature:

- Dial the first person (or answer an incoming call).
- After the first person answers, tell them you are going to add another person to the call and that you will be putting them on hold while you add the new person.
- Press the switchhook.
- Listen for dial tone.
- Dial the third person.
- Announce the conference to the third person.
- Press the switchhook.
- Advise both parties that the Three-Way conference has occurred.
- Begin the Three-Way conversation.

Note: *If you conference a third person outside your system local, regional toll or long distance charges to the called number apply, as applicable.*

Intercom

The Intercom feature allows you to speak with another person within your CustoFLEX 2100 system without incurring local usage charges. The intercom code is usually the last four digits of the telephone number.

To use this feature:

- Pick up the handset.
- Listen for dial tone.
- Dial the intercom number of the person you are calling.

Touch-Tone

Touch-Tone provides the ability to push button dial by using tone signaling telephones. It is required to operate your CustoFLEX 2100 system.

CustoFLEX 2100 Selectable Standard Features

The features listed in this section are available for each of your CustoFLEX 2100 lines at no additional monthly charge. You may select as many or as few of these features as you like, giving you the flexibility to customize each individual CustoFLEX 2100 line in the manner which best suits your business.

However, some features are not available for certain switch types. As you read through this section, be aware of your switch type (found on the front cover of this guide) and use the grid to the left of each feature to see if it is available for your CustoFLEX 2100 system. To add or change features at any time after your initial installation, contact your Verizon representative.

Automatic Callback

This feature allows you to be called back when you reach a busy line within your CustoFLEX 2100 system. When the line becomes free the system will ring your phone and then the other line. Automatic Callback will increase employee productivity by eliminating "telephone tag", manual callbacks and unnecessary dialing. The feature will stay active for 30 minutes unless canceled. Only one request at a time can be active on a line.

To use this feature:

If you reach a busy signal when calling an internal number:

- Hang up or depress the switchhook.
- Listen for dial tone.
- Press ✱ 8 4.
- You will hear confirmation tone (three short tones).
- Hang up.
- When the busy line is free, your line will ring back.
- When you pick up your phone, you will hear the other person's line ringing.
- When the call is answered, begin your conversation.

To cancel this feature:

- Pick up the handset.
- Listen for dial tone.
- Press ✱ 8 5.
- You will hear confirmation tone.
- Hang up.

Call Forwarding Options

Your CustoFLEX 2100 system can be equipped with one or all of six available Call Forwarding options. You may select or combine these features to meet your business needs.

Call Forwarding Busy

This feature automatically forwards your calls to a pre-determined number (either inside or outside of your CustoFLEX 2100 system) when your line is busy. Call Forwarding Busy will improve your customer service by forwarding calls to alternate answering points, ensuring that incoming calls are covered. The forwarding number must be programmed by Verizon.

This feature can also be programmed to only forward calls from outside your company.

This feature may be combined with Call Forwarding Don't Answer.

Call Forwarding Don't Answer

This feature automatically forwards your calls to a predetermined number (either inside or outside of your CustoFLEX 2100 system) when no one can pick up the call. Call Forwarding Don't Answer will improve your customer service by forwarding calls to alternate answering points, such as voicemail systems or receptionists.

The forwarding number must be programmed by Verizon.

This feature can also be programmed to only forward calls from outside your company.

This feature may be combined with Call Forwarding Busy.

Note: If you forward your calls outside your CustoFLEX 2100 system local, regional toll or long distance charges to the forwarded to number apply, as applicable.

Call Forwarding Variable

This Call Forwarding option allows you to temporarily forward calls to another number, either inside or outside of your CustoFLEX 2100 system. When activated, it overrides Call Forwarding Busy and Call Forwarding Don't Answer and gives your employees the mobility and flexibility to redirect calls to virtually any telephone. Use Call Forwarding Variable for telecommuting and after hours phone coverage.

To use this feature:

- Pick up the handset.
- Listen for dial tone.
- Press ✳ 7 2.
- Listen for dial tone.
- Dial the telephone number to which calls are to be forwarded. (If the number is outside of your CustoFLEX 2100 system, dial the access code before the number.)
- If the person answers, tell them you are forwarding your calls. Hang up.
- If the number is busy or is not answered, hang up and repeat steps immediately.
- You will hear confirmation tone (three short tones).
- Your calls will be forwarded until you deactivate the forwarding arrangement.

Note: When activated, incoming calls will ring 1⁄2 ring to remind you that the line is forwarded.

To cancel this feature:

- Pick up the handset.
- Listen for dial tone.
- Press ⁕ 7 3 .
- You will hear confirmation tone.
- Hang up.

Note: Network charges — either local, regional toll or long distance apply, as applicable, for calls to the forwarded to number, if the number is outside of your CustoFLEX 2100 system.

Call Hold

CustoFLEX 2100 Call Hold enables you to place a call on hold for an extended period of time — provided neither you nor the other person hangs up — freeing up the line to answer or make another call. Call Hold allows you to use other CustoFLEX 2100 features, such as Call Pick-Up and Call Waiting (see these features for further instructions). Call Hold can help your business improve response time while reducing equipment costs and callbacks.

To use this feature:

- Tell the person to whom you are speaking that you are going to put them on hold.
- Press the switchhook.
- Listen for dial tone.
- Press ⁕ 7 8 .
- You will hear confirmation tone followed by dial tone.
- Lay the receiver on your desk — Do not hang up!

Note: Your line is free to make another call or answer a Call Waiting call.

To return to your call:

- Hang up or depress the switchhook.
- Your telephone will ring.
- When you answer you will be reconnected.

If you wish to make another call while your first call is on hold:

- Press ⁕ 7 8 to recall dial tone.
- When you have completed the call, follow the above instructions to return to the first call.

Call Park

Call Park allows you to "park" a call against your own number, then use any other number within the CustoFLEX 2100 system to retrieve the call, increasing your company's call handling efficiency. The caller will hear ringing tone until the call is retrieved. This feature works like Call Pick-Up except that the call is already in progress.

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To use this feature:

- Tell the person to whom you are speaking that you are going to put them on hold and that they will hear ringing until you return to the call.
- Press the switchhook.
- Listen for dial tone.
- Press ✱ 6 2.
- Lay the receiver on the desk, do not hang up. The line is now free to use for another call.

To retrieve the parked call:

- Lift the receiver.
- Listen for dial tone.
- Press ✱ 8 2.
- You will be reconnected to your call.

To retrieve the parked call from another telephone:

- Lift the receiver.
- Listen for dial tone.
- Press ✱ 8 2.
- Dial the number against which the call was parked.
- You will be reconnected to your call.

Call Pick-Up

This feature allows any user within the CustoFLEX 2100 system to answer any other ringing line within their Call Pick-Up Group, ensuring that incoming calls are answered even if the called party is unavailable. Call Pick-Up can help your company improve customer service, by reducing missed calls and costly, time consuming callbacks. If more than one line in the Pick-Up group is ringing, the line that has been ringing the longest is picked up first. Call Pick-Up Groups are preprogrammed by Verizon.

To use this feature:

To answer another ringing telephone in your Call Pick-Up group:

- Pick up the handset.
- Listen for dial tone.
- Press ✱ 7 9.
- Begin conversation.

To answer another ringing telephone in your Call Pick-Up Group while you are on a call:

- Tell the person to whom you are speaking that you are going to put them on hold.
- Press the switchhook.
- Listen for dial tone.
- Press ✱ 7 8 to activate Call Hold.

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- You will hear confirmation tone followed by dial tone.
- Press ⁎ 7 9 .
- Begin conversation with second person.

To return to original call:

- Hang up or press the switchhook.
- Your telephone will ring.
- When you answer you will be reconnected to your original call.

Call Waiting-Originating

A CustoFLEX 2100 line equipped with Call Waiting-Originating will automatically send a call waiting tone to any other line within the CustoFLEX 2100 system that is busy when dialed, letting the called party know that someone is trying to reach them. The called person has the option to answer or ignore the call waiting tone. Use this feature to ensure the timely and efficient flow of important information within your company.

Call Waiting-Terminating

Call Waiting-Terminating provides an audible tone when you are on an existing call to alert you of another incoming call. You may then place your first call on hold and answer the second call. This feature reduces callbacks, maximizes line efficiency and improves customer service by ensuring prompt responses to urgent inquiries.

To use this feature:

After hearing a Call Waiting tone:

- Tell the person to whom you are speaking that you are going to put them on hold.
- Press the switchhook.
- Listen for dial tone.
- Press ⁎ 7 8 to activate Call Hold.
- Begin conversation with the second person.

To return to original call:

- Hang up.
- Your telephone will ring.
- When you answer, you will be reconnected to your original call.

If you wish to end your first call and take the second call:

- Hang up after hearing the Call Waiting tone.
- Your telephone will ring.
- Answer the second call.

Note: With the CustoFLEX 2100 Call Waiting-Terminating feature, you cannot switch back and forth between calls.

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Tone Block-Cancel Call Waiting

When you do not wish to be disturbed or interrupted during a call on a line that is equipped with Call Waiting-Terminating, you can temporarily deactivate the Call Waiting by using the Tone Block feature before you make the call or at any time during the call.

To use this feature:

Before making a call:

- Pick up the handset.
- Listen for dial tone.
- Press ⁎ 7 0.
- You will hear confirmation tone followed by dial tone.
- Dial the number you wish to call.

Note: Call Waiting will be automatically reactivated when you hang up.

During a call:

- Tell the person to whom you are speaking that you are going to cancel your Call Waiting.
- Press the switchhook, this will place your call on Consultation Hold.
- Listen for dial tone.
- Press ⁎ 7 0.
- You will be automatically connected to your call.

Note: Call Waiting will be automatically reactivated when you hang up.

Conference Arrangements

This conference arrangement allows the user to establish a six party conference call. The originator of the conference must be a CustoFLEX 2100 line, the other five parties may be within or outside the CustoFLEX 2100 system. Use the Six-Port Conference feature to maximize your meeting time, by conferencing in other locations and by quickly getting people together to share information and resolve issues. You can redeploy time spent in face to face meetings back to the business.

Additional conference bridges are available in some central offices at an additional monthly charge. Check with your Verizon representative for availability.

To establish a six-party conference:

- Pick up the handset.
- Listen for dial tone.
- Press ⁎ 1 1 to establish the conference.
  If all conference ports in your central office are in use, you will hear a busy signal. Hang up and try again later.
- Dial the number of the first person to be included in the conference.
- Announce the conference call, you may consult privately with this person before connecting them to the conference bridge.
- Depress the switchhook to access the already established conference bridge.

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To add additional parties:

- Depress the switchhook.
- Dial the next number to be added to the call.*
- Announce the conference, you may consult with this person before adding them to the call.
- Depress the switchhook to add this person to the established conference call.
- Repeat this step for each person to be added to the call.

When all parties are added:

- Depress the switchhook to join the conference call.

Notes:

1. In the 5E and DMS 100 central offices, if the number called is busy or does not answer, it is necessary to press ⧆①② to drop the circuit before continuing to add additional parties to the call.

2. If you conference a person outside your system local, regional toll or long distance charges to the called number apply, as applicable.

Directed Call Park

This feature is an enhancement to Call Park. It performs all the same functions as Call Park while allowing you to "park" the call against any number within the CustoFLEX 2100 system. You can use Directed Call Park to increase call handling capabilities by "parking" calls directly to the CustoFLEX 2100 number in which you intend to transfer the call.

To use this feature:

- Tell the person to whom you are speaking that you are going to put them on hold.
- Press the switchhook.
- Listen for dial tone.
- Press ⧆⑥⑧.
- Dial the extension number against which your call will be parked.

To retrieve the parked call:

- Lift the receiver.
- Listen for dial tone.
- Press ⧆⑧⑧.
- Dial the extension number against which the call is parked.

Directed Call Pick-Up

Directed Call Pick-Up allows you to answer any ringing line within the CustoFLEX 2100 system by dialing an access code and the extension number of the ringing line. If someone else answers the call before you, you will hear a busy signal. This feature differs from Call Pick-Up in that it allows you to answer a specific line, even if not in the same Call Pick-Up Group and personalize your greeting. It also provides maximum call coverage for your business.

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*In the DMS 100 central offices, it is necessary to press ⧆①① and wait for confirmation tone before each number to be added to the call.

To use this feature:

To answer any specific ringing telephone:

- Lift the receiver.
- Listen for dial tone.
- Press ⚹ 5 2.
- Listen for second dial tone.
- Dial the extension number of the ringing phone.
- Begin conversation.

Note: If someone else answers the call before you, you will hear a busy signal.

Directed Call Pick-Up with Barge-In

This feature allows you to answer any ringing line within the CustoFLEX 2100 system by dialing an access code and the extension of the ringing line. If someone else answers the call before you, including the owner of the line, a tone will be heard by the calling parties, you will then "Barge-In" or be added to the call, establishing a Three-Way conversation.

To use this feature:

To answer any specific ringing telephone or to enter a call that has already been answered:

- Lift the receiver.
- Listen for dial tone.
- Press ⚹ 5 6.
- Listen for second dial tone.
- Dial the extension number of the ringing phone.

If the call has already been answered:

- The other parties will hear a tone.
- You will "barge in" or be added to the call, establishing a Three-Way conversation.

Note: Any of the parties can hang up without terminating the call.

Distinctive Ringing

CustoFLEX 2100 Distinctive Ringing allows you to distinguish between internal and external incoming calls, allowing you to greet customers and other callers from outside your system more professionally. Internal calls — calls placed by someone else within the CustoFLEX 2100 system by using the Intercom feature — will have a double ring. External calls — calls from outside of your CustoFLEX 2100 system — will be identified by a single ring. This feature differs from the distinctive ringing provided by some telephone systems. The distinctive ringing feature of a telephone system is usually preprogrammed to identify which set is ringing. CustoFLEX 2100 Distinctive Ringing is programmed by Verizon.

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Executive Busy Override

Executive Busy Override allows access to a busy line within the CustoFLEX 2100 system, thus establishing a Three-Way call between two internal stations and a third party either inside or outside of your CustoFLEX 2100 system. The called station will receive a warning tone prior to the establishment of the conference call. This feature differs from Directed Call Pick-Up with Barge-In in that rather than automatically establishing the three way conversation, it is established at the discretion of the user once a busy condition is encountered.

To use this feature:

If you reach a busy signal on a call inside your CustoFLEX 2100 system:

- Press the switchhook.
- Press ✱ 6 4.
- Both parties will hear a tone.
- A Three-Way call is automatically established.

Hunting

Hunting allows calls to "rollover" to another line when the called number is in use, eliminating busy signals and increasing your company's accessibility by expanding call coverage. The hunting arrangement is fixed and must be programmed by Verizon.

Intercept to the Main Listed Number

Incoming calls to a nonworking or unassigned CustoFLEX 2100 line will be intercepted by a standard announcement, which refers the caller to the main listed number. Internal or intercom calls will be routed to a recorded announcement, which advises the caller that the number is not in service.

The intercept arrangement assures that all callers reach your company by referring them to your main number.

Last Number Redial

Last Number Redial enables you to be reconnected to the last number you dialed. Use this service to save time and improve efficiency by reducing dialing time and time spent searching for phone numbers.

To use this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ✱ 5 1.
- The number will be automatically dialed.

Line Restriction Options

Line Restriction Options provide you the ability to select and control the incoming and/or outgoing calling capabilities of your CustoFLEX 2100 lines. This feature allows you to restrict any or all incoming or outgoing calls on individual lines, e.g., restrict 900 and 976 calls, allow only certain lines the ability to make long distance calls, prevent incoming calls to certain phones, like lobby and lunch rooms. These restrictions must be preprogrammed by Verizon. Unless otherwise specified, the default option is unrestricted incoming and outgoing calling capability.

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Multi-Path Call Forwarding

Multi-Path Call Forwarding expands the capabilities of the call forwarding features. With Multi-Path Call Forwarding up to five simultaneous calls can be forwarded to a predetermined number. Additional paths are available at an additional monthly charge. With this type of a forwarding arrangement, you can be assured that your calls do not reach a busy signal when the call forwarding features are in use. Multi-Path Call Forwarding is preprogrammed by Verizon.

Music On Hold

The Music On Hold interface feature of CustoFLEX 2100 allows you to provide music or an audio output to the line. Music On Hold lets your callers hear music, or you may record and announce information about your company, while they are waiting on a held line. The music or audio source is customer provided.

Music on Hold is provided to callers placed on hold in conjunction with the following CustoFLEX 2100 features: Consultation Hold, Three-Way Calling, Call Hold, Call Waiting, Call Pick-Up, Call Park and Six-Party Conference. You may also combine this feature with the Uniform Call Distribution queue slot feature, allowing calls waiting to be answered to hear music instead of ringing tone.

This feature may also be combined with the Music on Hold feature of a key system. This complementary arrangement will allow callers to hear music whenever they are placed on hold, either by the Hold button on the phone or in conjunction with one of the CustoFLEX 2100 features.

In addition to the customer provided music/audio source, this feature also requires a 6011 voice grade circuit to connect the line and the music source.

Night Service

Night Service allows you to route calls normally directed to your main listed number to preselected lines within your system. Night Service can be provided on either a fixed or variable call forwarding arrangement. Activating this feature, when your main number is unattended, either after hours or during lunch hours gives you the flexibility to answer your calls from another location within your company, eliminating callbacks or missed calls.

Speed Calling

Speed Calling allows you to create a list of frequently called numbers that may be dialed by an abbreviated code, reducing dialing time and time spent searching for phone numbers. Only one individual Speed Calling list can be established on each CustoFLEX 2100 line. Speed Calling lists may be shared with other CustoFLEX 2100 lines, however only the "owner" has the ability to make changes to the list. Once the list is changed, all users of the lists will automatically have the updated list.

To record, add or change a number:

- Lift the receiver.
- Listen for dial tone.
- **Press ⁕74 for a Short (up to eight numbers) List.**
  or,
- **Press ⁕75 for a Long (30 numbers) List.***
- Listen for dial tone.

*In a DMS 10 Central Office, only the Long List is available

- Press the Speed Code Number to be programmed.
- Dial the telephone number to be assigned to the code.
- Listen for confirmation tone.
- Hang up.
- Repeat steps for each Speed Code Number to be programmed.

To make a call using a Short List:

- Lift the receiver.
- Listen for dial tone.
- Press # plus the speed code for 1A, 5E and EWSD switch types.*
  or,
- Press * plus the speed code for DMS 100 switch type.
- You will hear the called number ringing.

To make a call using a Long List:

- Lift the receiver.
- Listen for dial tone.
- Press * plus the speed code.
- You will hear the called number ringing.

Trunk Answer Any Station

Trunk Answer Any Station is another night service option. When the main number is placed in "night mode", any line in the system can answer an incoming call by first dialing an access code (*79). This form of night service allows you the flexibility of answering incoming calls from any phone in the system; it does not have to be preselected, thereby allowing anyone who is available to answer the call. All lines wishing to access the Trunk Answer Any Station feature must be arranged in a common Call Pick-Up Group.

To use this feature:

- Please see Call Pick-Up instructions

Uniform Call Distribution

Uniform Call Distribution (UCD) automatically distributes incoming calls, in the order of their arrival, to the lines that have been idle the longest. This arrangement enhances your customer service by evenly distributing your calls, and thereby improving your answering response time. The UCD feature can also help increase employee morale and productivity by creating a more even balance of your incoming traffic.

Your CustoFLEX 2100 UCD feature includes one queue slot. The queue slot will allow one incoming call to wait for the next available line. When an incoming call is placed in queue, the caller will hear ringing until a line becomes available.

You may use the Music On Hold feature which will let your customers hear music instead of ringing. It is recommended that you record an announcement advising your callers they will hear music until their call is answered.

Additional queue slots are available at an additional monthly charge.

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*In a DMS 10 Central Office, only the Long List is available

*When using a Short List, press # after the Speed Calling code to signal the switch that the dialing is completed..

CustoFLEX 2100 Optional Features

The following features are available for each of your CustoFLEX 2100 lines at an additional monthly charge per line. Some of these Optional features are not available for certain switch types. As you read through this section, be aware of your switch type (found on the front cover of this guide) and use the grid to the left of each feature to see if it is compatible with your switch type. To add or change any of these features after your initial installation, contact your Verizon representative.

Automatic Route Selection*

Automatic Route Selection (ARS) allows you to send your outgoing calls over the most economical route. ARS gives you the ability to manage your network costs by selecting the route or type of circuit, i.e. Foreign Exchange lines, WATS, Dedicated Facilities, etc., for each type of call. The route of your outgoing calls is selected or determined by you and then programmed by Verizon. Automatic Route Selection allows all outgoing calls to be placed by dialing a single access code, generally, and the number to be called, thereby eliminating the need for your employees to remember multiple codes for placing calls.

Call Block

Call Block gives you the ability to block up to six (6) external telephone numbers (within your regional calling area) from calling your telephone number, preventing unwanted calls. Once activated, all future calls from those blocked numbers will be routed to a recorded message.

To use this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ⁎ 6 0.
- Listen for confirmation tone.
- You will hear voice prompts which will give instructions for entering the numbers to be blocked.
- Follow the voice prompts.

To cancel this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ⁎ 8 0.
- Listen for confirmation tone.
- You will hear voice prompts which will give instructions.
- Follow the voice prompts.

Caller ID with Anonymous Call Rejection

Caller ID, along with the compatible display telephones or separate Caller ID box, lets you view the number of the incoming call before you answer the phone. Caller ID is automatic once you subscribe to the service, and does not require any activation or deactivation codes. This service can help you save time and improve customer service by allowing you to customize greetings and by giving you precious seconds to gather information pertinent to a call before you pick up the line. Or, use Caller ID to screen calls when you are expecting an urgent call from a customer or supplier.

Anonymous Call Rejection may be activated to automatically reject calls from callers who have blocked the display of their numbers.

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*ARS is a Selectable feature, at no additional monthly cost, in DC, MD and VA.

To reject callers that block the appearance of their number on Caller ID displays:

- Lift the receiver.

- Listen for dial tone.

- Press ✳ 7 7 .

- Listen for confirmation tone.

To cancel this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ✳ 7 8 .
- Listen for confirmation tone.

Caller ID Deluxe

This enhancement to Caller ID provides the listed name of the calling party along with the calling number on calls made from specially equipped central offices within your regional calling area. For calls outside of your regional calling area, the display will show name and number, the number only or an out-of-area message.

Digital Facilities Termination

The CustoFLEX 2100 Digital Facilities Termination (DFT) feature allows for the connection of a High-Capacity Digital Circuit (HiCap)/T1 channel to the CustoFLEX 2100 system. The circuit must be ordered and purchased in addition to the DFT.

Hot Line Service

The Hot Line feature allows you to preselect a CustoFLEX 2100 line to automatically receive internal calls from another CustoFLEX 2100 phone without the user dialing a number. This feature is ideal for lobby and corridor phones to control access to your business. This feature is preprogrammed by Verizon.

To use this feature:

- Pick up the handset.

- You will hear ringing, once answered the caller is connected to the internal station.

Identa Ring®

The CustoFLEX 2100 Identa Ring® feature provides you with the capability of having up to three (3) separate telephone numbers assigned to one CustoFLEX 2100 line. Each number is identified with a distinctive ring. This feature allows you the ability to assign a specific number to certain customers or special programs. You will know the origin of the call from the ringing pattern associated with the number you assigned. This feature is usually used with Verizon Toll Free service numbers and fax machines.

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The ringing patterns are:

A. Master Number……. One Long (normal ring pattern)
B. 1st Dependent Number..Two Short
C. 2nd Dependent Number..Short, Long, Short

Only one dependent number is available in a DMS 10 central office.

Priority Call

Priority Call allows you to program up to six (6) numbers, within your regional calling area, to ring with a special ring, enabling you to recognize when you are receiving an incoming call from an important caller. Use Priority Call to improve customer service to your most valuable callers.

To use this feature:

*   Lift the receiver.
*   Listen for dial tone.
*   Press ⁎61.
*   Listen for confirmation tone.
*   You will hear voice prompts which will give instructions on entering the numbers to be programmed.
*   Follow the voice prompts.

To cancel this feature:

*   Lift the receiver.
*   Listen for dial tone.
*   Press ⁎81.
*   Listen for confirmation tone.
*   You will hear voice prompts which will give instructions.
*   Follow the voice prompts.

Repeat Call

When activated after reaching a busy signal to a number within your regional calling area, the system will continue to call the number for up to 30 minutes and connect you when both lines are free. You will hear a special ring to alert you that your call is being connected. With Repeat Call, you can eliminate multiple callbacks and encounters with busy signals, reducing dialing time and increasing productivity while employees wait for busy lines to free up.

To use this feature:

After reaching a busy signal:

*   Lift the receiver.
*   Listen for dial tone.
*   Press ⁎66.
*   Listen for confirmation tone.
*   You will hear an automated voice telling you Repeat Call will attempt the connection.
*   When the number is free your phone will ring with a special ring.

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To cancel this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ⧆⑧⑥.
- Listen for confirmation tone.
- You will hear an announcement telling you that Repeat Call has been canceled.

Return Call

Return Call allows you to automatically return the last incoming call. Use this feature to reach a call you missed. If a busy signal is encountered, the system will attempt to make the connection for up to 30 minutes. You will be alerted with a special ring when the call is returned. This feature only works on calls outside your system and within your regional calling area.

To use this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ⧆⑥⑨.
- You will hear the number that just called you ringing.

If the line is busy:

- Listen for confirmation tone.
- Hang up.
- When the line is free your phone will ring.

To cancel this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ⧆⑧⑨.
- Listen for confirmation tone.

Select Forward

Select Forward allows you to program up to six (6) external numbers to be forwarded to another number within your regional calling area. Whenever you're on the road or working at home, activate Select Forward so that the calls from your most important customers or suppliers will reach you and not your voicemail at the office. Plus, by allowing only six numbers to be transferred, you can prevent nonurgent or solicitation calls from tying up your vital forward-to number.

To use this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ⧆⑥③.

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- Listen for confirmation tone followed by automated voice prompts with instructions on how to program the numbers.
- Follow the voice prompts.

To cancel this feature:

- Lift the receiver.
- Listen for dial tone.
- Press ⁕ 8 3.
- Listen for confirmation tone followed by automated voice prompts with instructions.
- Follow the voice prompts.

Centrex Ultra Forward®

Centrex Ultra Forward® allows you to forward your calls or change your forward to number from virtually any touchtone phone. This feature gives you all the benefits and flexibility of Call Forwarding Variable plus lets you set up your forwarding from any location.

To use this feature:

- Dial the Verizon Advanced Services phone number: 1.888.383.8080.
- At the prompt, dial the area code and telephone number you wish to forward.
- You will then be prompted to enter your PIN. If this is your initial activation, you will be prompted to establish your private PIN. Follow the prompts to change your PIN.
- You will then hear the Main Menu options.
- Press 1 0 to access the Centrex Ultra Forward Menu.

Centrex Ultra Forward Menu:

- Press 1 to turn on Centrex Ultra Forward.
- Press 2 to turn off Centrex Ultra Forward.
- Press 3 to check on the status of Centrex Ultra Forward.
- Press 4 to enter, review or change your forward-to number.
- Press 9 to return to the Main Menu.
- Press 0 to exit the system.

Note: Network charges—either local, regional toll or long distance apply, as applicable, for calls to the forwarded-to number.

Billing Management Services

Several Billing options are available with your CustoFLEX 2100 service. They are Billing Agency Code, Split Billing, Contract Options, Installment Billing and Prepayment Arrangements. These services are explained in this section.

Billing Agency Code

A billing agency code is an arrangement that provides billing subtotals for individual departments or groups within a CustoFLEX 2100 system. The monthly bill for the account will contain the individual subtotals for each department or group identified by the billing agency code assigned to that group of lines. The lines associated with each code are determined by the customer and programmed by Verizon.

This arrangement may not be available in every area.

Split Billing

Split billing provides the capability to receive multiple bills for one CustoFLEX 2100 system. This arrangement allows you to receive individual bills for each department or group within your CustoFLEX 2100 account. Each individual billing number is treated separately and will not receive any discounts or advantages of bulk-rated service offerings. The same billing name must appear on each individual bill associated with the CustoFLEX 2100 account.

Contract Options

Your CustoFLEX 2100 service is available under several options. You may select month-to-month (noncontractual) billing or one of several contractual options. The contract options are:

12-36 Months

37-84 Months

85-120 Months

Installment Billing

This option provides the ability to spread nonrecurring charges over a period of six to 12 months depending upon the selected billing option. Both initial installation and subsequent activity may be billed in installments, however, this must be negotiated at the time the order is placed and cannot be added after the service is installed.

Prepayment

If CustoFLEX 2100 is being provided via a contractual arrangement, you may select to prepay up to 100% of the monthly charges. This arrangement is useful if you have funds that must be used within a fiscal period and do not wish to budget the monthly charges over the period of the contract.

ISDN

ISDN is compatible with CustoFLEX 2100 service. Some features operate differently, depending on the telephone sets being used. Those differences are not covered in detail in this guide. If you are using CustoFLEX 2100 and ISDN together for your voice communications needs, please contact your Verizon representative with any questions you have regarding feature operation.

Features may be programmed by the vendor on the set feature keys, e.g., the Fujitsu 2100 set has preprogrammed feature keys for Conference, Transfer and Redial. These same keys, while not factory programmed, are recommended by Fujitsu to be programmed by the user on the multifunction keys of the 1050 set.

This is only one example of the type of feature operational differences that may be encountered. The user cards and manuals provided by the set vendor will explain the use of the "hard coded" feature buttons.

If you have questions about how your CustoFLEX 2100 features work with your ISDN set, please contact your Verizon representative or your equipment provider.

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Voice Messaging[1] and CustoFLEX 2100

Verizon Voice Messaging services offer an efficient, businesslike way to capture important messages when you're away from the office or on the phone 24 hours a day, 365 days a year.

To use a voice messaging mailbox with CustoFLEX 2100:

If the line you are using has a mailbox and you want to transfer the caller to another mailbox:

- Put the caller on hold by pressing the switchhook.
- Dial the voice messaging system telephone number.[2]
- Press #.
- Enter the mailbox number.
- Press the switchhook.
- Hang up.

If the line you are using does not have a mailbox and you want to transfer a caller to a mailbox associated with another line within the CustoFLEX 2100 system:

- Put the caller on hold by pressing the switchhook.
- Dial the voice messaging system telephone number.[2]
- Enter the mailbox number.
- Press the switchhook.
- Hang up.

To transfer a caller into Messaging Only Mailboxes:

If the line you are using has a mailbox:

- Answer the telephone call.
- The caller will request the person for whom they wish to leave a message.
- Press the switchhook to activate the transfer function.
- Enter the voice messaging system telephone number.[3]
- When you hear the system greeting, press #.
- Enter the seven digit Messaging Only Mailbox number of the person the caller requested.
- Hang up immediately.

If the line you are using does not have a mailbox:

- Answer the telephone call.
- The caller will request the person for whom they wish to leave a message.
- Press the switchhook to activate the transfer function.
- Enter the voice messaging system telephone number. [3]
- When you hear the system greeting, enter the seven digit Messaging Only Mailbox number of the person the caller requested.
- Hang up immediately

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1. Voice Messaging applies to either Verizon® Answer Call or Verizon® Voicemail service.
2. Local usage charges apply, where applicable, for calls to the voice messaging system telephone number.
3. Local usage charges apply, where applicable, for calls to the voice messaging system telephone number.

Telephone Equipment Interactions

Centrex CustoFLEX 2100 service is compatible with almost all telephone equipment. However, sometimes there are modifications or adjustments required to the telephone equipment to assure this compatibility.

This section is intended to provide some general information about the compatibility of your CustoFLEX 2100 system and your telephone equipment, and when it is best to perform a function using your CustoFLEX 2100 system instead of your telephone equipment, and vice versa. Since there are many different types of telephones and telephone systems in the marketplace today, it is not practical for us to list all the different scenarios that might be encountered.

If you have a situation that is not addressed in either this guide or the manual included with your telephone(s), please contact your Verizon representative or your equipment vendor. We will do our best to help you work through the issue.

Equipment Modifications

Most CustoFLEX 2100 features are operated by use of the ✱ or # buttons. Some telephone equipment also uses these buttons to operate features. For CustoFLEX 2100 features to perform in these scenarios, the telephone equipment must be modified to allow the ✱ and # to pass through the customer telephone equipment directly to the telephone lines.

There are also some telephones that require timing changes to the flash* function to recognize the ✱ and # and properly operate the CustoFLEX 2100 features. The Central Office switch will recognize a timing interval of between 1⁄2 and just over one second. The optimum timing is 3⁄4 of a second.

Please check with your equipment vendor or manufacturer to see if these conditions apply to your telephone(s).

Features Comparison

This information should assist you in determining when to use the CustoFLEX 2100 features versus those on your telephone equipment:

It is usually best to use the CustoFLEX 2100 (Network) feature when you wish to:

Transfer a call:
The CustoFLEX 2100 feature will allow you to transfer calls outside your company, as well as transfer internal calls. In addition, when you use the CustoFLEX 2100 Call Transfer feature to transfer outside your system, you do not need to tie up a second line for the transfer.

Make a conference call:
The CustoFLEX 2100 Three-Way Conference feature allows you to set up and make a conference call using only one telephone line. The conferencing feature also allows you to include parties outside your company on the call. Most telephone systems require two telephone lines to make a conference call. You will usually find the transmission quality of the CustoFLEX 2100 feature superior to that of a station conference.

Forward a call:
The CustoFLEX 2100 Call Forwarding features allow you to forward your calls outside your company when you are away from the office and want to be assured you don't miss your important calls. While some telephone systems will also give you this capability, they require two lines to do so.

Impose a line restriction:
The CustoFLEX 2100 Line Restriction feature allows you to control the type of incoming and outgoing calls that can be made or received on each of your telephone lines. These restrictions are programmed in the Verizon Central Office and can only be changed by placing an order with Verizon.

It is usually best to use the telephone set feature when you wish to:

Place an intercom call:
The telephone set intercom is associated with the individual sets and should be used for calls within the company. Using the tele phone set intercom leaves your telephone line free for incoming calls. The Intercom feature of the CustoFLEX 2100 system is associated with the telephone number and is best used when operating the CustoFLEX 2100 features, e.g. to transfer a call, dial the CustoFLEX 2100 intercom code of the line to which you wish to transfer the call.

Put a caller on hold:
If your telephone set has a Hold Button it is quicker and easier to press the Hold Button than to use the Call Hold feature of the CustoFLEX 2100 system. The CustoFLEX 2100 feature will allow you the ability to put calls on hold at sets that do not have a Hold Button.

Redial the last number called:
If your telephone set is equipped with a redial button, it will give you one-button access to the last number you called. Where available, the Last Number Redial feature of your CustoFLEX 2100 system will provide the same functionality by dialing a predetermined code.

These are only a few of the general feature differences between CustoFLEX 2100 and your telephone equipment. For more detailed information on features, refer to the Features section of this guide and the guide provided with your telephone equipment.

Important Numbers

Verizon Numbers

Business Service Center

The Business Service Center is available to handle your questions and assist you with ordering new services, making changes, additions or deletions to your current service, including moves to another location. The Business Service Center can also assist you with telephone directories, Verizon® Calling Cards, billing matters and most other questions about Verizon.

The Business Service Center does not handle inquiries or orders for mobile phones or pagers. The telephone number for the Business Service Center for these services can be found on their associated bills.

The number for your BSC can be found on your telephone bill and in the Customer Guide section of your local telephone directory. The hours for the Business Service Center in your area can be found in the Customer Guide section of your local telephone directory and on the Verizon Internet Home Page.

The Internet address is:
http://www.verizon.com

Repair
The Repair Center handles service problems and out-of-service conditions on your telephone lines and/or features, and the wiring to your location. It does not handle and cannot fix your telephone equipment.

For problems with the wiring inside your business, you may repair it yourself, hire a contractor or an electrician, or call Verizon. Verizon does this type of repair for a fee based on the amount of time and the cost of the materials required to correct the problem. Verizon also offers Wire Maintenance Plans. For information on these services, contact your Verizon representative.

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The Verizon repair number is 1.800.275.2355.

The Repair Center is open 24 hours daily.

Personal Numbers

This section is provided for your use. Use it to record your important telephone numbers.

Name	Number
Verizon Representative	
Equipment Vendor	
Fax Machine	

Access Codes

The following chart is provided for you to list your CustoFLEX 2100 access codes.

Type of Call	Access Code
Outside call	

Speed Calling Codes

The following charts are provided for you to list your Speed Calling codes. The type and length of your speed calling list is determined by your switch type. Your switch type can be found on the front cover of this guide. Be sure to use the Speed Calling list that corresponds to your switch type. The instructions for setting up a list and making calls using Speed Calling are found below and on pages 3637 of this guide.

To establish or change your Speed Calling list:

- Lift the receiver.
- Listen for dial tone.
- **Press ⁎ 7 4 for a Short (up to eight numbers) List.**

or,

- **Press ⁎ 7 5 for a Long (30 numbers) List.***
- Listen for dial tone.
- Press the Speed Code Number to be programmed.
- Dial the telephone number to be assigned to the code.
- Listen for confirmation tone.
- Hang up.
- Repeat steps for each Speed Code Number to be programmed.

To make a call using a Short List:

- Lift the receiver.
- Listen for dial tone.
- **Press # plus the speed code for 1A, 5E and EWSD switch types.***

or,

- **Press ⁎ plus the speed code for DMS 100 switch type.**
- You will hear the called number ringing.

*In a DMS 10 Central Office, only the Long List is available.

To make a call using a Long List:

- Lift the receiver.
- Listen for dial tone.
- Press ⁎ plus the speed code.
- You will hear the called number ringing.

Speed Calling Chart
1A Short List Codes

Name	Code	Telephone Number
	#2	
	#3	
	#4	
	#5	
	#6	
	#7	
	#8	
	#9	

Speed Calling Chart
5E Short List Codes

Name	Code	Telephone Number
	#2	
	#3	
	#4	
	#5	
	#6	
	#7	

Speed Calling Chart
DMS 100 Short List Codes

Name	Code	Telephone Number
	#2	
	#3	
	#4	
	#5	
	#6	
	#7	
	#8	
	#9	

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Speed Calling Chart
EWSD (Siemens) Short List Codes

Name	Code	Telephone Number
	#2	
	#3	
	#4	
	#5	
	#6	
	#7	
	#8	
	#9	

Speed Calling Chart
1A, 5E, DMS 100, EWSD and DMS 10 Long List Codes

Name	Code	Telephone Number
	*20	
	*21	
	*22	
	*23	
	*24	
	*25	
	*26	
	*27	
	*28	
	*29	
	*30	
	*31	
	*32	
	*33	
	*34	
	*35	
	*36	
	*37	
	*38	
	*39	
	*40	
	*41	
	*42	
	*43	
	*44	
	*45	
	*46	
	*47	
	*48	
	*49	