

MAGIC SERIES

EPABX

USER MANUAL

832 CLI

Creative
TELECOM (P) LTD.

Dealer's Name & Address :

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Extension Features

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19.	Dialing from Global memory	: 7 + NN
20.	Day/Night Mode Setting	: 95 + PPPP + M
21.	Dynamic Call Control	: 89 + T + PPPP + C
	Change Personal Password	: 8+#+PPPP+NNNN + NNNN
22.	Walking Class of Service	: 87+Ex+PPPP+HF
23.	Call waiting on P&T	: HF + # + 12

External Music-on-Hold

When an extension user talking with external party and subsequently putting them on hold, the external party will listen music. You can connect your system with any external music source such as FM receiver, CD player, Walkman or any standalone music source through a jack provided in the system.

Remote Maintenance

This feature allows your authorised service center/dealer to maintain your EPABX from any remote location.

Call Budgeting

Any extension user can be restricted upto a fix amount of budget for any type of outgoing calls. It can be refresh by the system automatically by weekly, forth weekly or by monthly.

Outgoing Call Control

The system can control your outgoing call by alerting you while you are making any outgoing calls.

(a) Beeps on Trunk Calls

The system can provide the beeps after a predefined time interval for incoming/outgoing calls.

(b) Call Disconnection After Beeps

The system can be programmed for automatic call disconnection for incoming/outgoing calls after predefined beep counts.

Status of Busy Extension/Trunk on Console

Console can check the status of busy extension/trunk by just pressing the DSS keys of busy port. The display will show all information about that port.

If extension 302 is busy with CO 61 with an outgoing call (say 26817414). By pressing the DSS key of 302, display will show

ST-302
O61-26817414

If extension 44 is busy with an incoming call from 26817414 at CO 62, then display will show.

I62-26817414
ST-44

EXTENSION FEATURES**Extension To Extension Call (Right dependent)**

One room/service extension can speak to another room/service extension directly by dialing the desired room/extension number.

Step	Action	Reaction
1.	Lift the handset	Dial tone.
2.	Dial Extension number, wait for	Speak when called party answers.

Note: - In case the called extension is busy or no reply, use call back facility.

Internal Extension Group Dialing

(For service extension only)

The system can have multiple extension groups, which can be call by their own group access code. One group can have maximum 4 extensions. On dialing any extension group all extension in that group will start ringing as per predefined pattern.

Step	Action	Reaction
1.	Lift the handset	Dial tone.
2.	Dial 5 + G	Listen for the ring back tone & wait for replay.

Note: - where G (0-7) is Extension Group Number.

Operator Call

The system permits any extension to be defining as an operator. Operator extension can be called by a single digit code.

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 9	Operator extension will start ringing, wait for reply.

Important: - *First Hardware Port is Operator Extension by default.*

Floor Service Call

(Only for Room extensions)

Any room extension can call floor service extension group by dialing a single digit code. First digit of room extension will be the Floor service extension group.

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 6	Floor service extension group will start ringing, wait for reply.

Example: - If Room no. 101 or 11 or 123 want to call Floor service extension group, the extension which is within extension service group '1' will start ringing.

OR

If Room no. 200 or 22 or 249 dials floor service code, extension service group '2' will starts ringing.

To Make an External Call (Right dependent)

Any room/service extension can talk to any external party by dialing the desired P&T access code.

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 0	Wait for P & T dial tone.
3.	Dial desired external Telephone Number.	Wait for reply.

Important: - Only service extension can pick the CO lines by dialing individual P&T access code (60,61.....67).

To Hold A Line

One can hold a conversation (extension or trunk) by the following procedure for onward activities as call consult, call transfer, call parking or conference.

Step	Action	Reaction
1.	During conversation, Hook Flash	Confirmation tone for few seconds, while the other party gets MUSIC ON HOLD.

Note: - Hook Flash again to retrieve the call on hold or call will automatically come back after 20 seconds.

Call Consult

This enables you to talk to other extension while first party is put on HOLD and cannot listen your conversation.

Step	Action	Reaction
1.	During Conversation, Hook Flash	Confirmation tone for few seconds, while the other party gets MUSIC ON HOLD.
2.	Dial another Extension Number	Wait for reply and Consult with 2 nd party.
3.	Hook Flash again to retrieve 1 st party & release 2 nd party	Talk with 1 st Party.

Dialed Number Information (DNI)

When ever you ask your operator to dial any external number, the external number dialed by operator, will be displayed on your telephone set when the call is being transferred to you. It can be displayed at any transferred extension.

Calling Line Information (CLI)

The System identifies the caller. Caller's telephone number is displayed on the LCD of the telephone instrument. This enables the user to be prepared before answering the call. The Caller's telephone number is also stored in the Incoming SMDR buffer of the system. It appears in the incoming SMDR report.

The system senses the digits sent by the PSTN during the ringing phase. It sends this information to the landing station/operator along with the ringing signal. The telephone number of the caller is displayed on the LCD of the telephone instrument. The system also stores this information in its memory. When the operator calls to an extension, the system sends this information to the transferred extension.

Serial Port/PC Connectivity

The System can be connected to PC through Serial Port. From serial port you can take the call SMDR details (in/out) to your PC and can save the data for future use.

How to Do?

To view the SMDR details on PC you just need to connect the EPABX system with PC through a serial cable (RS232). Now connect the same COM port with HyperTerminal.

Settings of Communication Port

Baud Bate	:	9600
Data Bit	:	8
Stop Bit	:	1
Parity	:	None
Flow Control	:	Xon/Xoff

Now the PC is ready to take the SMDR details from EPABX. Give the SMDR programming commands from first extension as explained in programming manual.

For Example, to take all buffer details.

Dial 90 + *

Direct Outward System Access (DOSA)

DOSA allows the user to use the system resources for making any outgoing calls from outside of the office. This feature is mostly used to make long distance calls (STD/ISD). System offers two types of DOSA calls.

Restricted DOSA

In restricted DOSA, user is only authorised to dial the external number, which is stored in system global memory. The caller wants to access the global memory must know the extension number and personal password of the extension number authorised to use global memory.

Open DOSA

In open DOSA, user can access any P&T line connected to EPABX and can dial desired telephone number he wish to reach. However the caller must know the extension number with the personal password of the extension number, which is authorised to use open DOSA.

How It Works?

When external caller dials your telephone number, which is set in DID mode, caller gets ring back for 3-4 seconds. After that call is matured by the EPABX itself and system plays the welcome greeting message. During welcome message system waits for digits dialed by the caller (only in DTMF).

Now Dial * + PPPP + Ex.

Where, PPPP is the personal password of the extension Ex.

Now,

For Restricted DOSA

Dial 7 + NN

Where, NN is the Global Memory Location in which the external number to be dialed is stored.

For Open DOSA

Dial TK + Tel. No.

Where, TK is Trunk access code (0,60,61...) Tel. No. is external telephone number to be dialed.

Important: - During DOSA call, call can be extended for next 120 seconds by dialing *. DOSA call can be disconnected any time by dialing #, otherwise the call will be disconnected after 120 seconds automatically.

Emergency Reporting

Some times you may require that one should attend you urgently and you would like not to loose any time to search any person. The facility "EMERGENCY REPORTING" can be used for this purpose as by dialing a 3-digit code. The four pre-assigned extensions start ringing as per program. Any ringing extension user, who lifts the handset, is connected to the caller.

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 800	Four pre-assigned extensions (extension group 0) will start ring. Listen for ring back tone. Start conversation as the call is answered. Flashed by any one of the 4 extensions.

Call Transfer (HF Extension)

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

Step	Action	Reaction
1.	During Conversion, Hook Flash	Confirmation tone.
2.	Dial the extension number to which you want to transfer the call.	Wait for the response.

Note: - There are two options available while transferring a call.

Option 1

Step	Action	Reaction
1.	On transferring a call	Ring back tone.
2.	Hang up to transfer the call or . Announce the call and hang up	Call is transferred.

Option 2

Step	Action	Reaction
1.	On transferring a call	Busy tone.
2.	Hang up or hook flash to take . the call back	Call is camped on to called busy extension.

Redial

Any room/service extension can repeatedly dial the last number dialed on P&T lines without pressing all the numbers again.

Step	Action	Reaction
1.	Disconnect the Line if external number found busy.	
2.	Lift the handset.	Dial tone.
3.	Dial *	The last number dialed on P&T will be redialed automatically. Kindly wait for the ring back or busy tone.

Auto Redial

If any dialed external number found busy then the system allows you to dial that number repeatedly itself. The external number will be dialed for a predefined redial count and after every predefined wait time.

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial trunk access code.	P&T Dial tone.
3.	Dial desired external number.	Wait for response.
4.	If found busy Dial flash + #5.	Keep handset off hook till you get ring back tone.

Important:- After getting ring back tone, dial Flash to avoid further retries.

Barge-In on Busy Extension (Right Dependent)

If some extension is found busy, this feature allows the calling extension to get in to the conversation of the busy extension.

Step	Action	Reaction
1.	Dial extension number.	Busy tone.
2.	Disconnect the phone.	
3.	Lift the Handset.	Dial tone.
4.	Dial #+ Extension number.	You will get into Conversation.

Barge-In on Busy Trunk Line (Right Dependent)

If a trunk is found busy, this feature allows the calling service extension to get in to the conversation of the busy trunk.

Step	Action	Reaction
1.	Dial P&T Access Code.	Busy tone.
2.	Disconnect the phone.	
3.	Lift the Handset.	Dial tone.
4.	Dial #+ P&T Access Code	You will get into Conversation.

DISTINCTIVE FEATURES

Direct Inward Dialing (DISA)

This unique feature allows any external caller to access any extension directly with the help of voice messages without the help of operator. This feature reduces traffic burden on the operator, calls are transfer faster, which saves the caller's time. Frequent callers can reach desired extensions by dialing the extension number or extension group number. The system can be programmed for 4 levels of Voice Messages, i.e.

1. Welcome Greeting Message.
2. No Answer Message.
3. Busy Message.
4. Disconnect/Release Message.

How It Works?

When external caller dials your telephone number, which is set in DID mode, caller gets ring back for 3-4 seconds. After that call is matured by the EPABX itself and system plays the welcome greeting message. During welcome message system waits for extension number or extension group number (only in DTMF). If the caller dials valid number in DTMF and the called extension number is free then the called extension starts ringing.

In cases,

If,

The external caller does not dial any number in DTMF or the external caller dials an invalid number.

Then,

The call will be transferred to the operator group by itself.

If,

The external caller dials a valid but busy extension.

Then,

System will play the busy message. During busy message caller can dial another extension number.

If,

The extension number dialed is valid and free but remains unanswered for 20 seconds.

Then,

System will play the no answer message. During this message caller can dial another extension number.

In case caller fails to reach directly any extension as well as operator, system will try to connect the caller to the operator for as many times as programmed. If system is still remains fails to connect the caller to operator, system will play the release message and disconnect the line.

Step	Action	Reaction
1.	Get into System Programming Mode	Confirmation Tone
2.	Dial 85 + NNNN....	Confirmation Tone
3.	Hang up.	Hotel name is stored.

Where, NNNN.... etc. are the character denoted by the following table.

00 A	13 N	26 a	39 n
01 B	14 O	27 b	40 o
02 C	15 P	28 c	41 p
03 D	16 Q	29 d	42 q
04 E	17 R	30 e	43 r
05 F	18 S	31 f	44 s
06 G	19 T	32 g	45 t
07 H	20 U	33 h	46 u
08 I	21 V	34 i	47 v
09 J	22 W	35 j	48 w
10 K	23 X	36 k	49 x
11 L	24 Y	37 l	50 y
12 M	25 Z	38 m	51 z
			52 Space

Example:-

To program "CREATIVE" as hotel name,

Dial #0 + 0000
 85 + 02 + 17 + 04 + 00 + 19 + 08 + 21+ 04
 Hang-up.

Automatic Call Back On Busy Extension

If the called extension is found busy or not answering, this feature automatically connects this call as soon as the called extension gets free or pick up the handset.

Step	Action	Reaction
1.	Dial the extension number.	Busy tone.
2.	Dial Flash + 1.	Confirmation tone.
3.	Hang up.	As soon as called extension becomes free, both extensions will starts ringing.
4.	While ringing lift handset.	Ring back tone, wait for reply.

Automatic Call Back On No Reply

If the called extension is not answering, this feature automatically connects this call as soon as the called extension picks up the handset.

Step	Action	Reaction
1.	Dial the extension number.	Ring back tone but extension not responding.
2.	Dial Flash + 1.	Confirmation tone.
3.	Hang up.	As soon as called extension picks up the handset, your extension will starts ringing.
4.	While ringing, lift handset.	Talk to the called extension.

Automatic Call Back On Busy Trunk Line

If all trunk lines are found busy on dialing a trunk access code this features alerts the user as soon as the trunk line get free.

Step	Action	Reaction
1.	Dial trunk access code	Busy tone.
2.	Dial Flash + 1	Confirmation tone.
3.	Hang up	As soon as the desired trunk line gets free, you will get ring on your extension to alert you.
4.	While ringing, lift handset.	P&T Dial tone.
5.	Dial the desired external telephone number.	Wait for reply.

Self Alarms

From Room Extensions

The room extension can set independent alarm at their extension by the following procedure.

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 7 + HH + MM	Confirmation tone
3.	Hang up.	

Note: - Where, HH is (00 – 23) Hours in 24 hours format.
MM is (00 – 59) Minutes.

Cancellation of Self Alarm

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 7	Confirmation tone.
3.	Hang up.	

From Service Extensions

The service extension can set independent alarms at their extension in one of the following modes.

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 81 + T + HH + MM	Confirmation tone
3.	Hang up.	

Note: - Where, T is Type of Alarms.

- 1 – Same Day Alarm.
- 2 – Daily Alarm.
- 3 – Five Day Week Alarm.
- 4 – Six Day Week Alarm.
- 5 – Duration Alarm.

HH is (00 – 23) Hours in 24 hours format.
MM is (00 – 59) Minutes.

Cancellation of Self Alarm

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 81	Confirmation tone.
3.	Hang up.	

Check-in/Check-out Status of Rooms

Console can view the Check-in/Check-out status of rooms on DSS by dialing the following codes.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 99 + 1	Confirmation Tone
3.	Hang up.	DSS will show the room status.

Note: - if room is free, corresponding LED of room will glow Green.
And LED will glow Red if room is occupied.

Busy/Free Status of Extension/Trunk

Console can view the busy/free status of rooms/Service extensions on DSS by dialing the following codes.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 99 + 0	Confirmation Tone
3.	Hang up.	DSS will show the busy/free status of CO and Extensions.

DSS Keys Selection

By default first 8 DSS keys assigned for CO lines and next 16 DSS keys assigned for extensions. Console can shift the DSS keys of extension from lower group to higher group of extensions at any time. By default first 16 extensions (Lower group) are defined in DSS keys. You can toggle DSS keys from lower to higher or higher to lower group by dialing the following codes.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 96	Confirmation Tone
3.	Hang up.	DSS Keys will toggle the state.

Note: - When DSS keys programmed for higher group of extensions, the LCD display will show “#1” at last of first line.

To store Hotel Name

Operator/Console can store the Hotel name, which will be appears on SMDR printout and can be up-to 32 characters long. The procedure is as below.

Cancel a extension for Hotline to Operator

Operator can cancel any extension for hotline to operator by dialing the following codes.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 9 + EX + 5 + 0	Confirmation Tone
3.	Hang up.	

Check-in

On resetting of the system, by default all extensions are checked-out. Operator/Console can check-in any room by the following procedure.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 9 + EX + 0 + 1	Confirmation Tone
3.	Hang up.	Room is checked-in.

Operator/Console can check-in all extensions simultaneously by the following procedure.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 9 + *	Confirmation Tone
3.	Hang up.	All extensions are checked-in.

Note: - On check-in, the class of service of room for outgoing calls is set to what is provided as per the system programming.

Check-out

Operator/Console can check-out any room by the following procedure.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 9 + EX + 0 + 0	Confirmation Tone
3.	Hang up.	Room is checked-out.

Note: - On check-out, the call details since last check-in will be dumped to parallel/serial port and class of service of the room is set to intercom only.

Call Forwarding

This feature allows a room/service extension to forward his calls at any other extension.

To Enable Call Forwarding

Step	Action	Reaction
1.	Lift the handset.	Dial tone
2.	Dial 82+X+Extn. No. (to which calls are to be diverted).	Confirmation tone.

Note: - Where, X is the type of forwarding.

- = 0 - All calls.
- = 1 - Only trunk calls.
- = 2 - Only Internal Calls.
- = 3 - All calls only on busy.
- = 4 - Only trunk calls only on busy.
- = 5 - Only internal calls only on busy.
- = 6 - All calls only on no answer.
- = 7 - Only trunk calls only on no answer.
- = 8 - Only internal calls only on no answer.

To Cancel Call Forwarding

Step	Action	Reaction
1.	Lift the handset.	Dial tone
2.	Dial 82.	Confirmation tone.
3.	Hand up.	Call forwarding canceled.

BOSS SECRETARY System

Any Extension can receive all its incoming internal or external call through any other extension. The first extension becomes BOSS while second extension acts as SECRETARY. All incoming call for BOSS will land at SECRETARY extension while only SECRETARY is able to call the BOSS and transfer the calls to him.

To Enable Boss Secretary Feature

(Form BOSS Extension)

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 820 + Extn. No.(Secretary extension number)	Confirmation tone.

To Cancel Boss Secretary Feature

(Form BOSS Extension)

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 82.	Confirmation tone.
3.	Hang up.	Feature Cancelled.

Call Privacy (Right Dependent)

This feature protects an room/service extension from monitoring by any other extension during subsequent calls.

To Enable Call Privacy

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 831	Confirmation tone.
3.	Hang up	You are in CALL PRIVACY.

To Cancel Call Privacy

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 830	Confirmation tone.
3.	Hang up	You are out of CALL PRIVACY.

Do Not Disturb

This feature protects a room/service extension from being called. However, the extension user can call others.

To Enable DND

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 841	Confirmation tone.
3.	Hang up	You are in DND Mode.

To Cancel DND

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 840	Confirmation tone.
3.	Hang up	You are out of DND Mode

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 0 or press the desired DSS key	Wait for P & T dial tone.
3.	Dial desired external Telephone Number.	Wait for reply.

Important: - Operator/Console can also pick the CO lines by dialing individual P&T access code (60,61...67).

To Hold/Park a Line

Console can Hold/Park any number of lines simultaneously by just pressing the 'HOLD' key. Console can retrieve the parked lines by pressing the corresponding DSS keys, or the parked lines will be rung back to console after a pre-defined time automatically.

Set a Alarm for an extension

Operator/Console can set alarm for any extension by the following procedure.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 9 + EX + 7 + HH + MM	Confirmation Tone.
3.	Hang up.	

Cancel a Alarm for an extension

Operator can cancel alarm for any extension by the following procedure.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 9 + EX + 7	Silence.
3.	Hang up.	

Set a extension for Hotline to Operator

Operator can set any extension for hotline to operator by dialing the following codes.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial 9 + EX + 5 + 1	Confirmation Tone
3.	Hang up.	

OPERATOR/CONSOLE FEATURES

We can connect two Consoles with "CRAETIVE Magic 832 CLI EPABX" at first two hardware ports of extensions. By default factory settings first port is mounted for operator console. However, second port can be mounted on demand for second console.

If console is connected with system, don't connect the corresponding extension of that port. First console port will be the first extension (100/300) and second console port will be the second extension (102/301).

Some features of console are described below.

To call a Room/Service Extension

Operator/Console can call any room/service extension directly by dialing the desired extension number or by just pressing the corresponding DSS key.

Step	Action	Reaction
1.	Lift the handset OR	Dial tone.
2.	Dial Extension number or press the desired DSS key.	Speak when called party answers.

Note: - In case the called extension is busy or no reply, use call back facility.

Call Transfer

Operator/Console can transfer the incoming/outgoing call to any extension by the following procedures.

Step	Action	Reaction
1.	During Conversion, Press 'Flash' Key	Confirmation tone.
2.	Dial the extension number or press the corresponding DSS key to which you want to transfer the call.	Wait for the response.

Note: - Console can directly transfer the call to any extension by just pressing the DSS key, without pressing flash key.

To Make an External Call (Right dependent)

Operator/Console can talk to any external party by dialing the desired P&T access code.

Setting of Hotline

This facility enables you to set hotline with an extension or even an external number. After using this facility, as soon as you lift the handset, the extension you set for hotline gets ring and you get ring back tone. If an external number is set for hotline then by just lifting the handset the external number is dialed.

(a) Hotline to Extension

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 85 + Extn. No.	Confirmation tone.
3.	Hang up.	

(b) Hotline to Trunk

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 85 + Trunk Access Code.	Confirmation tone.
3.	Hang up.	

(c) Hotline to Trunk Group

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 85 + 8 + G	Confirmation tone.
3.	Hang up.	

Note: - Where, G (0,1,2...) is Trunk Group no.

(d) Hotline to External Number

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 85 + 7 + NN	Confirmation tone.
3.	Hang up	

Note: - where, NN is Global Memory Location No., where corresponding external telephone number to be dialed, is stored.

(e) To Cancel Hot Line

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 85	Confirmation tone.
3.	Hang up.	

Master Cancellation of Features

The system allows user to cancel few features by just dialing by a 2-digit code.

Step	Action	Reaction
1.	Lift the handset.	Dial tone
2.	Dial 8*.	Confirmation tone.
3.	Hand up.	Call forwarding, Call Privacy, DND, Hotline and Alarms Features canceled.

Call Pick Up

(Only for Service Extension)

If any extension is ringing, this feature allows user to receive the call at his extension without physically moving to that particular ringing extension.

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial #8, (to pick up the call ringing at the another extension of same group) OR	Talk to the calling party.
3.	Dial #7+ Extn No. (to pick up the call ringing at the another extension of other group)	Talk to the calling party.

Call Camp On

This feature allows an extension user to transfer calls even to a busy extension. The transferring extension becomes free after using this feature. The call gets transferred / camped on to the busy extension. The busy extension gets call waiting tone and can attend the camped call after the completion of the present call.

Step	Action	Reaction
1.	Transfer a call to desired extension.	Busy tone.
2.	Hang up.	Your extension becomes free and call is camped on to called extension.

To Pick Up Camped Call

When you hear the call waiting tone Trin-Trin while conversation.

Option 1

Step	Action	Reaction
1.	Dial Flash + 7	The camped call is being picked up and 1 st party gets Music-on-Hold.

Incoming Trunk Line Queuing

This feature enables the user to handle more than one incoming calls. When extension is busy with one call then he gets a warning tone of second call landing on him. The warning tone sound Trin-Trin will continue till the user attends it or the caller disconnects.

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

Call waiting (Offered By P&T)

If you are having call waiting facility on your trunk line(s), it can be used at extension also. The difference between the procedure on direct P&T line and by extension of the EPABX is illustrated below.

On Direct P&T Line

Step	Action	Reaction
1.	During conversation with 1 st Party.	Call waiting tone.
2.	Dial Flash + 2	Talk to 2 nd Party, 1 st Party on Hold.

On Extension Phone

Step	Action	Reaction
1.	During conversation with 1 st Party.	Call waiting tone.
2.	Dial Flash + # +12	Talk to 2 nd Party, 1 st Party on Hold.

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| 2. | Talk to 2 nd Party. | 1 st Party on Hold. |
| 3. | Dial Flash + 8. | 2 nd Party on Hold. Talk to 1 st Party. |
| 4. | Repeat step 3 to toggle between 1 st & second party. | Talk to alternate party. |
| 5. | Hang up to finish the conversation. | Calls get disconnected. |

Change Personal Password

You should keep your personal password secret to avoid any chances of misuse and keep on changing it from time to time.

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 8 + # + PPPP + NNNN NNNN	Confirmation tone. Now + your personal Password is changed to new Password NNNN.

Note: - Where, PPPP (Default 1111) is Old Password.
NNNN is New Password.

Important: - *If you forget your Personal Password then it can be Reset only from System Programming.*

Walking Class Of Service

This feature allows a room/service extension user to use his own extension facilities from another extension.

From Any Another Extension

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 88 + Ex + PPPP + Flash	Confirmation / Dial tone.
3.	Dial desired number	Wait for reply.

Note: - Where, Ex is your own Extension number.
PPPP is your Personal Password.

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| 2. | Dial Flash + 8 | Talk to 1 st party and 2 nd party gets Music-on-Hold. |
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Option 2

Step	Action	Reaction
1.	Finish the 1 st call and hang up	The camped call will immediately ring at your extension.
2.	While ringing, lift handset.	Talk to the camped party.

Call Parking

(a) To Park a Call

This feature enables the user to free his extension from the present call. This feature also helps the receiving extension to park (hold) the call in case it is not possible to transfer the received call to the desired extension.

Step	Action	Reaction
1.	During the conversation, Dial Flash + ##	Confirmation tone.
2.	Hang Up	Your extension becomes free to receive/make new calls.

Note: - If the called extension does not pick up the call within 1-2 minutes, the call will come back by itself whenever the parking extension gets free.

(b) Pickup Parked Call

Step	Action	Reaction
1.	Left the Handset.	Dial tone.
2.	Dial # + 90.	Pick up the parked call.

(c) Pickup Parked Call By other Extension

Step	Action	Reaction
1.	Left the Handset.	Dial tone.
2.	Dial #9 + Extn. No. (on which the call is parked)	Pick up the parked call.

Dialing From Global Memory Bank

(Only for Service Extension)

You can dial the external telephone numbers stored in GLOBAL memory bank just dialing by a 3-digit code respective of your extension status for direct outward dialing.

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 7+NN	The external number stored in the particular memory location will be dialed automatically.
3.	Wait for entire number to be dialed.	Wait for reply.

Note: - Where, NN is (00 to 99) Global Memory Location number.

Conference (Right Dependent)

You can establish 3 party conferences among two internal and one external party.

Step	Action	Reaction
1.	Make conversation with a party (external) and transfer it to another extension (B)	Wait for reply from extension (B)
2.	While talking to extension B, Dial Flash + Flash.	Now all the 3 parties, you, extension B and external party are in conference.

Note: - Where, B is any extension.

DAY / NIGHT Mode Setting

You can set the system to receive the incoming P&T calls in different modes in day and night. The different modes for day and night for different junction lines can be set and it is illustrated in PROGRAMMING MANUAL. Once this is done all the trunks incoming call modes can be changed by either manually or automatically.

From Extension 30 only.

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 95 + ABCD + M	Confirmation tone.
3.	Hang up.	System Mode is set.

Note: - Where, ABCD is Personal Password of extension 30.

M is

0 = Night Mode.

1 = Day Mode.

2 = Auto Mode.

Dynamic STD/LOCAL CALL Control & Auto Locking

(Only for Service Extension)

The system offers a very unique facility to all extension users to completely prevent misuse of STD/LOCAL Call from their extension. A 4-digit personal Password is provided to all extensions, which is initially 1111. By using this password you can control your status for direct outward dialing and moreover you can change the password any time.

To Lock Your Extension For Direct Outward Dialing (D.O.D.)

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 89 + T + PPPP +C	Confirmation tone
3.	Hang up.	

Note: - Where, PPPP is Personal Password of Extension.

T is Type of Locking.

0 – Immediate Locking.

1 – Delay Locking (After 5 Minutes).

2 – After Single Call Locking.

C is Class of Service.

0 – All Calls Allowed.

1 – STD Calls Allowed.

2 – All LOCAL Calls Allowed.

3 – LOCAL Calls Allowed (95 Barred).

4 – LOCAL Allowed (95 & Mobile Calls Barred).

5 – Intercom Only.

Example:- If you want to lock your extensions after 5 minutes, Dial **89 1 1111 5**

This will lock your extension after 5 minutes to COS 5 (Intercom only).

To open your extension COS permanently, Dial

89 0 1111 0 or 89 1 1111 0

This will open your extension for COS 0 (All Calls Allowed), if predefined by system programming.

Brokers Call

It may some times be required to talk to two parties one by one while keeping other party on Music On Hold.

Step	Action	Reaction
1.	While talking to 1 st party, Dial Flash & 2 nd party number.	1 st party gets Music-on-Hold, Listen for ring back tone. Wait for reply.