

## DIAL COMMAND CODES FOR M1 CENTREX SERVICE (Guide for End User)

∞ <b>Call Waiting</b>	To activate	* 4 3 #
	To verify	* # 4 3 #
	To deactivate	# 4 3 #
To answer 2 <sup>nd</sup> incoming call	Put 1 <sup>st</sup> call on hold and answer 2 <sup>nd</sup> call	Press 'Flash' button and dial '2'
	End 1 <sup>st</sup> call and answer 2 <sup>nd</sup> call	Press 'Flash' button and dial '1'
<b>Three-Party Voice Conference</b>	Step 1	Call first Callee
	Step 2	Press 'Flash' button and call second Callee
	Step 3	Press 'Flash' button dial '3' to connect all 3 parties
<b>Call Transfer (internal)</b>	Step 1	Press 'Flash' button, followed by last 4-digits of Transferee's phone number.
	Step 2	Press 'Flash' button and dial '4' to join Caller to Transferee
<b>4-Digit Extension Dialing (internal)</b>	Dial last 4-digit of Callee's phone number	
∇ <b>Out-Centrex Dialing</b>	Dial '9' followed by Callee's phone number	
<b>Call Hold</b>	Press 'Flash' button to hold the call. Repeat to resume the call.	
<b>Retrieve Voice Mail</b>	Step 1	Dial 91381
	Step 2	Dial number

### **ADDITIONAL NOTES:**

#### **Flash Button**

- If the phone does not have a 'Flash' button, tap the phone hook

#### ∞ **Call Waiting**

- Deactivate Call Waiting function if you do not wish to receive 2<sup>nd</sup> incoming call

#### ∇ **Out-Centrex Dialing**

- Default Out-Centrex prefix is '9' unless otherwise stated

<b>Ω @ Call Divert Busy</b>	Divert to Fixed Line	* 6 7 * 9 6xxxxxxx #
	Divert to colleague's ext	* 6 7 * 4-digit ext #
	Divert to Mobile No.	* 6 7 * 9 9xxxxxxx #
	To verify	* # 6 7 #
	To deactivate	# 6 7 #
<b>@ Call Divert Unconditional</b>	Divert to Fixed Line	* 2 1 * 9 6xxxxxxx #
	Divert to colleague's ext	* 2 1 * 4-digit ext #
	Divert to Mobile No.	* 2 1 * 9 9xxxxxxx #
	To verify	* # 2 1 #
	To deactivate	# 2 1 #
<b>@ Call Divert No Reply</b>	Divert to Fixed Line	* 6 1 * 9 6xxxxxxx #
	Divert to colleague's ext	* 6 1 * 4-digit ext #
	Divert to Mobile No.	* 6 1 * 9 9xxxxxxx #
	To verify	* # 6 1 #
	To deactivate	# 6 1 #
<b>@ Call Divert On User Not Reachable</b>	Divert to Fixed Line	* 4 7 * 9 6xxxxxxx #
	Divert to colleague's ext	* 4 7 * 4-digit ext #
	Divert to Mobile No.	* 4 7 * 9 9xxxxxxx #
	To verify	* # 4 7 #
	To deactivate	# 4 7 #

**ADDITIONAL NOTES:**

**@ All Call Divert:**

- Diverts only to fixed line (6xxxxxxx) and mobile number (9xxxxxxx) in Singapore
- Diverting to international number is not permitted
- Dial '9' before the telephone number if your Out-Centrex prefix is '9'

**Ω Call Divert Busy**

- Users will still receive the incoming call if Call Waiting function is activated