

Jal Vayu Towers

CENTREX USER GUIDE

**Bharat Sanchar Nigam Limited
Bangalore**

INTRODUCTION

BSNL's CENTREX solution for Housing Societies aims at providing reliable intercom service within the housing complex. The user manual describes the procedures to be followed for activating/ deactivating various call handling features.

The following features have been provided to all the extensions in your CENTREX system.

- Distictive Dial Tone
- Distinctive Ringing
- Call Forwarding Immediate
- Call Forwarding Busy
- Call Forwarding No Reply
- Call Waiting
- Call Transfer
- Call Enquiry
- Three Party Conference
- Automatic Call Back
- Do NOT Disturb
- Calling Line Identification Presentation (CLIP)
- Abbreviated Dialing
- Dynamic STD/ ISD Lock
- Morning alarm/ wake-up call

The additional features given below have been extended to specific extensions as decided by your CENTREX administrator because of their specific nature. Please check up with your CENTREX administrator to know about the features provided on your extension.

Your telephone must have **DTMF** (Tone Dialling) facility to use these features.

Many of the features require the use of *flash button* on your keypad. Even if this button is not available, you will still be able to use the facilities by flashing the *hook switch*. To do this, depress the hook switch quickly, then release it within half a second. If you hold the hook switch down too long, your call would be disconnected.

Normal Dialling

CENTREX : To place a call to another extension within your CENTREX group,

- Pick up the Handset
- Dial the *three digit* extension number/ flat number

PSTN : To place a call outside your CENTREX group (PSTN Subscriber)

- Pick up the Handset
 - Dial PSTN access code – [0], to get PSTN dial tone
 - Dial the external number, with STD/ ISD prefix if needed.
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Distinctive Dial Tone

This feature has been automatically built in, and there is no need for any setting at the user's end. You would have a different dial tone when you lift the handset (CENTREX tone), an a different one (PSTN) on pressing the exit access code [0].

Distinctive Ringing

This too is built in. This enables one to identify from the ring of an incoming call, to the origin of the call from being within the CENTREX or from an external PSTN.

Features as annotated hereafter may be availed either through the Centrex or direct from the BSNL exchange for those having regular BSNL subscriptions. You need to dial “0” to get into the BSNL dial tone for availing direct BSNL exchange services

Do NOT Disturb	This enables the user to prevent incoming calls ringing at the local extension. When Do NOT Disturb is activated, the caller will receive an announcement or tone. ALL INCOMING CALLS ARE BARRED.
CENTREX	BSNL Direct
<p>To activate:</p> <ul style="list-style-type: none"> • Pick up the Handset • Dial ‘*27#’ - (viz. [*][2][7][#]) • After listening to the acceptance tone • Replace Handset • All incoming calls would be barred <p>To deactivate:</p> <ul style="list-style-type: none"> • Pick up the Handset • Dial ‘#27#’ – (viz [#][2][7][#]) • After restoring acceptance tone, replace handset • Your incoming calls would now ring at your extension 	<p>To activate:</p> <ul style="list-style-type: none"> • Pick up the Handset and dial “0” • Wait for BSNL ring tone • Dial ‘126’ - (viz. [1][2][6]) • Listening to the acceptance tone • Replace Handset <p>To deactivate:</p> <ul style="list-style-type: none"> • Pick up the Handset and dial “0” • Dial ‘127’ – (viz [1][2][7]) • After restoring acceptance tone, replace handset • Your incoming calls would now ring at your extension

Call Forwarding (Immediate)	Enables the user to forward his/her call to another extension within the CENTREX group, or BSNL landline/ mobile through BSNL
CENTREX	BSNL Direct
<p>To activate</p> <ul style="list-style-type: none"> • Dial – ‘*21*-EXT • (viz. [*][2][1][*] EXTENSION) • Wait for acceptance tone • All incoming calls will now be diverted to EXT <p>To deactivate</p> <ul style="list-style-type: none"> • Dial – ‘#21#-EXT • (viz. [#][2][1][#] EXTENSION) • Wait for acceptance tone • All incoming calls will now ring at your extension 	<p>To activate</p> <ul style="list-style-type: none"> • Dial – ‘0’ get BSNL dial tone • Dial – ‘114 TELE.NO’ • Wait for acceptance tone • All incoming calls will now be diverted to TELE.NO <p>To deactivate</p> <ul style="list-style-type: none"> • Dial – ‘0’ get BSNL dial tone • Dial - 115 • Wait for acceptance tone • All incoming calls will now ring at new tele no

Call Forwarding (Busy)	Enables the user to forward his/her call to another extension within the CENTREX group when his/her number is busy or BSNL land line/ cell phone through BSNL
CENTREX	BSNL
<p>To activate</p> <ul style="list-style-type: none"> • Dial – ‘*67*’-EXT • (viz. [*][6][7][*] EXTENSION) • Wait for acceptance tone • All incoming calls will now be diverted to EXT when your number is busy <p>To deactivate</p> <ul style="list-style-type: none"> • Dial – ‘#67#’-EXT • (viz. [#][6][7][#] EXTENSION) • Wait for acceptance tone • All incoming calls will now ring at your extension 	<p>To activate</p> <ul style="list-style-type: none"> • Dial ‘0’ to get BSNL tone • Dial – ‘1220’ TELE.NO’ • Wait for acceptance tone • All incoming calls will now be diverted to TELE.NO when your number is busy <p>To deactivate</p> <ul style="list-style-type: none"> • Dial ‘0’ to get BSNL tone • Dial – ‘1221’ • Wait for acceptance tone • All incoming calls will now ring at your phone

Call Forwarding (No Reply)	Enables the user to forward his/ her call to another extension within the CENTREX group only if the call is not answered within a specific time, or to another BSNL line through BSNL
CENTREX	BSNL
<p>To activate</p> <ul style="list-style-type: none"> • Dial – ‘*61*’-EXT • (viz. [*][6][1][*] EXTENSION) • Wait for acceptance tone • All incoming calls will now be diverted to EXT when your number is not answered within certain time. <p>To deactivate</p> <ul style="list-style-type: none"> • Dial – ‘#61#’-EXT • (viz. [#][6][1][#] EXTENSION) • Wait for acceptance tone • All incoming calls will now ring at your extension 	<p>To activate</p> <ul style="list-style-type: none"> • Dial ‘0’ to get BSNL tone • Dial – ‘1221 TELE.NO’ • Wait for acceptance tone • All incoming calls will now be diverted to TELE.NO when your number is not answered. <p>To deactivate</p> <ul style="list-style-type: none"> • Dial ‘0’ to get BSNL dial tone • Dial – ‘1222’ • Wait for acceptance tone • All incoming calls will now ring at your phone

Call Waiting	Enables the user to receive a call when he/ she is already in conversation with another person
CENTREX	BSNL
<p>To activate</p> <ul style="list-style-type: none"> • Dial – ‘*43#’ (viz. [*][4][3][#]) • Wait for acceptance tone • You will hear a “pip” tone when you receive a second call • Flash the hook switch • Listen for special dial tone <p>Exercise one of the following</p> <ul style="list-style-type: none"> • Dial – “1” (viz. [1]) • The first call will be disconnected an you will be connected to the second caller • Dial- “2” (viz .[2]) • You will be connected to second caller, the first caller will be put on hold. • To get back to the first call without disconnecting the call flash the hook switch and dial “2” (viz. [2]) • By repeating above steps you can toggle between the calls • Flashing the hook switch and dialing “1” (viz. [1]) disconnects the party with whom the connection was through just before flashing <p>To deactivate</p> <ul style="list-style-type: none"> • Pick up the Handset • Dial – ‘#43#’-EXT (viz. [#][4][3][#]) • Wait for acceptance tone 	<p>To activate</p> <ul style="list-style-type: none"> • Dial – ‘118’ (after BSNL tone) • Wait for acceptance tone • You will hear a “pip” tone when you receive a second call • Flash the hook switch • Listen for special dial tone <p>Exercise one of the following</p> <ul style="list-style-type: none"> • Dial – “1” (viz. [1]) • The first call will be disconnected an you will be connected to the second caller • Dial- “2” (viz .[2]) • You will be connected to second caller, the first caller will be put on hold. • To get back to the first call without disconnecting the call flash the hook switch and dial “2” (viz. [2]) • By repeating above steps you can toggle between the calls • Flashing the hook switch and dialing “1” (viz. [1]) disconnects the party with whom the connection was through just before flashing <p>To deactivate</p> <ul style="list-style-type: none"> • Dial ‘0’ to get to BSNL dial tone • Dial – ‘119’

Call Transfer	Enables the user to transfer an established call to another extension
CENTREX	BSNL
<ul style="list-style-type: none"> • Flash the hook switch • Listen for special dial tone • Dial the extension to which call is to be transferred • Listen for ring back tone • Wait for the transferred call to be answered • Replace the handset • The call is transferred to the new extension 	<ul style="list-style-type: none"> • Facility available on CENTREX only

Three Party Conference	Enables the user to make two simultaneous calls and talk on both the calls. Alternatively, establish a conference call between the three
CENTREX	BSNL
<ul style="list-style-type: none"> • When “A” is in conversation with “B” • “A” flashes hook and dials “C” • “A” and “C” are now through • Now the user “A” is handling two calls simultaneously • Flashing the hook switch and dialing “1” – (viz. [1]) will disconnect the connected call and the held call will be connected. • Flashing the hook switch and dialing “2” – (viz. [2]) will put the connected call on hold and the held call will be connected. • (The user can exercise the above options repeatedly) • Flashing the hook switch and dialing “3” – (viz. [3]) will put both the calls on conference and all three will be simultaneously connected. 	<ul style="list-style-type: none"> • Facility available with CENTREX only

Automatic Call Back	Enables the user to be automatically rung up by the system and get connected to the wanted subscriber within CENTREX, if an earlier attempt was unsuccessful on account of the called subscriber being busy or no-reply condition.
CENTREX	BSNL
<ul style="list-style-type: none"> • When busy/ no-reply condition is encountered flash the hook switch • Dial – “5” (viz. [5]) • After hearing the acceptance tone, replace handset • When the called number becomes free (in case of a busy call) or when the called person answers (in case of no reply) your extension will ring • Only ONE automatic call back at one time. 	<ul style="list-style-type: none"> • Facility for CENTREX only

Abbreviated Dialing

Enables the user to store and dial up to 20 user defined PSTN numbers using short code (SC).

To register Short Code (SC)

- Pick up the Handset
- Dial – “0” (To get into the PSTN. You would get PSTN dial tone)
- Dial – “110(SC)(DN) – (viz. [1][1][0][SC][DN] where
[SC] = User defined Short Code from “00” to “19”
[DN] = Dial Number (viz PSTN Number)
- After hearing acceptance tone replace handset

To dial using Short Codes

- After picking handset dial “0” to get PSTN dial tone
 - Dial “111 SC” – (viz. [1][1][1][S][C])
[Where: [S][C] are the two digit Short Codes between “00” and “19”]
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<p align="center">Subscriber Controlled Dynamic STD/ ISD Lock</p>	<p>Enables the user to lock/ open STD/ ISD calls facility using 4 digit key word</p>
<p align="center">CENTREX</p>	<p align="center">BSNL</p>
<p>To register Secret Password</p> <ul style="list-style-type: none"> • Dial – “*33*ABCDABCD” • [*][3][3][*][A][B][C][D][A][B][C][D] Type password (ABCD) twice. • Wait for acceptance tone <p>To activate dynamic locking</p> <ul style="list-style-type: none"> • Dial “*34* ABCD “0” • [*][3][4][*][A][B][C][D][0) -[For opening all facilities including STD and ISD] • Dial “*34* ABCD “1” • - (viz. [*][3][4][*][A][B][C][D][1]) for (CENTREX CALL ONLY. (PSTN, STD and ISD barred)) • Dial “*34* ABCD “2” • - (viz. [*][3][4][*][A][B][C][D][2]) for [CENTREX and PSTN open. (STD and ISD facilities barred)] • Dial “*34* ABCD “3” • -(viz. [*][3][4][*][A][B][C][D][3]) for [CENTREX, PSTN and STD open. (Only ISD barred)] • Dial “*34* ABCD “4” • -(viz. [*][3][4][*][A][B][C][D][4]) for [For CLOSING all facilities ALL calls including CENTREX barred] <p>To change secret password code</p> <ul style="list-style-type: none"> • Dial “*33*ABCDWXYZ” • ([*][3][3][*][A][B][C][D][W][X][Y][Z]) (Where : “ABCD” is the previous password for the set AND “WXYZ” are the four digits for the new password) 	<p>To register Secret Password</p> <ul style="list-style-type: none"> • Dial – “0” to get BSNL dial tone • Dial – “123ABCDABCD” • Type password twice • Wait for acceptance tone <p>To activate dynamic locking</p> <ul style="list-style-type: none"> • Dial “124 ABCD “0” - [For opening all facilities including STD and ISD] • Dial “124 ABCD “1” - (Lock STD and ISD local only open) • Dial “124 ABCD “3” (Lock ISD and open STD plus local) • Dial “124 ABCD “4” (To lock ALL calls ISD/ STD/ Local). <p>To change secret password code</p> <ul style="list-style-type: none"> • Dial “123ABCDWXYZ”

Morning Alarm/ Wake-Up Call

Enables the user to program the phone to remind him of any appointment at the registered time

To register appointment

- Dial – “*55* HHMM” (viz. [*][5][5][*][H][H][M][M])
(Where : HHMM is hours and minutes in 24 hour/ military format).
- After hearing acceptance tone replace handset
- At the registered time your telephone will ring. Ensure that you answer the call, otherwise if not answered, the telephone will ring every five minutes thereafter

To cancel appointment/ registration

- Dial “#55#” – (viz. [#][5][5][#])
 - After getting acceptance tone, hang up
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Summary Sheet

Sl	Feature	Action	CENTREX Codes	BSNL Codes
1	Do Not Disturb	Activate	*27#	126
		Deactivate	#27#	127
2	Call fwd (Immediate)	Activate	*21* EXTN'	114 TELE.NO'
		Deactivate	#21#	115
3	Call fwd (Busy)	Activate	*67* EXTN'	1220
		Deactivate	#67#	1221
4	Call fwd (no Reply)	Activate	*61* EXTN'	1222
		Deactivate	#61#	1223
5	Abbreviated Dialling	Register code	110 [SC][PSTN]'	
		Call code	111 [SC]'	
6	STD/ ISD Locking	Set Password	*33* ABCD ABCD'	123 ABCD ABCD
		Change Password	*33* ABCD WXYZ'	123 ABCD WXYZ
		Open ALL (0)	*34* ABCD 0'	124 ABCD 0
		Centrex Only (1)	*34* ABCD 1'	N/A
		Bar STD+ISD (2)	*34* ABCD 2'	124 ABCD 1
		Bar ISD only (3)	*34* ABCD 3'	123 ABCD 3
		Bar ALL (4)	*34* ABCD 4'	124 ABCD 4