

Introduction

***Welcome to
Hutchison
Global
Communications
Centrex Service
Multi-feature
Communication
for Citywide
Business***

This User Guide gives simple and easy to follow instructions on how to use each function. If you encounter any problem relating to usage, please contact your Account Manager or our 24-hour Customer Services Hotline on **1220**.

If any Centrex feature is not operating properly, please call **2120 1997 or 109** to report the fault. (Please advise the operator of the problem and the feature affected e.g. *Call Waiting*.)

Customer Services Hotline: **1220**

Customer Services Faxline: **1221**

Report Fault Hotline: **2120 1997 or 109**

Installation Supporting Hotline: **2180 8000**

This User Guide belongs to _____

Name: _____

Telephone number: _____

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Tone Descriptions

You will encounter some different tones when using the Centrex service. If you can recognise these tones, you will be able to use the features more efficiently. All the different tones are shown in the table below.

| Tone | Tone Description | Tone Pattern |
|--------------------------|--|--------------|
| Dial Tone | A continuous tone to indicate your telephone is ready for dialling. | ————— |
| Recall Dial Tone | A tone with short pauses to indicate numbers are required to be entered after pressing the access code, or the "Flash" button. | — — — — |
| Ringing Tone | Two short tones to indicate connection is being established. | — — — — |
| Busy Tone | A series of short tones to indicate the called party is engaged on the line. | — — — — |
| Confirmation Tone | A short and a long tone to indicate the operation is successful. | — — — — — |
| Number Unobtainable Tone | A continuous high frequency tone to indicate the called number is incorrect. | ————— |
| Special Dial Tone | A tone with short pauses to indicate some features (such as, Call Forwarding, Do-Not-Disturb, etc.) have already been activated. | — — — — |
| Holding Tone | A series of tones with pauses or a music to inform your caller that he/she has been placed on hold. | — — — — |
| Call Waiting Tone | Tone bursts with a long silence to indicate a third party is calling you while you are engaged on the line. | -- -- |

Tone Dial Phones

Tone-dial telephones are required to access the Centrex service. The switch on the back of your telephone should be switched to "Tone" dialling mode.

Telephones with a Recall / Flash Button

If your telephone has a "Recall" or "Flash" button, pressing either one button will facilitate you in operating the Call Waiting and Call Transfer Conference.

Telephones without a Recall / Flash Button

If your telephone has no "Recall" or "Flash" button, then press down the handset hook switch quickly to get the same result.

When you want to end a call, press the handset hook switch down for a longer period of time.

Please check with your Centrex telephone sales agent to assure all the features are available for your phone set.

Summary of Centrex Features Access Codes

| Feature | Activation/Registration | Cancellation |
|-------------------------------|-------------------------------|--------------|
| Call Forwarding | | |
| • All calls forwarding | *05 | #05 |
| • Line busy call forwarding | *17 | #17 |
| • No answer call forwarding | *19 | #19 |
| Abbreviated Dialling | *03 | #03 |
| • Short-code dialling | ** + code | |
| Appointment Service | *02 | #02 |
| Call Pickup | | |
| • Direct Call Pickup | *21 + intercom | |
| • Group Call Pickup | *11 | |
| Do-Not-Disturb | *01 | #01 |
| Per Call IDD Security | *04 | #04 |
| CND Per call blocking | 9 + 133 | |
| CND Per line unblocking | 9 + 1357 | |
| Block-the-Blocker | *76 | #76 |
| Per Call Disable Call Waiting | #07 | |
| Call Waiting | 'Flash' button or hook switch | |
| Call Transfer Conference | 'Flash' button or hook switch | |

How To Access Centrex

To Call a Number *within* your Centrex User Group

| Steps | You hear |
|---|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in the intercom number you want to call | Ringing Tone |
| Begin conversation with called party | |
| Hang up when finished | |

To Call a Number *outside* your Centrex User Group

| Steps | You hear |
|--|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Dial "9" | Dial Tone |
| Key in the telephone number you want to call | |
| Begin conversation with called party | |
| Hang up when finished | |

⁺ If Do-Not-Disturb or Call Forwarding has been activated, you will hear the Special Dial Tone instead.

Caller Number Display (additional charge is required)

The Caller Number Display (CND) service enables you to see who is calling before picking up the phone.

In order to use the CND feature, you must install appropriate customer premise equipment to display the telephone number of your callers. This will typically be:-

- A new CND integrated telephone set to replace your existing telephone set.
- An external add-on CND device that connecting to your existing basic telephone set.
- A multi-line external CND device which connects to telephone lines and PC terminals through serial ports.
- An internal CND interface card that can be inserted into an available PC slot.

Per Call Blocking

Your phone number will be displayed to the called party unless you apply for the Per Line Blocking* feature. If you do not want to have your phone number displayed to the called party for a particular call, you should follow the Per Call Blocking procedures that follow:-

** To apply for the Per Line Blocking feature, please call your Account Manager or our 24-hour Customer Services Hotline 1220.*

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Caller Number Display (additional charge is required)

To Use the Per Call Blocking Feature When Making a Call

| Setup Steps | You hear |
|-----------------------------|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in "9" | Dial Tone |
| Key in "133" | Recall Dial Tone |
| Key in the telephone number | Ringling Tone |

Per Call Unblocking (Per Line Blocking Feature Applied)

If you have applied to have your line permanently blocked and want to unblock the line for a particular call, you should follow the steps as below:-

To Make a Call with the Per Call Unblocking Feature

| Setup Steps | You hear |
|-----------------------------|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in "9" | Dial Tone |
| Key in "1357" | Recall Dial Tone |
| Key in the telephone number | Ringling Tone |

Remarks:

Per Call Blocking and Per Line Blocking is applied to calling external number only. Your extension number is still displayed to called party if you make intercom call.

Caller Number Display (additional charge is required)

***Operation of
the CND
Feature with
the Call Waiting
Feature***

If you have applied for both the CND and Call Waiting features, you may be able to see the third party's number displayed on your CND equipment while you are on the phone. However, the display of the Call Waiting party's number depends on the features available from your CND phone or adjunct unit. Please contact your CND phone supplier to confirm the availability of this feature.

Separate equipment user guides will be provided to customers who rent CND phone or adjunct unit from Hutchison Global Communications.

Remarks:

You cannot block your number on emergency calls to 999 at any time.

Block-the-Blocker (additional charge is required)

Block-the-Blocker allows you to reject the calls without Calling Line Identification information. The rejected calls will be diverted to a standard message in Cantonese, Putonghua and English informing them that you do not want to receive anonymous call. The message will be "Sorry, the receiving party doesn't accept blocked calls. If you have used one call blocking, please redial without the blocking code 133. If you're using a blocked line, please redial with the prefix 1357 to release the number to the receiving party."

Subscribers can activate and deactivate Block-the-Blocker by simply entering a short code.

To Activate Block-the-Blocker

| Steps | You hear |
|-------------------------------|-------------------|
| Lift the handset of telephone | Dial Tone |
| Key in *76 | Confirmation Tone |
| Hang up | |

To Deactivate Block-the-Blocker

| Steps | You hear |
|-------------------------------|-------------------|
| Lift the handset of telephone | Special Tone |
| Key in #76 | Confirmation Tone |
| Hang up | |

Block-the-Blocker (additional charge is required)

To Activate Block-the-Blocker for Duplex Number

| Steps | You hear |
|-------------------------------|-------------------|
| Lift the handset of telephone | Dial Tone |
| Key in **76 | Confirmation Tone |
| Hang up | |

To Deactivate Block-the-Blocker for Duplex Number

| Steps | You hear |
|-------------------------------|-------------------|
| Lift the handset of telephone | Dial Tone |
| Key in **#76 | Confirmation Tone |
| Hang up | |

Call Forwarding

If you are going to be away from your telephone, or do not want to be disturbed, you can forward your calls to another telephone either within or outside your Centrex user group. (You cannot forward calls to an overseas telephone number.)

There are three different types of Call Forwarding which you can be applied to your line:-

1. **All Calls Forwarding:** Forward all incoming calls to another number.
2. **Line Busy Call Forwarding:** Forward incoming calls to another number when your line is engaged.
3. **No Answer Call Forwarding:** Forward incoming calls to another number when your call is not answered.

To Activate All Calls Forwarding

| Steps | You hear |
|--|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *05 | Recall Dial Tone |
| Key in intercom number or local telephone number that you want to forward calls to (For external calls, add "9" first) | |
| Key in # | Confirmation Tone |
| Hang up | |

+ If Do-Not-Disturb has been activated, you will hear the Special Dial Tone instead.

Call Forwarding

To Activate Line Busy Call Forwarding to a Number *within / outside* Your User Group

| Steps | You hear |
|--|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *17 | Recall Dial Tone |
| Key in intercom number or local telephone number that you want to forward calls to (For external calls, add "9" first) | |
| Key in # | Confirmation Tone |
| Hang up | |

To Activate Not Answered Call Forwarding to a Number *within / outside* Your User Group

| Steps | You hear |
|--|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *19 | Recall Dial Tone |
| Key in intercom number or local telephone number that you want to forward calls to (For external calls, add "9" first) | |
| Key in # | Confirmation Tone |
| Hang up | |

+ If Do-Not-Disturb has been activated, you will hear the Special Dial Tone instead.

Call Forwarding**To Cancel Call Forwarding**

| Steps | You hear |
|------------------|-------------------|
| Lift the handset | Special Dial Tone |
| Key in #XX | Confirmation Tone |
| Hang up | |

- XX : Access code for **All Calls Forwarding = 05**
Access code for **Line Busy Call Forwarding = 17**
Access code for **No Answer Call Forwarding = 19**

Remarks:

1. When Do-Not-Disturb has been activated, Call Forwarding cannot be activated.
2. When All Calls and Busy Call Forwarding have been activated simultaneously, Call Waiting will not function.
3. All Calls Forwarding will override Line Busy Call Forwarding and No Answer Call Forwarding.
4. Line Busy Call Forwarding and No Answer Call Forwarding can be activated simultaneously.

Call Waiting

If you are talking on the phone and you hear the Call Waiting Tone, it indicates that another caller is trying to reach you. You can either answer or ignore it.

To Answer the Waiting Call

| Steps | You hear |
|--|---|
| You are talking on the telephone | Call Waiting Tone indicates another incoming call |
| Alert the conversing party that he will be placed on hold | |
| Press the "Flash" button, or press and release the hook switch | Original party will hear Holding Tone/Music |
| Talk to the Call Waiting party | |
| OR | |
| Hang up to end the first call | Your telephone rings |
| Lift the handset | |
| Talk to the Call Waiting party | |

To Return to the Original Party or Alternate between Calls

| Steps | You hear |
|--|----------|
| Press the "Flash" button once, or press and release the hook switch whenever you want to alternate between the two parties | |

Remarks:

Call Waiting will not function when All Calls Forwarding or Line Busy Call Forwarding has been activated.

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Per Call Disable Call Waiting (additional charge is required)

Per Call Disable Call Waiting allows you to avoid any interruption during an important call. This feature provides you the flexibility to disable the call waiting feature on a per call basis either before placing a call or during a call.

To Activate Per Call Disable Call Waiting before Placing a Call.

| Steps | You hear |
|---|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in #07 | Dial Tone Recall |
| Key in the number of third party (For external numbers, enter "9" first) | Ringing Tone |
| Hang up when finished | |
| Call Waiting will resume automatically | |

+ If Do-Not-Disturb has been activated, you will hear the Special Dial Tone instead.

Per Call Disable Call Waiting (additional charge is required)

To Activate Per Call Disable Call Waiting During a Call.

| Steps | You hear |
|---|-------------------|
| You are talking on the telephone | |
| Alert the conversing party that he will be placed on hold | |
| Press the "Flash" button, or press and release the hook switch | Holding Tone |
| Key in #07 | Confirmation Tone |
| The system will reconnect the call and restart the conversation | |
| Hang up when finished | |
| Call Waiting function will resume automatically | |

Call Transfer Conference

Call Transfer Conference enables you to transfer an incoming or outgoing call to another local telephone number. It also facilitates conference calling which allows you to add a local third party to an existing phone conversation. The remaining parties can continue their conversation even if the initiating party hangs up.

To Transfer a Call to a Third Party

| Steps | You hear |
|---|--------------------|
| You are talking on the phone | |
| Press the 'Flash' button or press and release the hook switch | Recall Dial Tone |
| Key in intercom number or local telephone number that you want to transfer calls to (For external calls, add "9" first) | Ringling Back Tone |
| The third party answers | |
| Alert the third party that you are transferring the call | |
| AND THEN | |
| Hang up. The second and the third party continue their conversation | |

Call Transfer Conference

To Establish Conference Calling

| Steps | You hear |
|---|------------------|
| You are talking on the phone | |
| Press the 'Flash' button or press and release the hook switch | Recall Dial Tone |
| Key in intercom number or local telephone number that you want to add to conference (For external calls, add "9" first) | Ringling Tone |
| The third party answers | |
| Start your conversation | |
| Press the 'Flash' button or press and release the hook switch again | |
| Begin conversation with both parties (Conference) | |

Remarks:

1. If you hear the busy tone, you can return to the original party by pressing the 'Flash' button, or quickly press down and release the hook switch.
2. If no one answers or the third party does not want to take your call, you can return to the original party by pressing the 'Flash' button or quickly press down and release the hook switch twice.
3. Third party call cannot be an overseas call.

Duplex Ringing

With Duplex Ringing you can have two different telephone numbers for one telephone line. Each number has a different ringing pattern so you can identify the number which has been called.

It is especially useful in distinguishing the nature of calls e.g. voice or fax calls, local or international calls, and private or business calls.

| Telephone Number | Ringing Pattern |
|------------------|--|
| Prime number | Two short bursts with silence between the cycles |
| Duplex number | One long burst with silence between the cycles |

Abbreviated Dialling

You can store your frequently called numbers, international telephone numbers, local numbers or even feature access codes e.g. the CND Per Call Blocking number “133” in the memory. Instead of dialling the whole number, you simply enter a short access code for fast and convenient dialling.

To Assign a Code and Store a Number

| Steps | You hear |
|---|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *03 | Recall Dial Tone |
| Key in the short code (00-19) followed by the number to be stored (up to 16 digits) ⁺⁺ | |
| Key in # | Confirmation Tone |
| Hang up | |

+ If Do-Not-Disturb or Call Forwarding has been activated, you will hear the Special Dial Tone instead.

++ Enter “9” before the telephone number for external calls. Enter the extension number only for intercom numbers.

To Change a Stored Telephone Number

Follow the above registration procedures by entering the new telephone number. The new number will replace the previously stored number.

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Abbreviated Dialling

To Use Abbreviated Dialling

| Steps | You hear |
|--|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in ** | |
| Key in the short code number (00–19) for the number you want to call | Ringing Tone |

To Cancel Abbreviated Dialling

| Steps | You hear |
|--------------------------------------|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in #03 | Recall Dial Tone |
| Key in the short code number (00–19) | |
| Key in # | Confirmation Tone |
| Hang up | |

⁺ If Do-Not-Disturb or Call Forwarding has been activated, you will hear the Special Dial Tone instead.

Remarks:

You can key in ##03 to cancel all records.

Appointment Service

By calling you at the appointed time to remind you of important appointments, your telephone acts as an important time management tool. By registering up to 24 hours in advance, you will hear a standard message in English, Cantonese and Putonghua if the call is answered within 1 minute.

If the phone is busy or the call is not answered within 1 minute, a reminder ring will be sent 5 minutes later. If this call is still not answered, the service will be automatically cancelled. You can only set one appointment at a time.

To Register Appointment Service

| Steps | You hear |
|---|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *02 | Recall Dial Tone |
| Key in the appointment time as in the 24-hour clock (e.g. 1:23am should be entered as 0123) | |
| Key in # | Confirmation Tone |
| Hang up | |

⁺ If Do-Not-Disturb or Call Forwarding has been activated, you will hear the Special Dial Tone instead.

Appointment Service**To Cancel Appointment Service before the Pre-set Time**

| Steps | You hear |
|------------------|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in #02 | Confirmation Tone |
| Hang up | |

⁺ *If Do-Not-Disturb or Call Forwarding has been activated, you will hear the Special Dial Tone instead.*

Remarks:

1. When Do-Not-Disturb or Call Forwarding has been activated, Appointment Service cannot be used.
2. There is no call waiting tone for appointment call if the phone is busy.

Call Pickup

You can answer any ringing telephone in your Pickup group by keying in the appropriate pick-up code number.

There are two different types of Call Pickup which can be applied to your line:-

1. **Direct Call Pickup:** You can directly pick up a call from a designated ringing extension in your Pickup group.
2. **Group Call Pickup:** You can pick up a call from any ringing extension in your Pickup group.

Direct Call Pickup

| Steps | You hear |
|---|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *21 | |
| Key in the intercom number of the ringing extension | |
| Talk to the calling party | |

Group call pickup

| Steps | You hear |
|---------------------------|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *11 | |
| Talk to the calling party | |

⁺ If Do-Not-Disturb or Call Forwarding has been activated, you will hear the Special Dial Tone instead.

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Do-Not-Disturb

You can block incoming calls if you do not want to be disturbed. Your callers will hear a standard message in English, Cantonese and Putonghua informing them that you are not available to answer their calls. Outgoing calls can be made as normal.

To Activate Do-Not-Disturb

| Steps | You hear |
|------------------|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in *01 | Confirmation tone |
| Hang up | |

+ If Call Forwarding has been activated, you will hear the Special Dial Tone instead.

To Cancell Do-Not-Disturb

| Steps | You hear |
|------------------|-------------------|
| Lift the handset | Special Dial Tone |
| Key in #01 | Confirmation tone |
| Hang up | |

Remarks:

1. Do-Not-Disturb overrides All Calls, Line Busy, No Answer Call Forwarding and Call Waiting.
2. When Do-Not-Disturb is set, Call Forwarding cannot be activated simultaneously.

IDD Security enables you to prevent unauthorised use of your telephone to make international calls.

Per Line IDD Security

To Make an International Telephone Call When IDD Security has been Activated

| Steps | You hear |
|--|---|
| Lift the handset | Dial Tone ⁺ |
| Key in "9", then 0080 plus IDD number | A message will notify you to enter your account code and /or security code. |
| Enter your pre-set account code and/or security code | |

+ If Do-Not-Disturb or Call Forwarding has been activated, you will hear the Special Dial Tone instead.

**To Cancel the
IDD Security
Feature**

Should you want to cancel the IDD Security feature applied to your line(s), please contact your Account Manager or call our Customer Services Hotline on 1220 and they will arrange it.

IDD Security

Per Call IDD Security

To Make an International Telephone Call When Per Call IDD Security has been Activated

| Steps | You hear |
|---------------------------------------|------------------------|
| Lift the handset | Dial Tone ⁺ |
| Key in #04 | |
| Key in your pre-set 4-digit password | |
| Key in # | Confirmation tone |
| Hang up | |
| Lift the handset | Special dial tone |
| Key in "9", then 0080 plus IDD number | Ringling Tone |

+ If Do-Not-Disturb or Call Forwarding has been activated, your will hear a Special Dial Tone instead.

Remarks:

You have to activate Per Call IDD Security feature each time after making an IDD Call.

To Activate Per Call IDD Security

| Steps | You hear |
|--------------------------------------|-------------------|
| Lift the handset | Special dial Tone |
| Key in *04 | |
| Key in your pre-set 4-digit password | |
| Key in # | Confirmation tone |
| Hang up | |

Remarks:

You can choose to apply both *Per Line IDD Security* and *Per Call IDD Security* and *Per Call IDD Security* or either one of them to your line(s).

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900 Information Access Service

With 900 Information Access Service, you can participate in interactive TV games programmes, make charity donations, and access a wide range of information including children's fairy tales, adult stories, etc.

By Tone-Dial Phones

| Steps | You hear |
|---|---------------|
| Lift the handset | Dial Tone |
| Press "9" | Dial Tone |
| Key in the telephone number of 900 Information Access Service | Ringling Tone |

By Fax

| Steps | You hear |
|---|---------------|
| Lift the handset or press "polling" mode | Dial Tone |
| Press "9" | Dial Tone |
| Key in the telephone number of 900 Information Access Service | |
| Then press "Start" or "Enter" | Ringling Tone |

Content & Charges

| Prefix with | Category | Brief Content ⁺ | Charge ⁺⁺ |
|-------------|----------------------------|--|----------------------|
| 900 0 | Free-of-Charge Information | General information for public e.g. airlines & shipping, exhibitions, programs of performing arts, trade etc. | Free |
| 900 2 | Children Information | Stories & games for children | Yes |
| 900 3 | Mass Calling Information | Real time phone-in programs, telephone voting and opinion polling activities | Yes |
| 900 4 | Interactive Information | Live conversation regarding consultation, professional advices or information on subjects e.g. law, medicine, finance, business, household matters etc. | Yes |
| 900 6 | General Information | Financial, commercial and daily life information services e.g. trade, marketing, stock exchange, business, sales, products, horoscopes, cookery, cosmetics, medical, sports etc. | Yes |
| 900 9 | Special information | Adult stories, dating services, gambling or horse-racing information | Yes |

Remarks:

+ For details, please refer to newspapers & magazines

++ Service fee is charged on a per call or per occupied time basis

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900 Information Access Service

- 900 Number Setting**
- The 900 number settings for IDD0080 customers and non-IDD0080 customers are different. Please refer to the following table for details.
 - Without any registration, you can now access 900 number under default setting mentioned below. If you want to choose other setting, please call our Customer Services Hotline on 1220 for registration.

BusinessLink Customers who have Registered for IDD0080

| | 900 0 | 900 2 | 900 3 | 900 4 | 900 6 | 900 9 |
|--|-------|-------|-------|-------|-------|-------|
| Default setting: | | | | | | |
| All except children, general and special information | ✓ | X | ✓ | ✓ | X | X |
| Other setting: | | | | | | |
| 1. All except children information | ✓ | X | ✓ | ✓ | ✓ | ✓ |
| 2. All except general and special information | ✓ | ✓ | ✓ | ✓ | X | X |
| 3. Access to all information | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 4. Free-of-charge information only | ✓ | X | X | X | X | X |

BusinessLink customers who have not registered for IDD0080

| | 900 0 | 900 2 | 900 3 | 900 4 | 900 6 | 900 9 |
|---|-------|-------|-------|-------|-------|-------|
| Default setting: | | | | | | |
| Free-of-charge information & mass calling information | ✓ | X | ✓ | X | X | X |
| Other setting: | | | | | | |
| Free-of-charge information only | ✓ | X | X | X | X | X |