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## EXTENSION FEATURES

### Extension To Extension Call (Right dependent)

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

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

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

### Internal Extension Group Dialing

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.

### To Make an External Call (Right dependent)

Any 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.

**Note:** - Extension can pick the CO lines by dialing individual P&T access code (20,21...25).

### To Make an External Call Through LCR

While using LCR to make an external call, the procedure is as below

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 89 + NNNN.... #	EPABX will automatically dial the external number after picking-up the corresponding P&T line.
3.		Wait for reply.

**Note:** - Where, NNNN.... is the external number to be dialed.

### 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,	Confirmation tone for few

	Hook Flash	seconds, while the other party gets MUSIC ON HOLD.
2.	Dial another Extension Number	Wait for reply and Consult with 2 <sup>nd</sup> party.
3.	Hook Flash again to retrieve 1 <sup>st</sup> party & release 2 <sup>nd</sup> party	Talk with 1 <sup>st</sup> Party.

**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 100	Four pre-assigned extensions (extension group 0) will start ring. Listen for ring back tone. Start conversation as the call is answered 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.
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**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 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.

### **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 start 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
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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 start 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 feature 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**

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

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 11 + 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 11	Confirmation tone.
3.	Hang up.	

**Call Forwarding**

This feature allows an extension to forward his calls at any other extension.

**To Enable Call Forwarding**

Step	Action	Reaction
1.	Lift the handset.	Dial tone
2.	Dial 12+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 12.	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 120 + 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 12.	Confirmation tone.
3.	Hang up.	Feature Cancelled.

**Call Privacy (Right Dependent)**

This feature protects an 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 131	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 130	Confirmation tone.
3.	Hang up	You are out of CALL PRIVACY.

**Do Not Disturb**

This feature protects a 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 141	Confirmation tone.

3.	Hang up	You are in DND Mode.
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**To Cancel DND**

Step	Action	Reaction
1.	Lift the handset.	Dial tone.
2.	Dial 140	Confirmation tone.
3.	Hang up	You are out of DND Mode

**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 15 + Extn. No.	Confirmation tone.
3.	Hang up.	

**(b) Hotline to Trunk**

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 15 + Trunk Access Code.	Confirmation tone.
3.	Hang up.	

**(c) Hotline to Trunk Group**

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 15 + 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 15 + 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 15	Confirmation tone.
3.	Hang up.	

**Call Pick Up**

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 <sup>st</sup> party gets Music-on-Hold.

2.	Dial Flash + 8	Talk to 1 <sup>st</sup> party and 2 <sup>nd</sup> party gets Music-on-Hold.
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**Option 2**

Step	Action	Reaction
1.	Finish the 1 <sup>st</sup> 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.

**Personal Speed Dialing (Personal Memory Bank)**

This feature enables every extension to create its own personal memory Bank / Directory of 10 numbers. The codes for this Bank / Directory is of two digits from 60 to 69.

**(a) To store Numbers in Personal Memory Bank**

Step	Action	Reaction
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1.	Lift handset.	Dial tone
2.	Dial 16+N+TK+TN+Flash.	Confirmation tone.
3.	Hang Up.	The number is stored.

**Note:** - Where, N is (0 to 9) personal memory location number.  
TK is Trunk Access Code (0,20,21....)  
TN is Telephone number to be stored.

**(b) Dialing From Personal Memory Bank**

You can dial the external telephone numbers stored in your personal memory bank just by pressing 2-digit code.

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 6+N.	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, N is (0 to 9) Personal Memory Location number.

**Dialing From Global Memory Bank**

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
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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.

**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 1*.	Confirmation tone.
3.	Hand up.	Call forwarding, Call Privacy, DND, Hotline and Alarms Features canceled.

**Walking Class Of Service**

This feature allows an 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 18 + 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.

**Dynamic STD/LOCAL CALL Control & Auto Locking**

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 19 + 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 **19 1 1111 5**

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

To open your extension COS permanently, Dial

**19 0 1111 0 or 19 1 1111 0**

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

**External Call Forwarding (ECF)**

This feature allows you to receive your external call as well as internal calls on your mobile or outside landline number.

**To Enable ECF**

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 17 + T + NN	Confirmation tone.
3.	Hang Up.	

**Note:** - Where, T is  
 0 – All Calls  
 1 – Only External Calls  
 2 – Only Internal Calls  
 NN (00-99) is Global Memory Location, where external number (Mobile/Landline) is stored.

**Cancellation of ECF**

Step	Action	Reaction
1.	Lift handset.	Dial tone.
2.	Dial 17	Confirmation tone.
3.	Hang Up.	ECF is cancelled.

**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 <sup>st</sup> party, Dial Flash & 2 <sup>nd</sup> party number.	1 <sup>st</sup> party gets Music-on-Hold, Listen for ring back tone. Wait for reply.
2.	Talk to 2 <sup>nd</sup> Party.	1 <sup>st</sup> Party on Hold.
3.	Dial Flash + 8.	2 <sup>nd</sup> Party on Hold. Talk to 1 <sup>st</sup> Party.
4.	Repeat step 3 to toggle between 1 <sup>st</sup> & 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 1 + # + PPPP + NNNN + NNNN	Confirmation tone. Now your personal Password is changed to new Password NNNN.
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**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.*

**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 <sup>st</sup> Party.	Call waiting tone.
2.	Dial Flash + 2	Talk to 2 <sup>nd</sup> Party, 1 <sup>st</sup> Party on Hold.

**On Extension Phone**

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

## OPERATOR/CONSOLE FEATURES

We can connect two Consoles only with “*CRAETIVE Magic 616 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 (30) and second console port will be the second extension (31).

Some features of console are described below.

### To call an Extension

Operator/Console can call any 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	Wait for the response.

	press the corresponding DSS key to which you want to transfer the call.	
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**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.

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 (20,21...27).

### 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.

### 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 32 is busy with CO 21 with an outgoing call (say 26817414). By pressing the DSS key of 32, display will show

**ST-32**  
**O21-26817414**

If extension 34 is busy with an incoming call from 9810247335 at CO 22, then display will show.

**122-9810247335**  
**ST-34**

## **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.

### **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 you will get silent.

Now,

### **For Restricted DOSA**

**Dial 7 + NN**

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

**Note:** - You can set the External Call Forwarding (ECF) Number of your extension by this feature.

**To set ECF, Dial 17 + NN**

Where, NN is the Global Memory Location in which the External Call Forwarding Number is stored.

**For Open DOSA**

**Dial TK + Tel. No.**

Where, TK is Trunk access code (0,20,21...25)  
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.*

**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.

**Call Progress Visual indication**

The system allows unique visual display status of call progress.

**Option 1** – While an extension making an internal call, the corresponding LED indication of that extension will be green.

**Option 2** – While an extension making a local call on P&T line, the corresponding LED indications of that extension as well as P&T Line will be red.

**Option 3** – While an extension making a STD/ISD call on P&T line, the corresponding LED indications of that extension as well as P&T Line will be orange.

**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**

<u>Parameter</u>	<u>308</u>	<u>616</u>
Baud Bate	: 9600	9600
Data Bit	: 8	8
Stop Bit	: 1	1
Parity	: None	None
Flow Control	: None	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,  
From master extension

**Dial 90 + \***

**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 32 is busy with CO 21 with an outgoing call (say 26817414). By pressing the DSS key of 32, display will show

**ST-32  
O21-26817414**

If extension 34 is busy with an incoming call from 26817414 at CO 22, then display will show.

**I22-1126817414  
ST-34**

**Quick Reference Chart**

1.	Operator Call	: 9
2.	Emergency Reporting	: 100
3.	Call Transfer	: HF + Ex
4.	Redial	: *
5.	Auto Redial	: HF + #5
6.	Barge-in Extension	: # + Ex
7.	Barge-in Trunk	: # + Tk
8.	Auto Call Back on Busy Extension	: HF + 1
9.	Auto Call Back on No Reply	: HF + 1
10.	Auto Call Back on Trunk	: HF + 1
11.	Setting of Self Alarms	
	Same day alarm	: 11+ 1 + HH + MM
	Daily alarm	: 11+ 2 + HH + MM
	Five day week alarm	: 11+ 3 + HH + MM
	Six day week alarm	: 11+ 4 + HH + MM
	Duration alarm	: 11+ 5 + HH + MM
	Cancellation of self-alarms	: 11
12.	Call Forwarding	: 12 + X +Ex
	Call Forward Cancellation	: 12
13.	Boss Secretary Enable	: 120 + Ex
	Boss Secretary Cancellation	: 12
14.	Call Privacy on/off	: 13 + 1/0
15.	Do Not Disturb on/off	: 14 + 1/0
16.	Setting of Hotline	
	Hotline to extension	: 15 + Ex
	Hotline to Trunk	: 15 + TK
	Hotline to External Number	: 15 + 7 + NN
	Hotline Cancellation	: 15
17.	Call Pick-up (within group)	: #8
	Call Pick-up (out of group)	: #7 + Ex

- 18. Call Parking : HF + ##  
Pick-up Call Park (from same extension) : # + 90  
Pick-up Call Park (from another extension) : #9 + Ex
- 19. Personal Speed Memory  
Store number in personal memory : 16 + N +TK + TN + HF  
Dialing from personal memory : 6 + N
- 20. Dialing from Global memory : 7 + NN
  
- 21. Day/Night Mode Setting : 95 + PPPP + M
- 22. Dynamic Call Control : 19 + T + PPPP + C
- 23. Change Personal Password : 1 + # + PPPP + NNNN  
+ NNNN
- 24. Walking Class of Service : 17 + Ex + PPPP + HF
- 25. Call waiting on P&T : HF + # + 12
- 26. External Call Forwarding (ECF) : 17 + T + NN  
Cancellation of ECF : 17