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USER Feature Access GUIDE

<u>Intercom</u>	Dial EXT by Room No.
<u>Call Transfer</u>	Dial Flash + EXT / Room No.
<u>Redial</u>	Dial *
<u>Call Camp-on</u>	Dial # EXT. / Room No.
<u>Call Pick-up</u>	Dial # 8
<u>Call Pick-up Particular Ext.</u>	Dial # 8 EXT
<u>Conference 3- Party</u>	Dial Flash-Dial 2nd Party-Talk-Flash
<u>Access to Trunk Line</u>	Dial 0
<u>Direct Access</u>	Dial Trunk (60 to 67)
<u>Call Parking</u>	Dial Flash # #
<u>Trunk Line Queuing</u>	Dial Flash # #

<u>Camped Call Pick-up</u>	Dial Flash # 90
<u>Barge-in</u>	Dial # EXT
<u>Global Memory</u>	Dial 7NN
<u>Dial Personnel Memory</u>	Dial 60 to 69
<u>Store Personnel Memory</u>	Dial 16N +TRK+Tel.No.
<u>Call Forward on Busy</u>	Dial 12 3 EXT / Cancel 1*
<u>Call Forwarding</u>	Dial 12 0 EXT / Cancel 1*
<u>Hotline on Trunk</u>	Dial 157 + XY (XY is Global Memory No.)
<u>Hotline on Extension</u>	Dial 15 + EXT (For Cancel 15 + Hang Up)
<u>Auto Callback on Busy Ext.</u>	Flash 1
<u>Auto Callback on Busy CO</u>	Flash 1
<u>Do Not Disturb</u>	Dial 141 / Cancele Dial 140
<u>Personnel Password Change</u>	Dial 1# PPPP QQQQ QQQQ
<u>Dynamic Lock</u>	Dial 19+ N+ PPPP + C (N=0: Immidiate Locking , N=1: Delayed Locking, N=2 Single Call Locking and C is COS)
<u>Walk-in Class of Service</u>	Dial 18 + EXT+ PPPP


Operator Call	Dial 9
Broker's Call	Flash 8
Parking Retrive	# 90
Parking Retrive by other Ext.	# 9 XY (XY is parking Ext. No.)
Call Pickup Any Ext.	# 7 Ext.
Call Waiting On Trk.	Flash # *

Extension to Extension Call

The extension numbers are starting from 30 to45 depending on the configuration of the system. When one extension user wishes to talk to another extension. The user has to proceed as follows, Lift handset & hear dial tone & Dial Extns. No., Wait for the internal ring tone. Speak when called party answers

Call Transfer (HF Ex.)

Any internal or external call received/originated at any extension can be transferred from that extension to any other extension.

Do  (Hook Flash) hear feature mode tone and

Dial 

number to which you want to transfer the call. Wait for the internal ring tone. If called extension is busy then use the camp on feature. You may then hang up. The call will be transferred automatically. You may wait for an answer to announce the call and then hang up.

Note: In case, the called extension is unattended, the call will return, after predetermined rings for that extension are over, automatically. Before the time out, if user wants to get back that call use Call Pick-up Feature

Re-dial(*)

Any extension user can repeatedly dial the last number (whether internal or external) without pressing all the numbers again. For this follow the procedure given below. Disconnect previous call, lift hand set and hear dial tone,





The last dialed number will be redialed automatically. If again on redial, on outside numbers, the called party is busy, disconnect the line properly so that you don't listen feature tone while disconnecting or else the line will go on hold.

Call Camp on

This feature allows an extension to transfer calls even to a busy extension. The transferring extension gets free after using this feature; the call gets transferred/camped on to the busy extension. The busy extension on which the call is transferred (camped on) gets a call waiting tone and can attend the call as soon as he finishes his busy call. However, if this camped on call is not attended within 20 seconds, it returns to the original extension, which has transferred (camped on) the call to the busy extension.

On getting a busy tone while transferring a call to any extension. Do as follows, Hook flash to get back the calling party and again Hook Flash to put on Hold the calling party.

Dial   (which is found busy) and Disconnect (Your extension becomes free).

Call Pick-up

If another extension is ringing, this feature allows the user to receive that call at his own extension without physically moving to the ringing extension. Lift the handset of your extension and hear the dial tone and

Dial   and Talk to the caller.

Note: If the user extension number is from a different pick-up group or To get back the transferred call see [Call pick-up Particular extension](#).

Call Pick-up Particular Extension

If known extension is ringing or to get back the transferred call, this feature allows the user to receive that call at his own extension without physically moving to the ringing extension. Lift the handset of your extension and hear the dial tone and

Dial    and talk the caller.

Conference

If while conversing with an outside line or an extension you want to arrange for a third party to conference, you may do it the following way.

While conversing with Party A use the Hook Flash, Party A goes on hold. Listen to the dial tone and dial the extension no. of Party B. Speak to party B and hook flash to conference between yourself, party A and party B. The party B can be even a outside party. If party B is busy, hang-off, you will get back ring of party A, if party A is outside party.

Access To Trunk Line

To make outside call, Lift hand set and listen dial tone,



Dial

You will get telephone line dial tone and proceed for the external call dialing. In case, you don't get telephone line dial tone, either all telephone lines in '0' group are busy, or your extension is not entitled to use '0' group dialing.

In case all telephone lines in '0' group are busy, use Automatic Call Back on Busy trunk Feature.

Direct Access to Trunk Line

In addition to accessing trunk lines by dialing 0 or 9, it is also possible to access trunk lines directly by dialing the trunk numbers as per the selected model. The exchange can be programmed to provide this facility to certain or all extensions. This feature is also used to get a particular CO on which STD/ISD facility is available. Even implementing this feature the user can get as many groups as Co lines connected to Exchange. To access direct line lift hand set, and on getting system dial tone,



Dial

where Trk is port number of that CO Line.

You will get telephone line dial tone and proceed for the external call dialing. In case, you don't get telephone line dial tone, either that telephone line port is busy, or your extension is not entitled to use that port for dialing.

In case that telephone line port is busy, use Automatic Call Back on Busy trunk Feature.

Call Parking

In case the extension desires to become free temporarily to attend to some important function, using this feature makes the extension free without losing the call. This feature

also helps the receiving extension to park (hold) the call in case it is not possible to transfer the call to the desired extension. While talking to the caller, Hook Flash;

Do  and Dial   and Disconnect.

The exchange will remind this extension after 90 seconds to attend to the parked call.

To get back the call lift the hand set and on getting system tone repeat the same procedure.

Incoming Trunk Line Queuing


This feature enables the user to handle more than one incoming call i.e. in case the extension is classified to attend all incoming calls and is busy with one, then he gets a warning tone of a second call landing on him. The warning tone sound will continue till the operator attends to it or the caller disconnects.

 Dial   and talk to second party.

Note: Normally this feature is useful when you have an operator for the system. In order to make the best use of this feature use call transfer, call camp on, or call parking facilities to attend to the second waiting call.

Picking up a Camped Call (# 90)

This feature allows the user to attend to calls in rotation, i.e. if the extension is already busy with one call and another call has camped on to his extension, then using this feature, this extension user can park his first call and attend to the second call and vice-versa. You will hear the call waiting tone while talking. Hook flash and

Dial 

Barge-in(# Ex)

If an extension is found busy, this feature allows the caller to interrupt the conversation of the busy extension. The feature can be used with or without a warning tone depends upon the level configured for extension. To use this feature operate as follows, Lift handset, Dial Extension No. and on hearing a busy tone, disconnect. Lift handset and hear dial tone, then

Dial 

and Wait for one second (If the feature is with a warning tone you will hear the same and if without a warning tone you will not.), Interrupt conversation.

Memory Dialing (Global Dialing Common Pool Nos.)

There are some telephone numbers that all users dial regularly. The exchange can be programmed to memorize 90 numbers and gives them 3 digit codes. Any station can now call these numbers by dialing the appropriate code. The code starts from 700 and ends at 789.

To access the memory number do as follows on lifting receiver and getting system tone,

Dial 

Dial Personal Speed Dialing

To access the Personnel memory number do as follows on lifting receiver and getting system tone,

Dial 

Store Personal Memory

Some station users may have their own set of telephone numbers that they dial regularly. Such stations can be programmed to memorize up to ten telephone numbers which they dial regularly. Whenever the user wants to call any of these numbers he only has to dial the appropriate two digit code (60-69). In order to store these numbers, you must dial as follows,

Dial **1** **6** **N** **Trk** **Tel. No.** and hang up.

Where N=0 to 9 (prefixed with 6 it becomes the code)
Trk=Trunk Access Code.
Tel. No.= Telephone Number being stored.

Call Forward on Busy

This is used when two extension are used by the same user or group of the user sharing two extension. This enables virtual one number assigned to that two extension. To activate the same, Lift handset, listen dial tone and

Dial **1** **2** **3** **Ext** and hang up

where,EXT other extension on which call will come if this one busy. Do same from other extension while entering this extension number from that.

To cancel this feature

Dial **1** ***** and hang up.

Call Forwarding

The feature allows an extension user to receive calls at any other extension. Lift the handset of the extension to be forwarded (diverted) and,

Dial     and disconnect.

Ext is extension No to which calls are to be diverted.

To Cancel this feature, Lift handset, listen dial tone,

Dial   and disconnect.

Hot Line on Trunk

This feature used for external hotline where one extension user, most of the time, needs to talk to other particular outside telephone number. By activating this the extension user when goes off hook the external number stored in Global Memory Bank is dialed automatically and both gets connected. To activate this feature, lift handset and, after hearing the dial tone,

Dial     and hang up.

Where YY is Global Memory No..

The Hot Line feature will get activated as soon as the caller picks up his handset; he need not have to dial any code. Despite this still extension user can make other calls while doing flash when user listens trunk number dialing tones and user will get system tone to proceed for other call.

Hot Line for Extension

This feature used for Boss - Secretary or similar type of set up where one extension user, most of the time, needs to talk to other particular extension user. By activating this the extension user when goes off hook the other extension, if idle, gets rings and both gets connected. To activate this feature, lift handset and, after hearing the dial tone,

Dial    and hang up.

Where ext is extension number where Hotline is required.

The Hot Line feature will get activated as soon as the caller picks up his handset; he need not have to dial any code. Despite this still extension user can make other calls while doing flash when user listens ring back tone and user will get system tone to proceed for other call.

To cancel this feature operate as follows, Lift handset, hear ring back tone. Wait till the other extension picks up. Hook flash and

Dial   and hang up.

Automatic Call Back on Busy Extension (HF 1)

If the called extension is busy, this feature automatically connects, as soon as the called extension gets free.

After Dialing Extension, On hearing a busy tone, wait for a few seconds, for the dial tone to return then,

Dial **F 1** and Hang up.

As soon as the called extension gets free, your extension will ring. Lift handset; you will hear an internal ring tone. Wait for the called party to answer.

To cancel this feature operate as follows, Lift handset, hear system dial tone,

Dial **1 *** and disconnect.

Automatic Call Back on Busy Trunk Line (HF 1)

If all/any CO.Jn. Lines are/is busy, this feature informs the user as soon as the CO.Jn. (Trunk Line) gets free. If a user gets a busy tone after attempting to seize any CO.Jn. Line, wait for a few seconds for the dial tone to return or flash to get system dial tone & then operate as follows.

Dial **F 1** and Hang up.

.Wait for the extension to ring, Lift handset & hear telephone line dial tone and dial the desired external number. If extension doesn't respond in three rings, the auto call-back on CO gets cancelled.

Do not Disturb

If an extension user does not wish to be called, this feature allows the extension to prevent itself from being called. However, the extension user can call others. Lift handset and get dial tone.

Dial **1 4 1** and hang up.

To cancel this feature, Lift handset and hear dial tone.

Dial Dial **1** **4** **0** and hang up.

Change Personnel Password

The Personnel Password is the password which can be used by extension user to use various facility of your PBX, such as, Dynamic Lock, Call Follow-me, Walk-in Class of Service and some of the Executive Extension Features. To make any external Call after system is installed the Personnel Password must be changed from Default (i.e. 1234). To change Personnel Password, Lift hand set and listen dial tone and

Dial **1** **#** **PPPP** **QQQQ** **QQQQ** and hang up.

Where PPPP is old password (when system is installed, it is 1234) and QQQQ is your new password. In case you forget your password call your PBX serviceman, he can only reset the same and you can re-program. Always keep practice to change the password to curtail the misuse.

Dynamic Lock

Extension can be programmed to bar calls from that extension, to prevent misuse, while actual entitled person is not present. Executive features can not be used when extension is locked. To lock and unlock extension, Lift hand set & listen dial tone and

Dial **1** **9** **N** **PPPP** **C** and hang up.

Where N =0 : Immediate Locking, N=1 : delayed locking "5 minutes" , N=2 : Single Call Locking and C is class of service,

Walk-in Class of Service

Walk-in class of service enables user to make any outgoing calls as per user's class of service or access executive features from any extension, which is not entitled for the same. To open the lock temporarily from own extension also, this can be used. To open the lock, Lift hand set and listen dial tone,

Dial 

Where Ext is your extension number and PPPP is User Personnel Password, you again get dial tone once dialing this, incase you get engage tone either password is wrong or password is not changed from default one. The extension will get locked as soon as that extension remains on-hook continuously for 7 seconds, while remaining off-hook user can make number of calls and can also access executive features, if user is entitled for the same.

Note: Personnel Password must be changed from default to use this feature.

MONITORING TONES

Exchange Dial Tone:

The dial tone is a continuous sound which lasts for 8 seconds during which the exchange waits for dialling to be initiated. If no dialling takes place during this period the EPABX times the user out and starts issuing a busy tone.

P & T Dial Tone:

On accessing a direct line, you will obtain the normal P & T Dial tone.

Busy Tone:

The busy tone is a discontinuous sound (Du-....Du). The busy tone consists of equal duration ON and OFF signals. This tone indicates that the system is too busy to accept any operation or encountered when the called number is busy.

Internal Ring Tone:

This is a discontinuous sound of two frequencies and sounds like Durrrr .. for one second with a two second silence interval. When you dial extensions, you will hear this ring-back tone till the extension answers.

Ringling Tone:

Five types of rings can be heard from the telephone instrument connected to the System. When your instrument is called by another internal non executive extension the ring will be a continuous one with a one second ON and two seconds OFF period. While from Executive extension it will be two short cadence followed by long cadence. A ring from a CO.Jn.(Trunk)Line will ring like a normal telephone for Non-STD calls and for STD calls it will be two long cadence followed by short cadence. When the extension is enabled to receive CLID, it will get a short ring followed by CLID numbers and a short ring, after that depending upon call it will ring as per above four cadence.

Feature Tone:

A tone (trin-trin) is heard after a Hook Flash indicating that the system is in the "feature" mode.

In-Coming Call Queuing Tone:

This tone will be heard when a caller is waiting for your extension to get free. It is similar to the feature mode tone and will be heard repeatedly with a long pause. This tone will be heard only when there is a CO.Jn.(Trunk) incoming call.

Intrusion Tone(Barge in Tone):

This is a fast beep.

Hook Flash (HF):

The features of your EPABX require the use of a Hook Flash (HF). This is performed by tapping the hook switch of your extension for a period of less than Flash time setted for that extension. Care should be taken not to press the hook switch for more than Flash time when a HF is desired. If the exchange hook switch is pressed for longer than flash time, it will register a "hang up" or "reset". When disconnection is desired care should be taken to press cradle exceeding Flash time or otherwise call will go on Hold and feature tone will be heard (this happens most times when dialed number on CO. is busy and one tries again dialing same number by disconnecting and accessing CO. dials same number so disconnect properly).

Note: Some telephone instruments have a built in electronic flash key. It is advisable to use the flash key instead of the hook switch in order to register a "hook flash".

Legend Plus

(SL Version)

User Manual

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