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## **GENERAL INSTRUCTIONS**

### **INSTALLATION**

The main equipment should be placed in a cool, dry and well-ventilated place. It should not be placed in direct sunlight, damp areas, or near large electrical appliances like next to refrigerators, transformers, copying machines, air conditioners etc. The location of the EPABX should be such that it is easily accessible by the service engineer.

### **POWER**

The system is designed to work on 230 V AC  $\pm$  10%, 50Hz, but if any location suffers from wide electrical fluctuations, then CVT must be installed. Proper earthing must also be provided before the system is connected.

### **SWITCHING ON**

If the main equipment is shut off, then there must be at least 30 seconds pause before switching ON again.

### **FUNCTIONAL CHECK**

- a. After the main equipment is turned ON, the AC light should be lit.
- b. The main equipment shall work as per default factory setting. For user specific requirements, system programming shall be required as explained in the following pages.

## **GENERAL SPECIFICATIONS OF THE EQUIPMENT**

1. Maximum Configuration
  - Stations : 48 Max
  - Trunk Lines : 10 Max
2. Cabling – Single pair for each Trunk & Station lines.
3. MDF (optional) – Krone Connectors with surge protection equipped as per capacity.
4. Power Supply 230  $\pm$  10%, 50 Hz
5. Battery Requirement 2x12 – 7.2 Ah (Secondary power source)
6. Decadic dialing
  - Pulse Rate - 10 PPS
  - Make break ratio - 1:2
  - Inter digit time - 650 msec. Minimum
7. Line characteristics
  - (a) Loop resistance for station – 150 Ohms.
  - (b) Loop resistance for trunk – 1500 Ohms.
8. Extension Voltage 22V DC.

There is no user serviceable parts inside the EPABX and hence the customer must never open the same.

## **NOTE**

This Manual is only for two versions:-

- è *OFFICE VERSION (With Console)*
- è *WITHOUT CONSOLE Versions*

Note : *Console features will be available in Office Version only.*

**Important:** *Certain features are earmarked to work only with certain versions. So kindly do take note of those programme / features before going a head.*

## ABBREVIATIONS USED IN THIS MANUAL

U	LN	-	Line number (extension or trunk number)
U	HF	-	Hook Flash / Flash key
U	TN	-	Trunk telephone number
U	SUP	-	Self Supervisory Mode
U	TRK	-	Trunk number
U	EXT	-	Extension number
U	PSW	-	Password
U	COS	-	Class of service (Outward dialing facility)
U	DOT	-	Department of Telecommunications
U	TRSF	-	Transfer
U	RLS	-	Release
U	RDL	-	Redial
U	PROG	-	Programming
U	AS	-	Answer Station
U	AT	-	Answer Trunk
U	AB	-	Answer Back

### QUICK REFERENCE CHART

1. EXT TO EXT CALL	:	Ext. Number
2. ACCESS OF TRUNK LINES	:	0, or 70, 71, 72 .....
3. TO HOLD A LINE (Ext. or trunk)	:	Hook flash
4. CALL CUNSLT	:	Hook flash + Ext. number
5. REDIAL	:	'*' or '82'
6. BARGE IN WITH WARNING TONE	:	56+Ext. number
7. BARGE IN W/O WARNING TONE	:	57+Ext. number
8. AUTOMATIC CALL BACK (ON BUSY EXT/TRUNK)	:	58+Ext. / Trunk number
9. CALL TRANSFER	:	Hook flash + Ext. Number
10. CALL CAMP ON	:	Hook flash + Ext. number
11. FLASHING ON TRUNK LINE	:	Hook flash + '*'
12. CALL PICK-UP	:	
i. any ringing trunk line	:	6
ii. any ringing Ext.	:	54 + Ext. number
iii. Parked call from same Ext.	:	86
iv. Parked call from other Ext.	:	53 + Ext. number
13. PAGING	:	80
14. DAY / NIGHT MODE SETTING	:	9 + ZZ + 1/0 (1=Day, 0=Night)
15. DO NOT DISTURB	:	84
16. DIAL FROM GLOBAL BANKS	:	110 – 199
17. DIAL FROM PERSONAL BANKS	:	100 – 109
18. FORWARD (DIVERT) LINE	:	51 + Destination Ext. No.
19. CALL FORWARD BUSY	:	SUP + 3 + Ext. No.
20. FOLLOW ME	:	52 + Own Ext. Number
21. FIVE PARTY CONFERENCES	:	83
22. PARK A LINE	:	Hook flash + 9

### WITH OWN SUPERVISORY CODE

23. SUP (Get into supervisory code)	:	55 + Ext. Personal Code
24. CLASS OF SERVICE	:	SUP + 1 + COS
25. FILL PERSONAL BANK	:	SUP + 8 + B + LN + TN + HF
26. CHANGE OWN PASSWORD	:	SUP+2/* + NNN+NNN
27. DOSA ACCESS	:	SUP + # + 0/1 (local/unlock)
28. CANCELLATION OF ALL SETTING	:	SUP + 50
29. CALL FORWARD BUSY	:	SUP+3+Destination Ext. No.
30. SETTING OF HOT LINE	:	
a. immediate-internal	:	SUP+9+0+Ext. No.+HF
b. delayed-internal	:	SUP+9+1+Ext. No.+HF
c. immediate external      only dial one	:	SUP+9+0+LN+HF
d. delayed external      only dial one	:	SUP+9+1++LN+HF
e. immediate-external no.	:	SUP+9+0+LN+TN+HF
f. delayed-external no.	:	SUP+9+1+LN+TN+HF
31. CANCELLATION OF HOT LINES	:	
a. Immediate Hot line	:	By System Programming
b. Delayed Hot line	:	SUP + 50

## DIP SWITCH SETTING

There are four dip switched on Main CPU:-

- ⊔ To have your system with in without console mode then dip switch number 1 & 2 should be in OFF conditions.
- ⊔ For Hotel Version that too with dual consoles switch number I should be ON, and switch number 2 should be off.
- ⊔ For Office Version Switch number 1 OFF and switch number 2 ON.
- ⊔ For HOTEL Version Switch number 1 ON and Switch number 2 ON.

	SW1-1	SW1-2
w/o console	OFF	OFF
Hotel dual console	ON	OFF
Office	OFF	ON
HOTEL	ON	ON

- ⊔ SW1-3 is for VRR messages. While recording VRR it should be On. SW4 is not used.

## FEATURE EXPLANATION

EPABXs provide a host of features, which can be activated by use of certain predefined codes. Some features are programmed for future usage & come into effect after some finite amount of time has elapsed, like alarms. To assure the user of the system that EPABX has accepted the program & would operate according to the instructions, system is so designed that it emits a confirmation tone each time programming has been accepted. This confirmatory tone must be heard every time programming has been done.

The features are explained below:

- U **ENTER INTO OWN SUPERVISORY MODE (Initial 55+777)**  
Several functions can be programmed for extension only under own supervisory mode. This programming is extension specific hence programmable from each extension user by using his own code. This code is dynamic & can be changed by the user.

- è Lift hand set, hear system dial tone.
- è Dial 55 + Extension's Personal Code (777)
- è Now you may dial the desired Programming Code.

- U **MASTER CANCELLATION**  
To cancel features like DND, Follow Me, Call Forward, Hot line

- è Get into supervisory mode.
- è Dial 50.
- è Hear confirmation tone 7 hangup.

- U **TO CHANGE YOUR PERSONAL PASSWORD**  
Each extension in the system has a unique password. This password will allow you to activate various feature like changing your COS, storing numbers in your personal bank, setting hotline etc. the default pass code for all the extensions in the system is 777. This password can be changed by you at any time. Changing the pass code must be made from your own telephone. Password consists of 3 digits.

- To change personal password
- è Get into self-supervisory mode.
  - è Dial 2 NNN NNN (Where 'NNN' is the 3 digit new password).
  - è Hear Confirmation tone.
  - è Press RLS key or hang up.

- U **EXTENSION TO EXTENSION CALL**  
This feature is the basic feature of an intercom where in an extension user can talk to another extension user.

- è Lift hand set, hear system dial tone
- è Dial Extension No., Wait for Ring back tone.
- è Speak when called party answers.

20 to 43 in case of OZEM 624, 200 to 235 in case of OZEM 936 and 200 to 247 in case of OZEM 1048.

**Important:** *If an extension is busy with any extension or trunk line. The caller will hear ordinary engage tone, but if there is any wiring problem or the handset of the called extension is not placed properly on hook, the caller will hear the burst type engage tone.*

#### U **ACCESS OF TRUNK LINES: RIGHT DEPENDENT**

When an extension user wishes to access a trunk line for dialing external numbers then one can access trunk line in one of the following ways:

- è Lift hand set, hear system dial tone.
- è Dial “0” for trunk dial tone.
- è Or, dial “any TRk access code I.E. 70 to 78 in case of OZEM 936 & 70 to 79 in case of OZEM 1048 to access specific line.

#### U **TO HOLD A LINE (Extension or Trunk)**

Extension user can hold any party (extension or trunk) during conversation by the following procedure for activities like call consult, call transfer, call parking or conference:

- è During conversation, hook flash.
- è Extension user will get service confirmation tone for few seconds while the other party will get music on hold.

**Note:** *Extension user can retrieve back the hold party again by hook flash.*

#### U **CALL CONSULT**

It is often required to consult with your colleague/staff while conversing with an external or internal caller. This feature enables you to talk to other extension while first party is on Hold.

- è The procedure is as follows:
- è Hold the line by pressing hook flash.
- è Dial desired extension number.
- è Talk with second party.
- è Use hook switch to toggle between the two parties.
- è If called extension disconnects, you will be connected to first party automatically.

#### U **CALL TRANSFER**

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

- è While talking to a party, hook flash & hear confirmation tone.
- è Dial the Extension No. to which you want to transfer the call.
- è Wait for ring back tone. If called extension is busy then you may camp the call.
- è You may hang up, call will be transferred automatically.
- è You may wait for answer to inform the caller and hang up.

**Note:** *If the transferred call is unanswered for approximately 60 sec., it will be diverted to the extension from which the call was transferred and if at this time the extension (who transferred the call) is busy then the call will be diverted to the operator.*

#### U **CALL PICK-UP**

This feature allows an extension user to pick up the call at his own extension w/o physically moving to that particular ringing extension.

- è Lift handset of your extension, hear system dial tone.
- è Dial 6.

This feature will give priority to an incoming trunk line ringing, & then an extension that is ringing and then to the trunk lines queued to the extension (not to the operator)

**If you want to pick-up a particular extension then**

- è Lift handset of your extension, hear system dial tone.
- è Dial 54 + ringing Ext. no.

U **CALL PARKING**

This facility is useful when the extension user desires to become free temporarily in the middle of a conversation to attend to some important function like to receive a camped call or for consultation. It is a very useful feature when the user wants to put multiple parties on hold, or wants establish conference.

The procedure is as follows:

- è While talking to a party, Hook Flash, Dial 9.
- è Hang up.
- è Extension user will be free & the current call will be on hold.
- è Now extension user can do the desired activity.

**To pickup the parked call**

From same extension (from which the call was parked)

- è Hear system dial tone.
- è Dial 86.

**From any other extension**

- è hear system dial tone.
- è Dial 53 + extension number (from which the call was parked).

If parked call is not picked up by the extension user, system will remind this extension after approximately 5 minutes. If call is not attended for 60 sec., it shall be disconnected.

U **CALL CAMP ON**

The feature allows an extension user to transfer external calls even to a busy extension. After camping a call to any busy extension, transferring extension becomes free & the call gets transferred/camped on to the busy extension. The busy extension on which the call is transferred (camped on) gets call waiting tone and can attend the call as soon as he finishes his busy call.

- è On getting busy tone while transferring call to any extension, which is busy, Hang up.
- è Your extension becomes free and call is camped on.

Picking up Camped Call

- è At the moment when the call is camped on, the receiving extension will get the call waiting tone.
- è If receiving extension wants to receive the camped call first without disconnecting the current call, he has to park the current call by pressing the hook flash and by dialing '9'.
- è When first call is parked, place hand set and second call gets through automatically.
- è Finish the call and pick up the parked call by dialing '86'.

**Alternatively**

- è You can finish up with first party after going ON HOOK.
- è Camped call will immediately ring at your extension. Now pick up the handset and start conversation with camped party.

**Note:** *The camped call will be queued to the busy extension for approximately 60 seconds only & if still it is not attended then it will go back to the extension who camped this call. The queued call will intimate the extension user by a beep only once.*

U **INCOMING TRUNK LINE QUEUING**

This feature enables the extension user to handle more than one incoming calls. If there are queued calls to any extension user, extension user will get a beep tone as an indication of queued call.

U **BROKERS CALL**

When it is required to talk to two parties one by one, brokers call can be used. It has 2 procedures:

è Use hook flash to switch between them.

Or

è Use Call Parking as follows:

STEP1 - Park the current call # 1 (as illustrated earlier)  
STEP2 - Get dial tone and call other party to start conversation

OR

If there is an incoming call (direct or transferred you may start conversation with this call (call#2).

STEP3 - Park call#2  
STEP4 - Get dial tone  
STEP5 - Retrieve the earliest parked call #1 by code '86' and start conversation.  
STEP6 - Park this call.  
STEP7 - Again retrieve the earliest Parked call#2 by code '86' .  
STEP8 - Now the call #2 is connected again.

The procedure from STEP 3 can be repeated again.

U **AUTO CALL BACK ON BUSY EXT./TRUNK**

If the called extension or trunk is found busy, this feature automatically connects the caller to the required extension / trunk as soon as the called port is free. In this case both the user and the caller extensions ring simultaneously and a conversation can be established.

è On hearing busy tone from extension or trunk line, disconnect.

è Hear system dial tone & dial '58' followed by extension no or trunk access code that you want to get connected to.

è In case call back is for extension, as soon as called extension is free your extension will start ringing. Simultaneously other extension will also start ringing.

è If call back is asked on trunk, trunk dial tone will be heard on your phone when you pick up the handset when auto call back is matured.

U **CALL FORWARDING (ALL CALLS)**

The features allow an extension user to receive the calls at any other extension.

è Lift handset of the extension to be forwarded (diverted).

è Dial 51+extension number (to which calls are to be diverted).

è Hear confirmation tone and hang up.

U **CALL FORWARD BUSY**

This features enables call diversion to another extension if one extension is busy.

To activate this feature, the procedure is as given below:

è Get into own supervisory mode.

è Dial 3 + Destination Extension.

è Hear confirmation tone and then Hang up.

Cancellation of this feature is as follows

è Get into own supervisory mode.

è Dial 50.

è Hear confirmation tone and hang up.

#### U **FOLLOW ME**

This feature is very useful for people who are mobile and keep moving from one room to another. By the help of this feature, incoming calls can be made to follow the extension user. In other words extension user can use any extension, by dialing a code, to receive all incoming calls directed at his original extension. The Procedure is as follows:

- è First put your own extension in do not disturb mode (DND).
- è Lift the handset of the ext where the user wants to receive calls.
- è Dial 52 followed by the extension number whose calls are to be forwarded to this extension.

Cancellation of this feature is as follows:

- è Get into own supervisory mode.
- è Dial 50.
- è Hear confirmation tone and Hang up.
- è As own extension is in DND, so cancel the DND also from own extension.

#### U **BOSS SECRETARY SYSTEM**

This feature allows you to get all your calls, to land on some other extension, which is defined as your secretary. In this case you become a boss extension. In such situations all calls coming on the extension of boss, will land on secretary extension who can transfer the call to the boss extension. If required. Only secretary extension can directly call the to boss extension.

In Ozem EPABX you can define multiple boss/secretary extensions. One secretary can have Multiple bosses, but one boss can not have multiple secretaries:

Boss- Secretary setting will be done through system programming.

**Note :** *Boss-Secretary system is not applicable for operator.*

#### U **BARGE IN WITH WARNING TONE (RIGHT DEPENDENT)**

If some extension or trunk is found busy, this feature allows the extension user to get into the conversation of the busy extension with a warning tone, by the following method:

- è On hearing engage tone on an extension no., disconnect.
- è Hear system dial tone & dial 56 followed by the Ext. No.
- è A burst tone will be heard by all parties.
- è You may now speak in between the conversing parties.

#### U **BARGE IN W/O WARNING TONE (RIGHT DEPENDENT)**

If some extension is found busy, this feature allows the extension user to get into the conversation of the busy extension without any warning tone as follows:

- è On hearing engage tone on an extension no., disconnect.
- è Hear system dial tone & dial 57 followed by Ext. No. that you want to barge in.
- è You may now speak in between the conversing parties.

#### U **REDIAL**

An extension user can repeatedly dial the last number dialed (extension or trunk) without pressing all the numbers again by the following procedure:

- è Disconnect the current call.
- è Lift hand set, hear system dial tone.
- è Dial “\*” or “82”.
- è Wait for dialing to complete. Ring back or Busy Tone, as the case may be is received from the telephone instrument.

Note : *If the instrument is in pulse mode then ‘\*\*\*’ has to be dialed.*

#### U **DYNAMIC STD/LOCAL CALL CONTROL**

The system offers a very unique facility to all extension users to completely prevent misuse of local/STD/ISD call facilities provided to them depending upon their Class of Service decided by the management. The extension users can lock/unlock the level of dialing facilities available on his extension by simple programming.

The class of service is subject to highest class of service available to you by system programming.

è Get into own supervisory model

è Dial 1 + COS

Where, COS is desired class of service.

- COS 0 - No external call (i.e. only external calls allowed).
- 1 - Restricted Dialing (i.e. external allowed, barring some predefined starting digits).
- 2 - Level One off (i.e. even restricted digits are allowed, but the numbers starting from 1 are not allowed).
- 3 - All Local calls allowed.
- 4 - Only Local & STD calls allowed.

Caution : Once a password has been defined, the code is known only to you. If you forget the password, you will not be able to activate the features that require it. In case you forget your password, you may take help of our engineer.

Now your personal password is changed to new password ‘NNN’. Personal password should be kept secret so as to avoid any chance of misuse and should be changed from time to time. If you forget your password, you may take help of our engineer.

Default : *777 is the personal password set by system programming.*

#### U **DIALING FROM PERSONAL MEMORY BANK**

The system gives the facilities of storing telephone numbers in memory banks. Extension user can store ten numbers in his personal memory bank, which is stored exclusively, for his own extension and can be accessed by that particular extension only. The extension user can dial the external telephone nos. stored in his personal memory bank by just pressing a 3-digit code (depending on class of service provided to the extension). The process is as follows:

è Lift the handset and hear the system dial tone.

è Dial the desired personal bank number, i.e. 100-109 (3-digit codes).

è The external no. stored in the particular memory will be dialed automatically.

è Wait for entire no. to be dialed.

è The external number will be dialed and ring back/or engage tone as the case may be, will be heard.

è Extension user may start conversation now.

Note : *The personal memory bank can be filled through own supervisory mode as follows:*

è Get into supervisory mode.

è Dial 8 + Bank number + line number + Tel number + Flash

è Hear burst tone and hang up.

Where ,

Bank number – 0-9 (for bank codes 100-109 respectively).

Line number – 70-71, 72 ..... (Trunk access numbers).

Tel number – Extension telephone number to be stored.

#### U **DIALING FROM GLOBAL MEMORY BANK**

System provides the facility to store upto ninety external telephone numbers in the Global memory bank which can be accessed from any extension having dialing rights. Extension user can get these numbers dialed by dialing a three-digit code. The process is as follows:

- è Lift the handset and wait for system dial tone.
- è Dial the desired bank number, i.e. 110-199.
- è The external no. stored in the particular memory will be dialed automatically.
- è Wait for entire telephone number to be dialed & then you will get ring back tone or engaged tone, accordingly.
- è Extension user may start conversation now.

Note : First forty-five Global bank numbers. i.e. 110 to 154 depends on class of service. Provided to the extension. The rest forty-five global bank numbers 155 to 199 are defined as Mode-Free global bank numbers and can be dialed even if class of service is lower than the expected one i.e. these banks are free of class of service settings.

It is a very useful feature when watchman or any other extension user needs to dial emergency numbers, who are otherwise denied access for dialing on P&T network.

The Global memory bank can be filled through System Programming only.

#### U **CONFERENCE**

A conference can be established among maximum 5 parties including the originator. Other participants of the conference can be either internal or external.

The procedure is as follows:

- è While talking to a party (Internal / External), park it by flashing the hook & by dialing '9'. Disconnect to get system dial tone.
- è Repeat above procedure for parking of other parties with whom you want to establish the conference.
- è After having parked all calls, dial "83" to start conference among parked calls. All parties can listen to each other now.
- è If any of the parties (except conference originator) disconnects, then he gets out of the conference without disturbing the other extensions.
- è The conference will be terminated when the extension who initiated the conference disconnects.

#### U **THREE PARTY CONFERENCE**

This feature enables user to activate a simple and mostly used conference by just pressing Hook switch or flash key. This type of conference is possible only as explained here.

If extension A is talking on a Trunk line. Extension A does Hook flash & dials extension B. Extension B answers and Trunk line is on hold, now extension A is talking to extension B. If extension B has barge in rights and he does Hook flash then this will result in a three party conference.

#### U **SETTING OF HOTLINE (UNDER OWN SUPERVISORY MODE)**

This facility enables you to set hotline with an extension or even an external number. If an extension user is set for hot line then by just lifting the handset, the extension that you have set for hotline, will ring & you will get a ring back tone. If an external number is set for hotline, will ring & you will get a ring back tone. If an external number is set for hotline then by just lifting the handset the external number will be dialed. If one of the trunk is set on Hot line modes then that trunk will get connected on picking up the handset.

**Further it can be defined to work in two different ways:**

- a) Immediate Hot Line, i.e. on lifting the handset, hot line will be activated immediately.
- b) Delayed Hot Line, i.e. on lifting the handset, first system will provide system dial tone for 3 seconds. If no key is pressed within this 3 sec., predefined hot line will be activated.

If immediate hotline is set on any extension, extension will be dedicated for the desired hotline while with delayed hot line, extension will not be dedicated for the defined hotline. That extension can be used for other facilities.

To set hot line : Enter into own supervisory mode

- Dial 9 + 0 + Ext. no. + H.F. - Hot line immediate internal..
- Dial 9 + 1 + Ext. no. + H.F. - Hot line delayed internal.
- Dial 9 + 0 + LN. + H.F. - Hot line immediate external dial tone.  
(LN= 0,70,71 .....
- Dial 9 + 1 + LN. + H.F. - Hot line delayed external only dial tone.  
(LN= 0, 70, 71 .....
- Dial 9 + 0 + LN + TN + H.F. - Hot line immediate with external no.  
(LN= 0, 70, 71 .., & TN is the external Tel. No.)
- Dial 9 + 1 + LN + TN + H.F. - Hot line delayed with external no.  
(LN= 0, 70, 71 .., & TN is the external Tel. No.)

Cancellation of Immediate Hot Line can be done by system programming.

Cancellation of Delayed Hot Line is done as follows:

- è Get into supervisory mode and dial ' 50' .
- è Hear burst tone and hang up.

U **DIRECT INWARD DIALING (DID)**

This feature is set on a Trunk line where an external caller is allowed to dial the extension number directly without having to be transferred via some other extension or operator. If DID feature is activated then a VRR is used for voice guidance which is optional. If a fax tone is detected by the system on DID line then system is intelligent enough to divert that call to the fax port.

System has in-built 4 level VRR. The various VRR levels are as follows:

VRR levels	Message Duration
Welcome Message	9 Sec.
Busy Message	9 Sec.
Invalid Number Message	9 Sec.
No number dialed Message	9 Sec.

All messages are of 9 seconds duration. But if a smaller message is to be stored then disconnect immediately after message is over & do not wait for confirmation tone. Please note that when the "Busy" or "Invalid" or "No number dialed" message is being played, the system will allow you to retry another number. After the "No Number dialed message" is played, the call will be treated as DID failure & bit will ring in the preprogrammed mode.

If a trunk is set in DID mode then the procedure to be adopted by the external caller is as illustrated below:

When external caller dials the number which is set in DID mode, then for first 3-4 sec he gets trunk line's ring back tone. After this the call is matured by the EPABX itself and the system sends an assurance tone (this should be substituted by a voice message i.e. VRR should be used) indicating the caller that now the system expects a 2/3 digit extension number in DTMF only, or it needs a fax tone from the external caller. If fax tone is detected then line is diverted to the fax port.

On an incoming on DID line, the caller will get a "Welcome Message) stating 'Welcome to AADHUNIK INFORMATICS, dial the desired extension number or wait for the operator' .

If the external caller does not dial any extension number then EPABX will play the “No Number Dialed Message” as follows: No number is dialed & you are being transferred to the operator. While this message is being played, the external caller can dial another extension number also.

If the external caller dials an invalid number, caller will get the message ‘Dialed extension no. is busy, pls. Dial another extension no. or wait for assistance’. Now caller can try another extension no.

If the extension number dialed is valid but busy, then the caller will get a message ‘The dialled extension number is busy, dial another extension number. Now caller can try another extension number.

Now if caller is not trying another extension numbers, it will be a DID failure case. (Refer the DID failure case)

If the system does not have VRR facility then also DID facility can be availed by the external caller but he will not get any voice guidance.

In such a case. If the external caller dials a valid extension number in DTMF and that that extension number is free that extension will ring for a maximum period of 20 second until it is answered.

In cases when

- è The external caller does not dial any extension number in DTMF.
- è The external caller dials an invalid number.
- è The extension number dialed is valid but busy.
- è The extension number dialed is valid & free but dialed extension number is unanswered till 20 seconds.

All these are the DID failure cases & the call will ring in one of the following option as set.

DID failure with OZEM 624 & above : call will be diverted to operator only.

Note : *Only one call can be processed by the VRR. If another call comes on another trunk line, it will be diverted to operator w/o any message.*

## U DOSA

The inward dialing facility when extended for use of trunk lines connected to the system is called DOSA facility. Thereby the external user can actually access the Trunk line connected to the system & make calls on the outside network.

To use such facility, external caller has to call up any trunk connected to the system & that trunk should be programmed in DID mode.

Now system will pick-up the called trunk & system will provide a beep tone to the external caller (in case of VRR, beep tone will be replaced with the voice)

Now caller has to dial ‘90+own extension number +own personal code.

With this the external caller will receive silence & can access another trunk line by dialing ‘0’. Usage of trunk lines will depend on the rights of his own extension. Now external caller can talk through that trunk.

If caller gets the called tel number engaged, he can reinitiate by pressing ‘\*1’. After pressing ‘\*1’, caller has to pick up the trunk & dial the STD No.

If caller wants to come out from DOSA, he has to dial '\*2'. If caller comes out w/o this, system will release the trunks only after 1 minute approximately.

Now if the called number is through than system is so intelligently designed that the call will be disconnected under this mode if no key is dialed for a given period of time. This time is user definable. Once this time is defined, say 30 seconds. Then within every 30 seconds you have to dial any key. System will provide a beep before disconnecting the DOSA call.

Now if caller wants to extend the call, he has to press a digit.

The call disconnection time is defined during the conversation, for this dial \*X, where X=3,4,9,0 and is in multiple of 10 sec. If X=0, the disconnect time is 100 seconds.

*Note: Extension, through which DOSA is supposed to avail. should be unlocked for DOSA accessing. Billing of such calls will be on the account of the extension user in DOSA dialing the outgoing call on the Trunk line will always be dialed in the pulse mode irrespective of the pulse/tone setting. This is done because the level of tone signal may be weak to be accepted by the city exchange.*

#### U **UNLOCKING OF DOSA FACILITY FOR AN EXT**

You can lock/unlock the DOSA facility for your extension by the following procedure. Get into own supervisory mode.

- è Dial # 1 to unlock
- è Dial # 0 to lock

Default : Dosa is locked.

#### U **FLASHING ON TRUNK LINE**

(This feature is available only with 206/AX308/AX616)

An extension user can flash the Trunk line which is required in case of call waiting facility provided by central exchange (DOT). The Procedure is as follows:

- è During conversation on trunk line, flash the hook-switch.
- è Press '\* \*'. Now trunk line is flashed.
- è Dial the code for desired facility. For example, for queued call pickup, code given by DOT is '2'.
- è Flash on Trunk line will be of 600 msec.

#### U **DO NOT DISTURB**

If an extension user does not want to be called by another extensions, this feature allows the extension to protect itself from being called. However, the extension user can call others.

- è Dial 84.
- è Get assurance tone.
- è Hang up.

#### **Cancellation**

- è Get into own supervisory mode.
- è Dial 50.
- è Get assurance tone.
- è Hang up.

#### U **AUTO CALL BACK ON DND**

When it is required to contact an extension, which is in the DND mode, the calling extension user can dial the auto call back code as explained earlier. As soon as extension comes auto of the DND mode, both the extensions will ring simultaneously & conversation will be established.

*Cancellation of this feature can be done as follows:*

- è Get into own supervisory mode.

- è Dial 50.
- è Hear confirmation tone & Hang up.

U **PAGING – RIGHT DEPENDENT**

Some times extension user may require to just make an announcement without waiting for response from other side. For example, to call a person from reception area. System has an in built speaker & an amplifier circuit & can make an announcement, which can be effectively heard within 15 feet from the system. The procedure is:

- è Lift the handset and wait for system dial tone.
- è Dial '80'.
- è Extension user gets connected to the speaker of the system.
- è Announcement can be done now.

U **DAY / NIGHT MODE SETTING (MANUAL)**

The system offers a facility of operating in two different modes, i.e. day and night modes, where in the calls landing on various trunk lines can be variably defined for day and night. E.g., in Day mode the calls of a particular trunk line can be made to land on three different extensions simultaneously. Or in round robin mode (one after the other in case of busy no reply). Where as in Night mode these can be made to land on "One termination" i.e. any one extension, which can be the watchman.

The landing of the trunks & outward dialing facility of the extensions can be changed by switch over from Day Mode to the Night Mode. The system can be set for auto Day and Night Mode changeover, at the timings prescribed by the user. Further to this the user can also facilitate a manual changeover during the day or night. This is useful when night mode is required on a holiday / off day. The manual setting remains in effect till the next auto D/N mode changeover time.

The manual setting is done as follows:

- è Lift handset and hear system dial tone.
- è Dial 9 + ZZ + M.  
Where, M = 1 for Day Mode,  
M = 0 for Night Mode  
ZZ = Day/Night changeover code.
- è Hang up

Note : ZZ is the Day/Night changeover code and can be set during system programming. Default night code is 99.

U **SINGLE KEY OPERATION**

Systems provide for single key operation by use of special telephones. Key A, B, C & D can be programmed to substitute any function requiring code in it normal operation. The procedure is as follows:

- è Get into own supervisory mode.
- è Dial 6 + K + XYZ + HF

Where K = 1,2,3,4 for A,B,C,D keys respectively.  
& XYZ is the code required to be substituted by A,B,C,D.

U **AUTO FAX DETECTION**

The system can detect an incoming fax call, which will be automatically diverted to the fax port. For auto fax detection, the Trunk line must be programmed for DID landing. An incoming Trunk call if queued to an extension gives a beep tone indication. But if a call is queued to a fax extension, there will be no beep tone in order to avoid disturbing an incoming or an outgoing fax message.

## **OPERATOR CONSOLE**

The operator console is very sleek and elegantly designed and offers an elegant look for your reception. The console is user friendly to provide ease and efficiency to the operator. It provides you with many advantages. The LCD (Liquid Crystal Display) in the console offers you top of the line features like in-house caller's name along with his extension number, numbers dialled from the console.

The console is intelligent, wherein it can be used to calculate the amount for calls made in Rupee and paise values. All the system programs can be entered through the console.

It comes with a DSS console (Direct Station Selector) & offers single key access to all extension. Every extension is assigned a separate key & thus it eliminates the need to dial the extension. Each key has an LED, which displays the status of the extension.

This section deals with the operation of the console.

**FOR CONSOLE OPERATIONS**

*(NOT APPLICABLE WITH WITHOUT CONSLE)*

- |                                      |   |                       |
|--------------------------------------|---|-----------------------|
| 1. Attend incoming Station calls     | - | AS                    |
| 2. Attend incoming trunk calls       | - | AT                    |
| 3. Transfer incoming trunk calls     | - | TRSF+Ext. No.+RLS     |
| 4. Attend Unanswered trunk calls     | - | AB                    |
| 5. Hold a trunk line                 | - | HOLD                  |
| 6. Trunk Access                      | - | TKI – TK10            |
| 7. Call Extension                    | - | Extension number      |
| 8. Re-dial last number on Trunk line | - | RDL                   |
| 9. View incoming call Ext. number    | - | #                     |
| 10. Turn the Buzzer OFF              | - | RDL                   |
| 11. Forceful release of a trunk line | - | AB+Trk key (TKI-TK10) |
| 12. From feed command for printer    | - | Prog + TK9            |

## **CONSOLE ATTENDANT FEATURES**

### **U ATTENDING INCOMING STATION CALLS**

When an extension calls operator, the AS key will start blinking along with the buzzer sound. The call can be attended by pressing AS key. Now the display will show the extension number from which the call was originated (and the extension user name it has been programmed). After conversation, press RELS key or replace the hand set on the cradle.

### **U ATTENDING INCOMING TRUNK LINES**

When an incoming trunk line lands in the console, 'AT' key & the corresponding trunk key (TK1-TK10) will start glowing along with the buzzer sound. The call can be attended by pressing the AT key. The display will show the trunk number in which the incoming call has landed.

### **U CALL TRANSFER**

#### **(a) WITH CONSULT**

To transfer an incoming trunk line to an extension, after consultation with the user, the procedure is as follows:

è Press TRSF key and then dial the required extension number or press the required key on the DSS.

è Wait for the extension user to answer the call. After consulting with the called party, press RLS key to connect the trunk to the extension. If the extension does not want to take the call, he has to replace his receiver on the cradle. The call will automatically get connected to the console.

#### **(b) WITHOUT CONSULT**

To transfer an incoming trunk line to an extension, without consulting, the procedure is as follows:

è Press TNSR key and dial the required extension number or press the required key on the DSS.

è Wait for the ring back tone then press RLS key.

*Note: The console operator can even transfer a call while the dialing in pulse mode is still in progress.*

### **U ATTENDING UNANSWERED TRUNK LINES**

When the operator has transferred an incoming trunk call to an extension and if that call is unanswered, the call will again come back to the operator. Now AB key will start blinking along with buzzer sound. The call can be attended by pressing AB key. After conversation, press RLS keys or replace the handset on the cradle.

### **U HOLD TRUNK LINE**

A trunk line in conversation with the console can be permanently put on hold by pressing the HOLD key. The corresponding trunk key (TK1-TK10) will start blinking. Now the console is free to attend other calls. The trunk line can be retrieved back by pressing the corresponding trunk line key (TK1-TK10) or on dialing the corresponding trunk access code.

*Note: A trunk line put on hold by the operator will blink fast on the console where as a line put on hold by an auxiliary operator or any other extension will be displayed as blinking at a slower rate on the console. This give an indication to the operator as to whether the line has been put on hold by*

*some other extension or by himself. Similarly the auxiliary operator will be able to identify the trunk lines that have been put on hold by him since it will blink faster o his console.*

#### U **CONNECTING A TRUNK LINE AFTER DIALING**

This feature can be used when the extension wants an external number to be dialed by the operator. After the extension has given the external number, press TNSR key to put him on Hold-On music. Then select a trunk line by pressing the trunk key (TK1-TK10) and dial the required external number. After dialing, wait for the ring back tone & then press RLS key to connect the trunk line to the extension.

#### U **REDIAL**

Operator can redial the last number dialed on the trunk line by pressing a single key. Follow the steps given below:

- è Disconnect the previous call by pressing RLS key.
- è Lift handset and press RDL key.

The display will show the last number dialed.

Note: *Redialing will not work in case of delayed dial tone from city exchange & if the trunk line was accessed by dialing 'O' i.e. it will work only if the call is made by pressing trunk key.*

#### U **HANDS FREE DIALING**

Operator can dial an extension number or an external number, without lifting the handset of the console. By directly dialing the required numbers without lifting the handset, the dialing sound and the ring-back tone will be heard in the console speaker. For conversation, lift the handset.

#### U **DISPLAY OF CALLING PARTY**

If extension calls the operator & the operator wants to check who is the caller, then operator can view the extension number from which the call is originated by pressing '# key, continuously.

#### U **BUZZER OFF**

When the console is busy, the buzzer will start to ring when a call lands in the console. The Operator can turn the buzzer off by pressing RDL key. Alarms ringing on the console can be turned OFF only by pressing the RDL key. Also when any of answering keys (AT,AB or AS) is selected to answer incoming call, buzzer will be automatically switched off.

#### U **FORCEFUL RELEASE OF TRUNK LINE**

If a trunk line is seen engaged for a long time and if it is required to release the line forcefully, press AB key. The display will show "Force Drop trk". Now press the required trunk key (TK1-TK10). The trunk line will automatically get cut. If this trunk line is in conversation with an extension then that extension will get engage tone.

#### U **FORM FEED FOR PRINTER**

The printer connected to the system can be given a form feed command by pressing PROG key + TK9 key. Now the printer will move the paper to the next page. This is useful for inkjet, DeskJet and laser printer.

