

PHONOMAX  
SYSTEMS

NX208/NX308

NX416

User Manual

## **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 dialling to be initiated. If no dialling 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 dialling 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) Ringing Tone: Two 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 three seconds OFF period. A ring from a Trunk Line will ring like a normal telephone call, it will be two short cadence followed by long pause and repeated. When the extension is enabled to receive CLID, it will get a short ring followed by CLID numbers, after that depending upon call it will ring as per above two cadences.

- 6) Feature Tone: A tone (trin-trin) is heard after a Hook Flash indicating that the system is in the "feature" mode.
- 7) Intrusion Tone (Barge in Tone): This are four fast beeps.
- 8) Hook Flash (HF): The features of your PBX 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 dialled number on CO. is busy and one tries again dialling 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.

### **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:** If, the called extension is unattended, the call will return after Transfer Recall programmed for the PBX automatically.

### **3. Change Personnel Password (# 20 \*\*\*\* PPPP):**

The Personnel Password is the password that can be used by extension user to use various facility of PBX, such as Dynamic Lock, Walk-in Class of Service and some of the Special Features. To make any external Call, after system is installed the Personnel Password must be registered.

To change Personnel Password, Lift handset & listen dial tone & Dial # 20 PPPP QQQQ, where PPPP is old password (when system is installed, it is \*\*\*\*) 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. Keep practice to change the password to curtail the misuse.

### **4. Dynamic Lock (#26 #/PPPP):**

Extension can be programmed to bar calls from that extension, to prevent misuse, while actual entitled person is not present. To lock and unlock extension, Lift hand set & listen dial tone & Dial # 26 PPPP, where PPPP is

personnel password and class of service is restored, while Dial # 26 # all calls are barred and password entry is not required.

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. 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, get dial tone once dialling this, in case 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.

6. **Access to Trunk Line as per Group (0/9) (Line Hunting):**

Access to trunk line is used to make calls on telephone line. To make outside call, lift handset, listen dial tone & Dial 0 or 9, you will get telephone line dial tone and proceed for the external call dialling. In case, you don't

get telephone line dial tone, all lines in '0' group are busy or extension is not entitled to use '0' or '9' group dialling.

#### 7. **Re-dial (\*):**

Any extension user can repeatedly dial the last number (whether internal or external) without pressing all the numbers again. For this, do as follows, Disconnect previous call, lift handset and hear dial tone, Dial '\*' key. The last dialled number will be redialled 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.

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

If another extension is ringing, this feature allows 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 dialled, get back dial tone and dial #8 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 (as per card) call will be received.

**9. Abbreviated dialling (Global dialling Common Pool Nos.):**

There are some telephone numbers that all users dial regularly. The exchange can be programmed to memorize 100 numbers and gives them 3 digit access codes. Any station can now call these numbers by dialling the appropriate code. The code starts from 700 and ends at 799. Class of Service is not checked for global memory and that numbers can be dialled by any extension.

#### **10. 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 as follows, 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.

#### **11. Call Camp on (HF #8 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, within programmed time, 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 #8 Extn. No. (Which is found busy) and disconnect.

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

This feature allows the user to attend 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, the 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 completely and Dial ## to pick up parked call.

### 13. **Call Parking Personnel (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.

### 14. **Barge-in (#8+ Ext. No.):**

In case the extension user desires to interrupt or listen conversation of another conversing extension, user can Barge into the conversation of that extension. This with or without alert sound and enabled or disabled for extension as per system programming. To do so, Lift handset & hear dial tone & Dial #8 + Extn.

### **15. 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 extension. To cancel this feature dial # 10 #.

### **16. 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, listen dial tone & Dial # 11 #.

**17. Hot Line (# 12 Extn. No. or TRK or Memory No.):**

To initiate this feature, lift handset and, after hearing the dial tone, dial # 12 EXT or # 12 TRK or #12 Memory no. For example # 12-10 or # 12 0 or # 12 700. 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 after Hotline Delay time is over after caller picks up his handset; he need not dial any code. For hot outward dialling, on receiving telephone line dial tone, dial the external number desired or for Normal Hotline the called party's telephone/Extension No. will be dialled automatically. To cancel this feature operates as follows, Lift handset, hear ring back tone, hook flash & Dial # 12 #. The hotline delay is programmed as, lift handset and, after hearing the dial tone, dial # 12 \* 0-5, where 0 is immediate.

## 18. **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, do flash, on dial tone, Dial # 13 and Hang up. As soon as the called extension gets free, your extension will ring. Lift handset, you will hear ring back tone, and other extension will ring. To cancel this feature, dial as follows, lift handset, listen dial tone of the system and Dial # 0.

## 19. **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.

20. **Call Privacy (#15):**

Dial # 15 to set call privacy feature. Call privacy set to avoid barge-in by other user to have privacy. Can be reset by dialling #0.

21. **Follow Me (# 16 Ex.):**

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 # 16 EX... (EX is the No. of the original extension being). All calls for that extension will now ring at the extension from where the above code has been dialled. To cancel this Feature, Dial # 11 # from extension whose call are followed.

**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.



## **22. Setting of Reminder Call [#17 + MM]:**

It is similar to alarm call, but 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 # 17 30.

**Note:** Only one reminder can be booked by one extension either normal alarm or reminder.

## **23. Setting of Alarm Clock [# 18 + HH + MM]:**

Each extension can be pre-set to ring at a pre-determined time. This time can be set by lifting the receiver, dialling # 18 and 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 in 24 hour format and MM stands for minutes (2 digits must be used for each). For e.g., if the alarm is to be set for 3.15 PM, key in # 13 + 15 + 15.

#### **24. Paging (# 39/0/ext):**

On dialling #39, the announcer can broadcast his message through his handset on Paging Port. If system is capable of catering Hybrid Phones then Paging to Individual Hybrid phone or all hybrid phone and Paging Port can also be activated. Individual Hybrid Phone paging can be activated by dialling #3 + ext. While paging port and all hybrid Phone paging can be activated by dialling #30. Individual hybrid phone can also enable or disable for receiving global paging by dialling #3 + # or \* respectively.

#### **25. Direct Access to Trunk Line (60/61 for 208, 60/61/62 for 308 & 60,61,62,63 for 416):**

In addition to accessing trunk lines by dialling 0, it is also possible to access trunk lines directly by dialling 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 dialled after lifting the receiver and getting the dial tone. The rest is same as

'0' access. This is useful when a particular TRK have STD/ ISD dialling facility.

## **26. 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.

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

If you wish to clear feature such as do not disturb, Auto Call-back, Call Privacy, you should lift the handset and on obtaining the dial tone, dial # 0.

## **28. Flash Time (#19 + 1-5):**

Flash key is for various functions such as call transfer auto call back etc., different instruments may have different flash time and need to be configured for certain cases. To change flash time, lift handset, listen dial tone, dial #19 + 1-5 for flash time low to high in that order.

## **29. Smart Switch Access (#41/2/3):**

Your PBX can be fitted with optional Smart Switch Card for control of Electric Device or Door Opener etc. There can be three smart switches and operates as per configured, To access the respective switch, Lift handset, listen dial tone, dial #4+1/2/3 (Switch ID) and switch will get activated as per

configuration and access allowed to that extension.

### 30. **Manager Mode:**

The following programs required to be done by authorized personnel only, and hence password is required to be entered before doing so. Manger mode entry can be done from any extension by dialling #5\* MMMM, where MMMM is manager password. Manager password should be registered for first use by dialling #5# + \*\*\*\* + MMMM, where 'MMMM' is new registered password. To change the manager password same dialling is to be done but with 'MMMM' instead of '\*\*\*\*'. For example, #5# + MMMM + NNNN where 'MMMM' is old password and 'NNNN' is new password.

### 31. **Day / Night Mode Setting (Manager Mode Only):**

Dial #1 # to set Night Mode Manually and Dial #1 \* for setting Day Mode Manually.

### **32. SMDR Print Commands (Manager Mode Only):**

SMDR (Station Message Data Recorder) output can be obtained on Hyper Terminal or Serial Printer with following commands.

User can setup hyper terminal on PC with Baud Rate – 1200 / Parity -None / Stop Bit – 1 and Flow control – None. User can also save data in a Text File with Capture Data function of Transfer Menu.

Dial #59 will print all calls stored in the memory of PBX.

### **33. DISA Message Recording & Playing:**

DISA Message recording can only be done in Manager Programming Mode, while listening don't requires password. The messages in Voice Card are at fixed locations and with limit of maximum time available for each message as given in following table. It is recommended to verify each message after recording.

The Following table describes Length, Recording Code and Playing Code for Voice Messages.

<b>MESSAGE</b>	<b>Time</b>	<b>Rec</b>	<b>Lisn</b>
DISA Welcome Message-1	23	#500	#510
DISA Welcome Message-2	23	#501	#511
DISA Welcome Message-3	23	#502	#512
Invalid Dial Message	8	#504	#513
Busy Message	8	#505	#515
No Dial Message	8	#506	#516
No Reply Message	8	#507	#517
Release Message	8	#508	#518
AA-1 Welcome Message (Level-1)	60	#530	#550
AA Level-2 Message-N (1-9)	23	#53N	#55N

## **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.
  - ❖ Line might not working, switch off machine and check power failure extension have dial tone.
  - ❖ 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-Dialled
  - ❖ Disconnect CO properly for a period of more than flash time as CO might be going on hold while disconnecting and then try Redial



- ❖ Activate DTMF Mute program so that you don't listen DTMF while number getting dialled.
- 3. I cannot dial STD numbers
- ❖ Open dynamic lock as dynamic lock might be set
- ❖ Access not allowed by programming
- 4. Call getting disconnected while transferring to extension
- ❖ Increase the flash time of extension as flash time might be less
- ❖ After dialling wait for 7 seconds to get register into conversation as exchange might consider for flash while dialling
- 5. Call remains even after Flash
- ❖ Decrease the flash time of extension as flash time might be more.
- 6. Calls are getting diverted to some other extension.
- ❖ Cancel call forward facility, as your extension call might be forwarded to other extension.
- 7. When I lift my handset, I get ring back tone and other extension starts ringing.
- ❖ Cancel the hotline feature by flashing and dialling #12# while listening ring back

- tone as hotline might be set with that extension.
8. When I lift my handset, I get dial tone of CO line.
    - ❖ Cancel the hotline feature by flashing and dialling #12# while listening CO dial tone.
  9. Wrong nos. ringing at my extension.
    - ❖ Cancel the call forwarding feature by dialling HF # 11# from the forwarded extension.
  10. Not Receiving Call for my Extension and calling party gets engage tone.
    - ❖ Cancel do not disturb by dialling #0.
  11. 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

## **Hybrid Phone Features**

### **Assign DSS (Direct Station Select) Key**

- ❖ Press Help Key while Phone is idle, display will show 'Select DSS Key' message.
- ❖ Press DSS key to be assigned, display will show current assignment.
- ❖ Press Clear Key and Hold Key to erase assignment
- ❖ Press Extension Number, Trunk Direct Access Code, 8 for Call Pick-up, \* for Redial or 7NN for memory assignment and then Press Hold Key to assign DSS

### **Contrast Setting**

- ❖ Press Speaker Key or lift hand set, Dial #36 + 1-4 and Select 1 to 4 for suitable contrast.

### **Ring Melody Setting**

- ❖ Press Speaker Key or lift hand set, Dial #37 + 1-8 and Select 1 to 8 for suitable Ringing melody.

### **Date/Time format Type Setting**

- ❖ Press Speaker Key or lift hand set, Dial #38 + 1-8 and Select 1 to 8 for suitable Time format.

### **KTS Call Reject**

- ❖ On ringing press DND button to reject call for Intercom Call Only.

### **KTS view for Numbering**

- ❖ Press Help key while on hook & press centre button and then press Right key
- ❖ On pressing up or down button one can view which number is assigned to which port.

### **KTS Auto Camping Activation**

- ❖ Press Speaker Key or lift hand set, Dial #40
- ❖ This will toggle Auto camping of Trunk Call Transfer by other extension to Hybrid Phone. The Trunk should have DSS assigned on Hybrid Phone for this feature to work.

## **KTS Auto Answer Activate for Intercom Calls**

- ❖ Press Mute Key while idle will activate auto answer feature of Hybrid Phone. On any Intercom call (Not Call Transfer) speaker mode with beep get activated and direct communication with Extension will start.

## **KTS view for Memory Numbers**

- ❖ Press Centre and then down key while on hook.
- ❖ On pressing up or down button one can view which memory number is assigned to which Telephone Number.
- ❖ While viewing number press speaker button to dial the number

## **KTS view for Call Log**

- ❖ This Feature is available only to Executive Extensions. Executive user can see entire call log of dialled, missed and received call log in detail with date, time, duration, line number and extension number.
- ❖ Press Centre key and then Left key while on hook.
- ❖ On pressing up or down button one can view call log.
- ❖ The lower line will toggle for duration and time and telephone number on pressing centre key.
- ❖ While viewing the log, press speaker button to dial the number

**Notes:**