

## INTRODUCTION

Thank you for using our EPABX System. Your mini exchange will have one of the following configurations: -

Model S206	2 CO. Jn.(Trunk) Lines & 6 Extns.
Model S308	3 CO. Jn.(Trunk) Lines & 8 Extns.
Model S412	4 CO. Jn.(Trunk) Lines & 12 Extns.
Model S514	5 CO. Jn.(Trunk) Lines & 14 Extns.
Model S616	6 CO. Jn.(Trunk) Lines & 16 Extns.
Model á308	3 CO. Jn.(Trunk) Lines & 8 Extns.

The extension numbers are defined as 30,31,32.... 45 depending on the extension capacity of the EPABX selected. Similarly the CO. Jn.(Trunks) Lines are also defined depending on the trunk capacity of the system:-

System	CO. Jn. Nos.	Extension Number
S206	27,28.	30,31.....35
S308	27,28,29.	30,31.....37
S412	24,25,26,27.	30,31.....41
S514	24,25,26,27,28.	30,31.....43
S616	24,25, 26,27,28,29.	30,31.....45
á308	27,28,29.	30,31.....37

**Note:** In case of power fail the trunk (24,25...29) will directly gets connected to extensions (30,31,32& 38,39,40 respectively). The fault of trunk can be detected by either direct access of particular trunk or by putting off the EPABX and check respective trunk on extension telephone instruments.

The SAMEX range of PBX comes along with various attachments for features as per your requirement. Your PBX can also be upgraded for this features in future, as and when requirement arises, for more details contact your dealer. The 206 PBX can be upgraded up to 616 with or without these attachments.

Your Basic SAMEX System consist of main system which consists of, CPU or control card, line card, LED display card (Supports up to 616), Power Supply Card (Supports up to 616) are fitted inside the Box. The other Box is of Main's Supply Transformer Box which is to be connected to 230VAC line, your system also have a User Manual, Executive User Manual, User Programming Manual with detail description.

The Basic SAMEX System comes along with all the basic features (explained in detail subsequently) of PBX plus various advance features such as, **Direct Inward Station Access (DISA)** without Voice Guidance, **Direct Outward Station Access (DOSA)**, **Station Message Data Recorder (SMDR)** with 3000+ calls buffer memory and buffer status indicator, **Calling Line Identification (CLI)** interface for outgoing Calls only, Remote Programming, Printer Interface and all features based on **Real Time Clock (RTC)** like Daily Alarm, Auto Night Mode etc.

The Alpha range is fixed configuration for 3 CO lines and 8 Extensions.

## MONITORING TONES

It is necessary to get familiar with the various "tones" of your PBX System.

- 1) **Exchange Dial Tone** : The dial tone is a continuous sound, which lasts for 6 seconds during which the exchange waits for dialing to be initiated. If no dialing takes place during this period the PBX times out the user and busy tone starts.
- 2) **P & T Dial Tone** : On accessing a direct line, you will get the normal P & T Dial tone.
- 3) **Busy Tone** : The busy tone is a discontinuous sound (Du... Du). The busy tone consists of equal duration ON and OFF signals. This tone indicates that the system cannot process the dialing or when the called number is busy.
- 4) **Internal Ring Tone** : This is a discontinuous sound of two frequencies and sounds like Durrrr .. for one second with a two second silence interval. When you dial extensions, you will hear this ring-back tone till the extension answers.
- 5) **Ring Tone** : Five types of rings can be heard from the telephone instrument connected to the System.  
When your instrument is called by another extension the ring will be a continuous one with a one second ON and two seconds OFF period. While from Executive extension it will be two short cadences followed by long cadence.  
A ring from a CO.Jn.(Trunk) Line will ring like a normal telephone for Non-STD calls and for STD calls it will be two long cadence followed by short cadence.  
When the extension is enabled to receive CLID, it will get a short ring followed by CLID numbers and a short ring, after that depending upon call it will ring as per above four cadences.
- 6) **Feature Tone** : A tone (trin-trin) is heard after a Hook Flash indicating that the system is in the "feature" mode.
- 7) **In-Coming Call Queuing Tone** : This tone will be heard when a call is waiting for your extension to get free. It is similar to the feature mode tone and will be heard repeatedly with a long pause. This tone will be heard only when there is a CO.Jn.(Trunk) incoming call.
- 8) **Intrusion Tone(Barge in Tone)** : This are four fast beeps.
- 9) **Time Out Tone** : Few extensions are sometime programmed to limit the conversation on external calls for both incoming and outgoing, up to certain time in minutes, at the time of installation. So when that time is reaching, before 10 seconds a time out, two plain beeps are listened by the user indicating, the programmed time limit is in next 10 seconds. Depending upon programming the call will get disconnected or again beeps will be listened again on reaching the limit.
- 10) **Hook Flash(HF)** : The features of your EPABX require the use of a Hook Flash (HF). This is performed by tapping the hook switch of your instrument for a period of less than flash time programmed for that extension. Care should be taken not to press the hook switch for more than Flash time when a HF is desired, or it will register a "hang up". When disconnection is desired care should be taken to press cradle exceeding Flash time or otherwise call will go on Hold and feature tone will be heard (this happens most times when dialed number on CO. is busy and one tries again dialing same number by disconnecting and accessing CO. dials same number so disconnect properly).

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

## FEATURES/OPERATIONS

### 1. Extension to Extension Call (Ex.) :

When one extension user wishes to talk to another extension, the user has to proceed as follows, Lift handset & hear dial tone & Dial Extns. No., Wait for the internal ring tone. Speak when called party answers.

**Note :** In case the called extension is busy, use the auto call back facility. If extension doesn't reply, use auto call back on no reply facility.

### 2. Call Transfer (HF Ex.) :

Any internal or external call received/originated at any extension can be transferred from that extension to any other extension. Hook Flash & hear feature mode tone. Dial the extension number to which you want to transfer the call. Wait for the internal ring tone. If called extension is busy then use the camp on feature. You may then hang up. The call will be transferred automatically. You may wait for an answer to announce the call and then hang up.

**Note :** In case, the called extension is unattended, the call will return after 15 seconds automatically.

### 3. Change Personnel Password (# 21 PPPP QQQQ) :

The Personnel Password is the password that can be used by extension user to use various facility of your PBX, such as, Dynamic Lock, Call Follow-me, Walk-in Class of Service and some of the Executive Extension Features. To make any external Call, after system is installed the Personnel Password must be changed from Default (i.e. 5678). To change Personnel Password, Lift handset & listen dial tone & Dial # 21 pppp qqqq, where pppp is old password (when system is installed, it is 5678) and qqqq is your new password. In case you forget your password call your PBX serviceman, he can only reset the same and you can re-program. The Personnel Password cannot be 5678. Always keep practice to change the password to curtail the misuse.

### 4. Dynamic Lock (#22 C PPPP) :

Extension can be programmed to bar calls from that extension, to prevent misuse, while actual entitled person is not present. Executive features cannot be used when extension is locked. To lock and unlock extension, Lift hand set & listen dial tone & Dial # 22 S pppp, where pppp is personnel password and S is class of service, when S=0 all calls are barred and password entry is not required, for S=1 only outgoing calls except STD Table Numbers can be dialed, when S=2 the lock is opened for all calls and feature access, for S=3 dynamic lock facility is disabled from that extension. To avoid the misuse in absence of the actual user, user can normally lock the extension for local calls only, and while making any STD call or executive feature access, one can open lock using walk-in class of service temporarily.

### 5. Walk-in Class of Service (#2 EX PPPP) :

Walk-in class of service enables user to make any outgoing calls as per user's class of service or access executive features from any extension, which is not entitled for the same. To open the lock temporarily from own extension also, this can be used. To open the lock, Lift hand set & listen dial tone & Dial # 2 EX pppp, where EX is your extension number and pppp is your personnel password, you again get dial tone once dialing this, incase you get engage tone either password is wrong or password is not changed from default one. The extension will get locked as soon as that extension remains on-hook continuously for 7 seconds, while remaining off-hook user can make number of calls and can also access executive features, if user is entitled for the same.

**6. Access to Trunk Line (0) (Line Hunting) :**

Access to trunk line is used to make calls from extension through your telephone line. To make outside call, lift handset & listen dial tone & Dial 0, you will get telephone line dial tone and proceed for the external call dialing. In case, you don't get telephone line dial tone, either all telephone lines in '0' group are busy, or your personnel password is not changed or your extension is not entitled to use '0' group dialing. If all '0' group lines are busy then you can use auto call back on CO feature explained later. While talking to CO on either incoming or outgoing calls some programmed extension cannot

**7. Access to Reserved Group (9) :**

One or two lines may be kept reserved for certain extensions and configured for reserved group. Extension can access this group by dialing '9', if the extension is entitled for accessing the same.

**8. Re-dial (\*) :**

Any extension user can repeatedly dial the last number (whether internal or external) without pressing all the numbers again. For this follow the procedure given below.

Disconnect previous call, lift handset and hear dial tone, Dial '\*' key. The last dialed number will be redialed automatically. If again on redial, on outside numbers, the called party is busy, disconnect the line properly so that you don't listen feature tone while disconnecting or else the line will go on hold. The same key '\*' is used for flash on CO, when CO is on hold, discussed later.

**9. Call Pick-up (8 or # 8 Ex. No.) :**

If another extension is ringing, this feature allows the user to receive that call at user's extension without physically moving to the ringing extension. Lift the handset of your extension and hear the dial tone. If the user extension number is from a different pick-up group dial # 8 followed by the extension number, which is ringing. If ringing extension is from the same group, then just dial 8 & Talk to the caller. To get back the transferred call, disconnect after extension number dialed, get back dial tone and dial # followed by extension number, the original call will be received back. When two or more extensions are ringing simultaneously, prefer using # 8 EXT number or the first sequential extension number call will be received.

**10. Abbreviated Dialing (Global Dialing Common Pool Nos.) :**

There are some telephone numbers that all users dial regularly. The exchange can be programmed to memorise 90 numbers and gives them 3 digit access codes. Any station can now call these numbers by dialing the appropriate code. The code starts from 700 and ends at 789. If the global memory is banked, only lower bank is available to all users and upper bank numbers will be allowed as per class of service for that extension and dynamic lock status.

**11. Personal Speed Dialing (Personal Memory Bank) :**

Some station users may have their own set of telephone numbers that they dial regularly. Such stations can be programmed to memorise up to ten telephone numbers, which they dial regularly. Whenever the user wants to call any of these numbers he only has to dial the appropriate three-digit code (790-799). The number has to be stored first in order to dial, and can be stored as follows.

# 79-N-Trk-TN. Where Trk=Trunk Access Code, N=0 to 9 (prefixed with 79 it becomes the code). TN = Telephone Number being stored. To cancel all personnel memory dial, # 7 \*.  
To cancel particular number, dial, # 7 9 N \*. If you store any number on already existing number it will be overwritten.

**12. Conference (HF Extn. 1 or TN 1 + HF) :**

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

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

**13. Call Camp on (HF # EX) :**

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

On getting a busy tone while transferring a call to any extension. Hook flash to get back the calling party & again Hook Flash to put on Hold the calling party. Dial # Extn. no. (which is found busy) and disconnect (Your extension becomes free).

**14. Picking up a Camped Call (HF ##) :**

This feature allows the user to attend to calls in rotation, i.e. if the extension is already busy with one call, and another call has camped on to his extension, then using this feature this extension user can park his first call and attend to the second call and vice-versa. You will hear the call waiting tone while talking. Hook flash and dial ##. First call goes on hold and second call comes through. Finish the call and repeat procedure to get first call. To disconnect either of any call, disconnect that call after finishing talk completely and Dial ## to pick up parked call.

**15. Call Parking (HF ##) :**

In case the extension desires to become free temporarily to attend to some important function, using this feature makes the extension free without losing the call. This feature also helps the receiving extension to park (hold) the call in case it is not possible to transfer the call to the desired extension. While talking to the caller, Hook Flash; dial ##. Disconnect. The exchange will remind this extension after 90 seconds to attend to the parked call.

Picking up a Parked Call of different Extension. Lift handset, Hear dial tone & Dial # 9 Extn. No. (On which the call is parked).

**16. Incoming Trunk Line Queuing :**

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

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

**17. Call Forward on Busy :**

This is used when two extension are used by the same user or group of the user sharing two extension. This enables virtual one number assigned to that two extension. To activate the same, Lift handset, listen dial tone and dial # 10 EX where EX other extension on which call will come if this one busy. Do same from other extension while entering this extension number from that. To cancel this feature dial # 10 \*.

**18. Call Forwarding (# 11 Ex.) :**

The feature allows an extension user to receive calls at any other extension. Lift the handset of the extension from where the calls are to be forwarded (diverted) Dial # 11 + Extension No.... (to which calls are to be diverted) and disconnect. To Cancel this feature, Lift handset, hear dial, & Dial # 11 \*.

**19. Hot Line (# 12 Extn. No. or TRK or Tel. No.) :**

To initiate this feature, lift handset and, after hearing the dial tone, dial # 12 EXT or # 12 TRK or #12 TRK TN (TN-Telephone number). For example # 12-36 or # 12 0 or # 12 0 26230055. Where EXT is the extension number for the hotline where call should go on lifting of receiver, Trk is the Trunk access code and TN is the out-going Trunk number, which you always dial. The Hot Line feature will get activated as soon as the caller picks up his handset; he need not dial any code. For hot outward dialing, on receiving telephone line dial tone, dial the external number desired or for Normal Hotline the called party's telephone/Extension No. will be dialed automatically. To cancel this feature operate as follows,  
Lift handset, hear ring back tone. Wait till the other extension picks up. Hook flash, Dial # 0.

**20. Automatic Call Back on Busy Extension (#13) :**

If the called extension is busy, this feature automatically connects, as soon as the called extension gets free. On hearing busy tone, wait for a few seconds or flash, for the dial tone to return then Dial # 13 and Hang up. As soon as the called extension gets free, your extension will ring. Lift handset; you will hear an internal ring tone. Wait for the called party to answer. To cancel this feature operate as follows,  
Lift handset, listen dial tone of the system and Dial # 0.

**21. Automatic Call Back on Busy Trunk Line (#13) :**

If all/any CO.Jn. Lines are/is busy, this feature informs the user as soon as the CO.Jn. (Trunk Line) gets free. If a user gets a busy tone after attempting to seize any CO.Jn. Line, wait for a few seconds for the dial tone to return or flash to get system dial tone & then operate as follows.  
Dial # 13 & Hang up. Wait for the extension to ring, Lift handset & hear telephone line dial tone and dial the desired external number. If extension doesn't respond in three rings, the auto callback on CO gets cancelled. To cancel this feature operate as follows,  
Lift handset, listen dial tone of the system and Dial # 0.

**22. Automatic Call Back on Extension No Reply (#13) :**

If the called extension does not reply, this feature automatically connects, as that extension goes off hook once. On hearing a continuously ring back tone, Hook Flash, listen dial tone then Dial # 13 & Hang up. As soon as the called extension goes off hook and becomes idle, your extension will ring. Lift handset; you will hear an internal ring tone. Wait for the called party to answer. To cancel this feature operate as follows,  
Lift handset, listen dial tone of the system and Dial # 0.

**23. Do not Disturb (# 14) :**

If an extension user does not wish to be called, this feature allows the extension to prevent itself from being called. However, the extension user can call others.  
Lift handset and get dial tone. Dial # 14 and Hang up. To cancel this feature, Lift handset, listen dial tone and Dial # 0.

**24. Follow Me (# 15 Ex. PPPP) :**

Incoming calls can be made to follow the extension user. In other words, the extension user can use any extension to receive incoming calls directed at his original extension. Lift handset where user wants to receive calls, hear dial tone. Dial # 15 EX. PPPP. (EX is the No. of the original extension being used & PPPP is that extension's password). All calls for that extension

will now ring at the extension from where the above code has been dialed. To cancel this Feature, Dial # 15 \* .

**Note** : After using the Follow Me feature care must be taken to cancel the feature otherwise all calls will be diverted to the other extension, till the feature is cancelled.

**25. Setting of Day for Daily Alarm [# 16 + (D/\*) + (0/1)] :**

This feature is used for getting alarm call everyday or particular days of the week on a fixed time. The day of the week on which the alarm call is to be received can be programmed as follows; Lift handset, on getting dial tone, dial #16 D 0/1. Here D is day of the week serially from Sunday to Saturday, 0 to 6 and 0 or 1 will disable or enable alarm on that particular day. All days can also be programmed similarly by dialing '\*' key as a wild character for D. This is useful when one wants enable for all days except Sunday, by enabling for all days and then disabling Sunday e.g. #16\*1 and #1600.

**26. Setting Time For Daily Alarm [# 17 + (0/1) + HH + MM] :**

For daily alarm day of the week is to programmed which is discussed above and now the time for daily alarm can be programmed as follows; This time can be set by lifting the receiver, dialing # 17 and then 0 if the alarm time is A.M. or 1 if the alarm time is P.M., after which the alarm time should be keyed in. For e.g. the daily alarm time is 6.30 morning then dial # 17 0 06 30.

**27. Setting of Alarm Clock [# 18 + (0/1) + HH + MM] :**

Each extension can be pre-set to ring at a pre-determined time. This time can be set by lifting the receiver, dialing # 18 and then 0 if the alarm time is A.M. or 1 if the alarm time is P.M., after which the alarm time should be keyed in. The extension will ring at the appointed time. On lifting the receiver the user will hear music. HH stands for hours MM stands for minutes (2 digits must be used for each). For example, if the alarm is to be set for 3.15 PM then key in # 13, 1, 03, 15.

**Note** : In case the extension is in use at 3.15 PM the alarm will ring after you go on hook. MM should be rounded off to nearest 0 or 5 i.e. 3.13 to 3.15 and 3.12 to 3.10.

**28. Setting of Reminder Call [#18 + 2+ MM] :**

It is similar to alarm call, but here instead of time one has to dial minutes from 01 to 99. The extension will ring after that time period is over from when the call was registered, e.g., if you want a reminder call after 30 minutes from now, dial # 18 230. Note that only one reminder can be booked by one extension either normal alarm or reminder, irrespective of daily alarm.

**29. Remote Alarm or Reminder Call [#18 + EX + (0-2) +HH+MM or MM] :**

The alarm of any extension can be set by the extension with programming capability (Refer Programming Manual for the same). This is done in same way as above, but only after inserting extension number on which reminder call is desired before entering time. For e.g. Reminder at extension 35 after 30 minutes or at 6.30 PM from extension 30 is to be programmed as follows, Lift handset of extension 30, listen dial tone and dial #18 35 2 30 or # 18 35 1 06 30.

**30. Hook Flash Timing (# 19 + TT) :**

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

have a built in electronic flash key. It is advisable to use the flash key instead of the hook switch in order to register a "hook flash". This Hook Flash time is to be programmed for each extension individually as per the Instrument Flash Time or Users normal usage of cradle switch. It can be done as follows,

Lift the handset, on getting dial tone, dial # 19 TT, where TT is time in milliseconds X 0.1, i.e. it ranges from 400 to 990 milliseconds means user should dial 40 to 99 for TT. For e.g. for 650 mSec, dial # 18 65.

**31. Paging (# 26) :**

This feature is optional and available with Voice Guidance Card only (For 3x8 System with dual Voice Guidance Card this is not available). On Dialing #26, the announcer can broadcast his message through his handset. If music is enabled on PA system, the music will be disabled temporarily and once announcement is over, it will restart.

**32. Direct Access to Trunk Line (24.....29) :**

In addition to accessing trunk lines by dialing 0 or 9, it is also possible to access trunk lines directly by dialing the trunk numbers as per the selected model. The exchange can be programmed to provide this facility to certain or all extensions. The Trunk line direct access code is to be dialed after lifting the receiver and getting the dial tone. The rest is same as '0' or '9' access. This is useful when a particular TRK have STD/ ISD dialing facility or the user wants more than two groups for the CO.

**33. Attendant or Door-Bell Access (#1#) :**

This feature is optional and available with Voice Guidance Card only for three extensions only. This feature is used to call attendant for any work by executive and this works in lieu of conventional Electric Door-Bell or modern Cordless Bell. To access this feature, Lift Handset, on getting Dial tone, dial # 1 #, and user will get dial tone, once the code is complete and extension is allotted any one of three available Door Bell or user will get engage tone. The Doorbell unit has 3-Lamps, 3-switches of respective lamps and a Buzzer. As the code is dialed respective Lamp of the extension will glow and Buzzer will beep for five seconds, if the lamp is already glowing, only buzzer will beep. Once the extension user is attended, attendant or peon can reset lamp by pressing switch of respective lamp.

**Note:** This Feature is not available in Alpha Model.

**34. Doorphone or Operator Phone Access (#27) :**

This feature is optional and available with Feature Card attached to system. The attached device is sort of Hands-free Speaker Phone, which can only be activated by any of the extension by dialing # 27, after lifting the handset and getting dial tone. The conversation is bi-directional, and the person at the unit should maximum 3 feet away from the unit.

**Note:** This Feature is not available in Alpha Model.

**35. Flash on Trunk Line (HF + \*) :**

Flash on trunk line is required sometime to get call waiting facility on trunk line or if trunk line is cascaded extension of another PBX. Here the '\*' key which is also used for redial is to be used as user will never redial same number while conversing with that party on CO line. This feature can be used as follows; while talking on Trunk line Hook Flash the extension, on getting feature tone with dial tone, dial '\*', flash on trunk line will be inserted. If flash was desired for call waiting dial 1 or 2, on getting trunk line special dial tone, to disconnect current call and get another or to put on hold current call and get another respectively. To adjust the flash time of the trunk consult your serviceman, if trunk flash time is not suitable for feature.

**36. Cancellation of all present Features (#0) :**

If you wish to clear features such as Do not Disturb, Hotline, Auto Call-back, you should lift the handset and on obtaining the dial tone, dial # 0.

## Commonly Faced Problems

Most of the problems can be avoided or can be solved if Manual is read thoroughly and user gets acquainted with all aspects of the system. If still problem persists call your dealer for assistance, as remote maintenance can be done for any programming mistakes or change is required. Below are few problems the user generally encounters.

1. While trying to dial '0' not getting CO line.
  - Change extension from default password as extension password might not be changed from default.
  - Open dynamic lock as dynamic lock might be set
  - Access is not allowed by programming
2. While Redialing on CO, it is not getting Re-Dialed
  - Disconnect CO properly for a period of more than flash time as CO might be going on hold while disconnecting and then try Redial
3. I can not dial STD numbers
  - Open dynamic lock as dynamic lock might be set
  - Access not allowed by programming
4. Calls are getting disconnected after two beeps while talking on CO
  - Time-out with disconnection set by programming for that extension.
5. Getting Beeps at Intervals while talking on CO
  - Time-out without disconnection set by programming for that extension
6. Call getting disconnected while transferring to extension
  - Increase the flash time of extension as flash time might be less
  - After dialing wait for 7 seconds to get register into conversation as exchange might consider for flash while dialing
7. Call remains even after Flash
  - Decrease the flash time of extension as flash time might be more.
8. Calls are getting diverted to some other extension.
  - Cancel call forward facility, as your extension call might be forwarded to other extension.
9. When I lift my handset, I get ring back tone and other extension starts ringing.
  - Cancel the hotline feature by flashing and dialing #0 while listening ring back tone as hotline might be set with that extension.
10. When I lift my handset, I get dial tone of CO line.
  - Cancel the hotline feature by flashing and dialing #0 while listening CO dial tone.
11. When I lift my handset, numbers dialed on CO line.
  - Cancel the hotline feature by flashing and dialing #0, while numbers are dialed.
12. I cannot dial particular extension.
  - Cancel do not disturb of that extension where numbers are not getting through.

13. Wrong nos. ringing at my extension.

- Cancel the call forwarding feature by dialing HF # 11\* from the forwarded extension.

14. Not Receiving Call for my Extension and calling party gets engage tone.

- Cancel do not disturb by dialing #0.

15. Rings daily at particular time.

- Cancel daily alarm.

16. Rings on Particular weekday at particular time.

- Cancel daily alarm.

17. No ring on my Extension while caller is getting ring back tone

- Check the volume control knob of the telephone instrument.
- Check the rosette box connection with the extension cable.
- Connect the working phone at that extension by replacing current instrument

## User Guide

<u>Feature</u>	<u>Operation</u>
Intercom	Dial extension number on dial tone
Call Transfer	Flash and dial extension number, on ring back hang off
Password Change	# 21 PPPP (Old) QQQQ (New)
Dynamic Locking	# 22 0 (Lock for all calls) /# 22 1 PPPP (Lock for STD/95/Cellular) # 22 2 PPPP (Dynamic lock disable)
Walk-in Class	# 2 EXT PPPP
'0' access	Dial '0' to access P & T line
'9' access	Dial '9' to access P & T line
Redial	Dial '*' for redial of last number
Call Pick-up	Dial '8' for call pick-up
Call Pick-up particular	Dial # 8 Ext for call pick-up of particular extension
Global Memory	Dial 7N memory number n=00 to 89
Personnel Memory	Dial 7N memory number n=90 to 99
Conference	Flash and dial number on conversation, flash again
Call Camp-on	Flash and dial # EXT, the call will camped on extension
Pick-up Camped Call	Dial # 9 Ext, ext is extension from where call is to be picked up
Call Parking	Flash and dial ##
Incoming Call Queuing	Flash and dial ##, other call will be received
Call Forward on Busy	Dial # 10 Ext, to Cancel #10*
Call Forwarding	Dial # 11 Ext, to Cancel #11*
Hotline Extension	Dial # 12 Ext, , to Cancel #12*
Hotline Tel. No.	Dial # 12 +Trk+ Tel Number, to Cancel #12*
Hot Outward Dialing	Dial # 12 Trk, to Cancel #12*
Auto Callback Busy Ext	Flash and dial #13, to Cancel # 0
Auto Callback Busy Trk	Flash and dial #13, to Cancel # 0
Auto Callback No Reply	Flash and dial #13, to Cancel # 0
Do not Disturb	Dial # 14, to Cancel # 0
Follow Me	Dial # 15 + Ext PPPP
Follow Me cancel	Dial # 15 0
Day Set Daily Alarm	Dial # 16 D 0/1, D=day 0-Sun, 6-Satur, *-All, 0/1-disable/enable
Time Set Daily Alarm	Dial # 17 am/pm HH MM
Alarm Call Setting	Dial # 18 am/pm HH MM, Dial # 18 *
Reminder Call	Dial # 182 MM, MM=01 to 99 Minutes, Dial # 18 *
Remote Alarm Setting	Dial # 18 Ext am/pm HH MM, Dial # 18 Ext *
Flash Time Setting	Dial # 19 TT, where TT= 40 to 99
Paging	Dial # 26
CO Direct Access	Dial 2 C where C= 4 to 9 Depending on CO
Attendant-Bell Access	Dial # 1 #
Doorphone Access	Dial # 27
Flash on Trunk Line	Flash, Dial '*'
Cancellation of Features	Dial # 0