

# **VERIZON**

# **CentrexPlus**

# **CustoPAK<sup>®</sup>**

**User Guide**

Table of contents

**Introduction To This Guide..... 3**

**Overview Of Your CustoPAK System..... 3**

**Terms You Should Know..... 4**

**CustoPAK Basic Standard Features..... 4**

    Answer Calls ..... 4

    Call Transfer..... 5

    Three-Way Conference Calling..... 5

**CustoPAK Basic Selectable Standard Features ..... 5**

    Automatic Callback ..... 5

    Call Forwarding Variable..... 6

    Call Hold..... 7

    Call Pick-Up ..... 7

    Call Waiting (With Call Hold On The Line)..... 7

    Call Waiting (Without Call Hold On The Line)..... 8

    Cancel Call Waiting..... 8

    Trunk Answer Any Line ..... 8

    Directed Call Pick-Up With Barge-In ..... 8

    Directed Call Pick-Up Without Barge-In ..... 9

    Speed Calling..... 9

    \*69 Call Return..... 10

    Telephone Equipment Interactions ..... 10

        Equipment Modifications..... 10

        Features Comparison ..... 11

    Important Numbers ..... 12

        Verizon Numbers ..... 12

        Personal Numbers ..... 12

        Speed Calling List Chart ..... 13

    Feature Availability By Switch Type..... 15

## Introduction To This Guide

This guide is intended to provide you with information to help you learn to operate the features within your new CustoPAK system and get the most out of its many benefits.

The **Features** section of this guide describes the two types of features which are available to choose from:

**Basic Standard Features** are automatically activated for each of your lines when you purchase your CustoPAK system.

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

You may select as many or as few of the Selectable and Optional features as you like for each of your CustoPAK lines, and may change them at any time.\* Should you need assistance selecting additional features or changing features, your Verizon representative is available to guide you. All features available with CustoPAK are included in this guide regardless of whether you have selected them for your system.

Before you begin using your new CustoPAK 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 CustoPAK 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 CustoPAK lines.

Some features available with your new CustoPAK system may be impacted by the type of telephone equipment you have. The **Telephone Equipment** Interactions section found on pages 20-22 of this guide details some common situations which may arise.

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 CustoPAK lines. The **Appendix** section also contains your Speed Calling code charts. You may wish to make copies of these handy tools and distribute them to other users in your CustoPAK system for easy reference.

The Overview section which follows this Introduction will begin to acquaint you with your new CustoPAK system and the many benefits it provides.

We are delighted that you have chosen Verizon. We hope this guide makes the transition to your new CustoPAK system as smooth as possible.

Should you have any questions as you learn to operate CustoPAK, please refer to the **Important Numbers** section. In this section you will find information as to who to call for additions, changes, repairs, or to simply answer questions about your CustoPAK system. It includes telephone numbers for your Business Service Center and the Repair Center. We are here to help you and we look forward to serving you now and in the future.

## Overview Of Your CustoPAK System

Your CustoPAK system is a central office-based service, meaning all equipment required to operate the system is in the Verizon central office. That 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 CustoPAK system can grow as your business grows. It has the capacity to handle up to 30 telephone lines, and offers a flexible package of features designed specifically with the small business customer in mind. You can select which features you want for each of your CustoPAK 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).

CustoPAK 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 additional equipment.

Most of the features are activated by the use of codes. You'll find all of the information required to activate the CustoPAK features listed in the Features section of this guide. The operation of some features, however, may be impacted by your existing telephone equipment. Be sure to refer to the **Telephone Equipment Interactions** section for some examples.

Your CustoPAK system comes with a 30-day 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 CustoPAK charges and a change back to your previous Verizon service if you are not satisfied and notify us within 30 calendar days.

## Terms You Should Know

### Confirmation Tone

Three short bursts of tone heard when using some CustoPAK 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 CustoPAK 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 CustoPAK 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 CustoPAK 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.

## CustoPAK Basic Standard Features

### Answer Calls

- Lift handset.
- Announce your department name and your name.

## Call Transfer

Call Transfer allows you to transfer a call to any other number either within or outside of your CustoPAK 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 transfer call to another number:

- Ask party to wait.
- Press Switchhook or Flash key. Hear Dial Tone.
- Dial number.
- When person answers, announce call.
- Press Switchhook or Flash key to connect all three parties.
- Hang up.

### If the number is busy do not answer:

- Press Switchhook or Flash key twice.
- You are reconnected to the caller.

## Three-Way Conference Calling

Three-Way Calling allows you to have a three-way conference call by adding another party 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 add a third party to an existing call:

- Ask party to wait.
- Press Switchhook or Flash key. Hear Dial Tone.
- Dial the third party's telephone number.
- When person answers, press Switchhook or Flash key.
- All three parties will be connected.

### To drop third party:

- Press Switchhook or Flash key.

## CustoPAK Basic Selectable Standard Features

### Automatic Callback

This feature allows you to be called back when you reach a busy line within your CustoPAK 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 activated for 30 minutes unless canceled.

**To activate:**

- Lift handset.
- Hear Dial Tone.
- Press Switchhook or Flash Key once.
- Dial \*78, hear confirmation tone.
- Hang up. Feature is in effect for 30 minutes.

**To receive an Automatic Callback Call:**

Continue to place and receive calls.

- When your phone rings, you will hear ringing tone.
- You are connected when the called party Answers.

**To cancel:**

- Lift handset.
- Dial \*88.
- Hear confirmation tone.

**Call Forwarding Variable**

This Call Forwarding option allows you to temporarily forward calls to another number, either inside or outside of your CustoPAK 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 temporarily redirect your incoming calls to another location:**

- Lift handset.
- Dial \*72.
- Hear Dial Tone.
- Dial number to receive your calls.
- Listen for confirmation tone.
- (Optional: Announce forwarding of calls).
- Hang Up.
- Your calls are forwarded.

If the called number does not answer or is busy, repeat the process a second time. Calls will be forwarded after the process has been repeated the second time.

**To cancel:**

- Lift handset.
- Dial \*73.
- Hear confirmation tone.
- Hang up.

**Note:** Verizon programs Call Forward-Busy Line & Call Forward-No Answer.

## Call Hold

CustoPAK 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 make another call. Call Hold allows you to use other CustoPAK features, such as Call Pick-Up and Call Waiting during an existing call (see these features for further instructions). While a call is on hold, new calls will go to voicemail (if you subscribe). Call Hold can help your business improve response time while reducing equipment costs and callbacks.

### To place a call on Hold:

- Ask party to wait.
- Press Switchhook or Flash key.
- Hear Dial Tone.
- Dial \*80.
- Confirmation tone is heard.
- A steady tone will be heard which will time out after approximately 25 seconds.

### To retrieve:

- Hang up.
- Phone will ring; answer.
- You are connected to held party.

## Call Pick-Up

This feature allows any user within the CustoPAK system to answer any other ringing line within their Call Pick-Up Group, ensuring that incoming calls are answered even when the called party is unavailable. Call Pick-Up can help your company improve customer service, by reducing missed calls and costly, time-consuming callbacks. Call Pick-Up Groups are preprogrammed by Verizon.

### To answer a call that is ringing at another telephone in your call pickup group:

- Lift handset.
- Dial \*70.
- You are connected to the call.

If more than one line within the Call Pickup Group is ringing, the one that has been ringing the longest will be answered. All stations within the same Call Pickup Group should be within hearing range.

## Call Waiting (With Call Hold On The Line)

Call Waiting (With Call Hold on the Line) 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.

### If you hear a beep while on a call:

- Ask party to wait.
- Press the Switchhook or Flash key, Dial \*80.
- Original call is on hold.
- You are connected to second call.

**To return the original call:**

- Press Switchhook or Flash key.
- Hear Dial Tone, dial \*80 and be automatically connected to the original call.

**You may alternate between calls:**

- Press Switchhook or Flash key.
- Hear Dial Tone.
- Dial \*80.

If the new call hangs up while the original call is on hold, you will be automatically connected to the original call.

**Call Waiting (Without Call Hold On The Line)**

A CustoPAK line equipped with Call Waiting (Without Call Hold on the Line) will automatically send a call waiting tone to any other line within the CustoPAK 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.

**If you hear a beep while on a call:**

- Ask party to wait.
- Press the Switchhook or Flash key to put the first call on hold and answer the second call.
- Press the Switchhook or Flash key again to go back to the original call.

**Cancel Call Waiting**

- Lift receiver. Hear Dial Tone.
- Dial \*86.
- Place the call normally.
- Feature will automatically cancel at the completion of this call.

During this call only, Call Waiting service is inactive, no Call Waiting tones will interrupt this call.

**Trunk Answer Any Line**

- Trunk Answer Any Line allows any telephone line to answer the main number when it is ringing.
- Lift the receiver from any idle telephone. Hear Dial Tone.
- Dial \*71.
- Answer the call.

**Directed Call Pick-Up With Barge-In**

This feature allows you to answer any ringing line within the CustoPAK system by dialing an access code and the assigned intercom code 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 answer a ringing line:**

- Lift handset.



- Hear Dial Tone.
- Dial \*56 or \*81.
- Hear Dial Tone.
- Dial the number of the telephone to be picked up. If the call has not yet been answered, the call is routed to your line.
- If the call has been answered, you may barge into the conversation and create a three way call.

## Directed Call Pick-Up Without Barge-In

Directed Call Pick-Up allows you to answer any ringing line within the CustoPAK system by dialing an access code and the assigned intercom code 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 and personalize your greeting. It also provides maximum call coverage for your business.

### To answer a ringing line:

- Lift handset.
- Hear Dial Tone.
- Dial \*81.
- Dial the number of the telephone to be picked up. If the call has not yet been answered, the call is routed to your line.
- If the call has been answered, you will receive a busy signal.

## 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 Speed Calling list can be established on each CustoPAK line.

### Single-Digit Speed Calling

#### To dial a stored number:

- Lift handset and hear Dial Tone.
- Dial the code assigned to the number you want to call (\*0 - \*9).

#### To program or change Speed Dial Code:

- Lift handset and hear Dial Tone.
- Dial \*74.
- Hear interrupted Dial Tone.
- Dial the code by which you want the telephone number to be identified and stored (\*0 - \*9).
- Dial the telephone number to be stored exactly as
- Hang up.
- Repeat process to encode and store the remaining numbers.

### Two-Digit Speed Calling

#### Not available on SIP or DMS 100 switches. To dial a stored number:

- Lift handset and hear Dial Tone.
- Dial the code assigned to the number you wish to call (\*00 - \*29).

**To program or change Speed Dial Code:**

- Lift handset and hear Dial Tone.
- Dial the Speed Dial Single Digit Access Code **\*75**.
- Hear interrupted Dial Tone.
- Dial the code by which you want the telephone number to be identified and stored
- (**\*00 - \*29**).
- Dial the telephone number to be stored exactly as it will be dialed.
- Hang up.
- Repeat process to encode and store the remaining numbers.

**\*69 Call Return****To activate \*69**

- Lift the handset and listen for dial tone.
- Press **\*69** (a voice recording may provide additional instructions).

**To deactivate :**

- Lift the handset and listen for dial tone.
- Press **\*69**.

**Telephone Equipment Interactions**

Centrex CustoPAK 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 CustoPAK system and your telephone equipment, and when it may be best to perform a function using your CustoPAK 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 CustoPAK features are operated by the use of the **\*** or **#** buttons. Some telephone equipment also uses these buttons to operate features. For CustoPAK 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 CustoPAK features. The Central Office switch will recognize a timing interval between 1/2 and just over one second. The optimum timing interval is 3/4 of a second.

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

Flash is a momentary open or on hook signal which tells the Central Office switch that the user wants to respond to a waiting call or transfer an in-progress call.

## Features Comparison

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

### It is usually best to use the CustoPAK (Network) feature when you wish to:

#### **Transfer a call:**

The CustoPAK feature will allow you to transfer calls outside of your company, as well as transfer internal calls. In addition, when you use the CustoPAK 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 CustoPAK Three-Way Calling 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 also find the transmission quality of the CustoPAK feature is usually superior to that of a station conference.

#### **Forward a call:**

The CustoPAK 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 CustoPAK Call Restrictions 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:

#### **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 CustoPAK system. The CustoPAK feature will allow you the ability to put calls on hold at sets that don't have a Hold Button.

#### **One-touch dial:**

On most telephone equipment you can program the CustoPAK feature code on a speed dialing button, giving you access to your CustoPAK features without having to remember and use the feature activation/deactivation codes.

These are only a few of the general feature differences between CustoPAK 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 (BSC) 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, billing matters and most other questions about Verizon.

The Business Service Center (BSC) does not handle inquiries or orders for mobile phones. 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 BSC 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: [www.verizon.com](http://www.verizon.com)

For additional information on our products and services, please refer to:

<http://www.verizon.com/smallbusiness/>

#### 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. For information on these services, contact your Verizon representative.

The Verizon repair number is 1.800.837.4966.

### Personal Numbers

Name	Telephone Number
Verizon Representative	
Equipment Vendor	
Fax Machine	

## Speed Calling List Chart

The following chart is provided for you to list your Speed Calling codes. The length of your individual 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**.

### To program or change Single-Digit Speed Dial Codes:

- Lift handset and hear Dial Tone.
- Dial \*74.
- Hear interrupted Dial Tone.
- Dial the code by which you want the telephone number to be identified and stored (\*0 - \*).
- Dial the telephone number to be stored exactly as it will be dialed.
- Hang up.
- Repeat process to encode and store the remaining numbers.

### To program or change Two-Digit Speed Dial Codes (not available on DMS 100 or SIP):

- Lift handset and hear Dial Tone.
- Dial the Speed Dial Single Digit Access Code \*75.
- Hear interrupted Dial Tone.
- Dial the code by which you want the telephone number to be identified and stored (\*00 - \*29).
- Dial the telephone number to be stored exactly as it will be dialed.
- Hang up.
- Repeat process to encode and store the remaining numbers.

### To dial a stored number:

- Lift handset and hear Dial Tone.
- Dial the code assigned to the number you wish to call (\*0 - or \*00 - \*29).

### Single-Digit Speed Calling List

Name	Code	Telephone Number
	*0	
	*1	
	*2	
	*3	
	*4	
	*5	
	*6	
	*7	
	*8	
	*9	

Two-Digit Speed Calling List (5ESS & DMS Switch Types Only)

Name	Code	Telephone Number
	*00	
	*01	
	*02	
	*03	
	*04	
	*05	
	*06	
	*07	
	*08	
	*09	
	*10	
	*11	
	*12	
	*13	
	*14	
	*15	
	*16	
	*17	
	*18	
	*19	
	*20	
	*21	
	*22	
	*23	
	*24	
	*25	
	*26	
	*27	
	*28	
	*29	

## Feature Availability By Switch Type

Features	Switch Type			
	5E	DMS 100	DMS 10	SIP
<b>Basic Standard Features</b>				
Answer Calls	✓	✓	✓	✓
Call Transfer	✓	✓	✓	✓
Three-Way Calling	✓	✓	✓	✓
<b>Selectable Standard Features</b>				
Automatic Callback	✓	✓	✓	
Call Forwarding Variable	✓	✓	✓	✓
Call Hold	✓	✓	✓	✓
Call-Pick-Up	✓	✓	✓	
Call Waiting (with Call Hold on the Line)	✓	✓	✓	✓
Call Waiting (without Call Hold on the Line)	✓	✓	✓	✓
Cancel Call Waiting	✓	✓	✓	✓
Trunk Answer Any Line	✓		✓	
Directed Call Pick-Up with Barge-In	✓		✓	
Directed Call Pick-Up without Barge-In	✓		✓	
Speed Calling – Single Digit	✓	✓	✓	✓
Speed Calling – Two Digit	✓		✓	
*69	✓	✓	✓	✓

**Your CustoPAK Feature Selections**

Features	Telephone Numbers			
<b>Basic Standard Features</b>				
Assume Dial "9"				
Call Hold				
Call Transfer				
Consultation Hold				
Direct Inward/Outward Dialing (DID/DOD)				
Distinctive Ringing (Inside/Outside Ringing)				
Three-Way Calling				
Touch-Tone				
<b>Selectable Features</b>				
Automatic Callback				
Call Forwarding				
Call Forwarding – Busy Line				
Call Forwarding – Don't Answer				
Call Pick-Up – Group				
Call Restriction Options				
Call Waiting				
Cancel Call Waiting				
Dial Call Waiting				
Hunting				
Speed Dialing				
<b>Optional Features</b>				
*69				
Busy Redial				
Call Park				
Call Park – Directed				
Call Trace				
Caller ID services				
Enhanced Call Forwarding				
Executive Busy Override				
Last Number Redial				
Priority Call				
Select Call Forwarding				
Voicemail				