Orchid
Telecom Limited

Model
PBX 416

Extension User Guide

Contents

Introduction

The Orchid PBX 416 extensions need to Dial 9 for access to an outside Exchange Line, however, extensions can be converted to Direct Dial by the System Administrator – Direct Dial extensions do not have to dial 9 for a line. The Direct Dial feature is ideal if you make a lot of outgoing calls and few internal calls. Direct Dial extensions need to dial * in front of the extension number when making internal calls and when using some of the other features of the PBX 416.

Internal Calls

Allows you to call another extension

Off Hook   Dial Extension Number 201 - 216

For Direct Dial Extensions, Dial * in front of the Extension number.

Making outgoing calls

Off Hook   Dial 9 and wait for External Dial Tone, dial the telephone number. Ideally, program 9 and a pause into a one touch memory.

NB: The pause is necessary in case you need to Redial a number. Direct Dial extensions just need to press Redial.

Making outgoing calls from Direct Dial extensions

Off Hook   **Dial the Telephone Number**

Last Number Redial in "Dial 9 For a Line" mode

For last number Redial to work properly in "Dial 9 for a Line" mode you need to enter a Pause after the 9 when dialling the number. Most modern telephones have a pause button on the key-pad. Some DECT cordless phones enable you to program the phone so that "9 Pause" is inserted in front of every number dialled.

If your telephones do not have a Pause button, we recommend you contact the System Administrator to get your extension converted to "Direct Dial" Mode.

BT or Cable Select (Star) Services

Select Services (Also known as Star Services) such as Call Divert, 3 way Calling etc, can only be set up on extensions that are in "Dial 9 for a Line" mode. They cannot be set up on extensions that have been programmed for "Direct Dial" mode.

Transfering Calls

Allows you to manually or automatically transfer an incoming call to another extension.

To transfer manually:

Dial Recall / Extension Number   **Announce Caller**   **If the extension wants to take the call, replace handset.**

NB: If the extension does not want to take the call, when they replace the their handset the call will revert back to you. If the extension does not answer, press Recall to revert back to the caller.

To transfer automatically:

Dial: Recall   **Extension Number**   **Replace Handset**

If the extension does not answer within 25 seconds the call will be redirected back to you and your phone will ring.

NB: If the extension is engaged press Recall to revert back to the caller.
When the call is being transferred the caller will hear "Music on Hold"

Call pick up

If your extension is not programmed to ring on incoming calls this feature allows you to pick up a call ringing on another extension.

Off Hook   **Dial: # 7**

For Direct Dial Extensions

Off Hook   **Dial: * # 7**

Call Diversion

Allows you to divert your calls temporarily to another extension.

Off Hook   **Dial: # 0 Extension Number**   **Replace Handset**

For Direct Dial Extensions:

Off Hook   Dial: * # 0 Extension Number   Replace Handset

To remove Call Diversion

Off Hook   On Hook

Conference calls

Allows you to set up a conference call between 2 extensions and an incoming outside call.

During the call press RECALL   Dial: * Extension Number

If the other extension answers all three parties will be connected.

If the extension does not answer or if it is engaged, press Recall to revert back to the Caller.