

PHONOMAX

PBX

PX Series

USER

MANUAL

MONITORING TONES

The various "tones" of your PBX System are as follows.

- 1) **Exchange Dial Tone:** The dial tone is a continuous sound for 6 seconds during which dialing is to be initiated or PBX times out 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) 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 and sounds like Durrrr... for one second with a three second silence interval. When user dial extensions, will hear this ring-back tone.
- 5) **Ringng 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 two seconds OFF period. A ring from a CO.Jn.(Trunk) Line will

ring like a normal telephone call, it will be two short cadence followed by long pause and repeated.

- 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 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, To do so, 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.

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

Extension can be programmed to bar calls from that extension, to prevent misuse, while 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 or access special features from any extension, which is not entitled from the same. 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 dialing 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 and can also access executive features.

6. Access to Trunk Line (0) (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, you will get telephone line dial tone and proceed for the external call dialing. In case, you get busy tone, all lines in '0' group are busy, or extension is not entitled to use '0' group dialing.

7. Re-dial (*) :

Any extension user can repeatedly dial the last number dialed (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 dialed number will be redialed automatically.

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 dialed, 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 call will be received.

9. Abbreviated Dialing (Global Dialing 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 dialing the appropriate code. The code starts from 700 and ends at 799. 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.

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 to a busy extension. The busy extension on which the call is transferred (camped on) gets a call waiting tone, however, if this camped on call is not attended within 20 seconds, it returns to the original 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 that 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. 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 Ext. 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, Trk is the Trunk

access code and Mem. No is memory number, which you always dial. The Hot Line feature will get activated after delay time as the caller picks up his handset. To cancel this feature, Lift handset, hear ring back tone, hook flash & Dial # 12 *.

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, flash, on dial tone, Dial # 13 and Hang up. As soon as the called extension gets free, your extension will ring. To cancel this feature, 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 dialing #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 # 15 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 dialed. To cancel this Feature, Dial # 15 *

22. 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 for A.M. or 1 for 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 e.g., if

the alarm is to be set for 3.15 PM, key in # 13, 1, 03, 15.

23. Setting of Reminder Call [#18 + 2+ 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 # 18 230.

24. Paging (# 30) :

On Dialing #30, the announcer can broadcast his message through his handset on Paging Port.

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

In addition to accessing trunk lines by dialing 0, 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' access. This is useful

when a particular TRK have STD/ ISD dialing 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. 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.

27. Mute for Redial / Memory Dialing :

While Redialing or Memory Dialing the number is not getting through user can opt for muting the dialing by the PBX by dialing #27 * / # for disable or enable respectively.

28. Cancellation of all present Features (#0) :

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

29. 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 dialing #5* MMMM, where MMMM is manager password. Manager password should be registered for first use by dialing #5# + **** + MMMM, where 'MMMM' is new registered password. To change the manager password same dialing is to be done but with 'MMMM' instead of '****'. For example, #5# + MMMM + NNNN where 'MMMM' is old password and 'NNNN' is new password.

30. Day / Night Mode Setting (Manager Mode Only):

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

31. SMDR Print Commands :

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 – 9600 / Parity -N/ Stop Bit – 1 and Flow control – None. User can also save

data in a Text File with Capture Data function of Transfer Menu.

Dial #7 + * will print all calls stored.

Dial #7 + 0 + YY + MN + DY will print all calls of the day entered.

Dial #7 + EXT No. will print all calls by that Extension.

Dial #7 + Trunk (60-64) will print all calls through that Trunk Line.

Dial #7 + 7 will print all Outgoing Calls.

Dial #7 + 8 will print all Incoming Calls.

Dial #7 + 9 will stop printing.

Dial #7 + # will erase all calls from the SMDR Buffer.

32. DISA Message Recording & Playing :

DISA Message recording can only be done in Manager Programming Mode, while listening don't requires password. If dual voice cards are attached to the system then recording is done simultaneously on both voice guidance cards. The messages in Voice Cards are at fixed locations and with limit of maximum time available for each message as given in following table. The playing for both the card can be done individually. It is recommended to verify each message after recording for both the cards.

The Following table describes Length, Recording Code and Playing Code for both the cards.

MESSAGE	Maximum Time in Seconds	Record Both	Listen First	Listen Second
Welcome Message-1	23	#500	#510	#520
Welcome Message-2	23	#501	#511	#521
Welcome Message-3	23	#502	#512	#522
Invalid Dial Message	8	#504	#514	#524
Busy Message	8	#505	#515	#525
No Dial Message	8	#506	#516	#526
No Reply Message	8	#507	#517	#527
Release Message	8	#508	#518	#528

MESSAGE	Maximum Time in Seconds	Record Both	Listen First	Listen Second
AA-1 Welcome Message (Level-1)	60	#530	#550	#570
AA Level-2 Message-01	23	#531	#551	#571
AA Level-2 Message-02	23	#532	#552	#572
AA Level-2 Message-03	23	#533	#553	#573
AA Level-2 Message-04	23	#534	#554	#574
AA Level-2 Message-05	23	#535	#555	#575
AA Level-2 Message-06	23	#536	#556	#576
AA Level-2 Message-07	23	#537	#557	#577
AA Level-2 Message-08	23	#538	#558	#578
AA Level-2 Message-09	23	#539	#559	#579

MESSAGE	Message Text
DISA Welcome Message-1	Welcome to our organization, please dial desired extension or wait for assistance, your call will be answered shortly
DISA Welcome Message-2	
DISA Welcome Message-3	
Invalid Dial Message	The Number You have dialed is invalid, please wait for assistance
Busy Message	The Number You have dialed is busy, please wait for assistance
No Dial Message	Your call will be transferred to the concerned person, please wait
No Reply Message	The number you have dialed is not responding, please wait for assistance
Release Message	There is nobody to answer your call, please call on some other time, Thank You for Calling

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. Below are few problems the user generally encounters.

1. While trying to dial '0' not getting CO line.
 - 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 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 system 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
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 dialing #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 dialing #12* while listening CO dial tone.
9. Wrong nos. ringing at my extension.
 - Cancel the call forwarding feature by dialing HF # 11* from the forwarded extension.
10. Not Receiving Call for my Extension and calling party gets engage tone.
 - Cancel do not disturb by dialing #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

Notes: