Orchid
Telecom Limited

Model
PBX 308 Plus
System Administration Guide

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Introduction

Thank you for choosing the Orchid Telecom PBX 308 telephone system. Please take time to read through this Administration guide to get the most from your new purchase.

Installation Hints

- Ensure the On/Off switch located on the left hand side of the PBX is switched to On. (-)
- All extension sockets should be Master type with built in ringing capacitor. (If you use a secondary type socket, and your extension phones are older type 4-wire working, they will not ring).
- We have a range of “Easy Install” adaptors for connecting the extensions. They are available in 4 lengths; 10cm, 5m , 10m and 20m. Please contact your supplier for more details.
- Only extensions 21-24 will ring on incoming calls (factory default setting) unless you nominate any other extensions to ring. See page 7 of the Administration Guide.

Wall Mounting:

- Drill 2 holes, 16cm apart. (Take extra care not to drill through electrical wiring or pipes.)
- Adjust the screw heads until the PBX fits firmly against the wall.

System Programming

All programming is done on Extension **21** ONLY.

NOTE: If Programming is being done successfully you will hear a Beep **(beep)** after every **#**, if unsuccessful you will hear a Series of Beeps after the **#**.

In this guide all dialled digits will appear in **RED** text.

System Password

The factory default password is: *** 0 1 (1234) #**

Changing the Password

Ext 21 **Dial: Current Password** *** 0 1 1234 # (beep)**

Dial: New Password *** 0 2 xxxx # (beep)** **Hang Up**

NB: Your new Password will be: *** 0 1 xxxx #**

Entering the password in Direct Dial mode

If you change the programming Extension 21 to **Direct Dial mode** (page 10) you will need to dial an extra * in front of the Password:

*** * 01 1234 # 2**

NOTE: When you enter the programming mode on 21 all the other Extensions will be cut off. Therefore ensure that other Extensions are not on calls before you start programming.

We strongly recommend that you store your new password into a one-touch memory. This will simplify all future programming.

Exchange Line Set Up

The PBX 308 is configured at the factory for 3 Exchange Lines to be connected. If you only have 1 or 2 lines connected it is important that the system is set-up as follows:

1 Exchange Line connected:

Ext 21 Dial: Password (beep) * 3 1 1 # (beep) Hang Up
Line

2 Exchange Lines connected:

Ext 21 Dial: Password (beep) * 3 1 1 2 # (beep) Hang Up
Lines

If at a later date you want to add another line, making a total of 3 lines:

Ext 21 Dial: Password (beep) * 3 1 1 2 3 # (beep) Hang Up
Lines

Telephones with CALLER DISPLAY and DATE/TIME features.

If you are intending to use telephones with the above features on the PBX308 you must program the DATE/TIME settings on the PBX.

The PBX plus will update your Caller Display log with the time/date of each Incoming call and calls from other extensions.

There is no need to set the DATE/ TIME on your telephones as the PBX plus will do this automatically when the phone first rings.

SETTING THE DATE and TIME

NB: At the end of every successful programming sequence you will hear a beep

Setting the Date and Time (24 hour clock)

1) To set the Date

On Extension 21 Dial Password * 01 1234 # beep
then dial *** 95 1 yy mm dd dow #** Beep (Where DOW Monday = 1, Tuesday = 2 etc)
Eg.: Thursday 26 March 2009 would be *** 95 1 09 03 26 4 #** Beep

2) To set the time

On Extension 21 Dial **Password * 01 1234 #** Beep

then dial *** 952 hh mm #** beep
Eg.: 3.20 pm would be *** 952 15 20 #** Beep

Changing Extension Numbers

As currently configured the Extensions are 2 digits 21 to 28, but these numbers can be changed to 3 or 4 digits and any numbers you want from 10 –8999

To change the number of digits and lead digit for Extensions.
Note: The system Extensions can be programmed for a combination of 3 or 4 digits but 3 or 4 Digit Extensions must have a different leading Digit eg; 3 digit Extensions could start with 1, 2 digit Extensions could start with 3 and 4 digit Extensions could start with 5.

Example 1 ; To change ALL Extensions from 21 - 28 to 10 - 17

On Extension 21 dial **Password * 01 1234 #** beep
Then dial *** 72 1** (where 1 is the lead digit) **2** (Where 2 is the number of digits) **#** Beep

Then **Dial * 7 001**(where 001 is the extension socket on rear of unit)**10 # Beep**
*** 7 002 11 #** Beep *** 7 003 12 #** Beep Keep going until *** 7 008 17 #** beep **Hang up**

Example 2: To change Extension 22 to 33 and 28 to 5555

Dial **Password * 01 1234 #** Beep

Then Dial *** 72 3 2 #** Beep *** 72 5 4 #** Beep

*** 7 002 33 #** Beep *** 7 008 5555 #** Beep **Hang up**

Assigning Incoming Calls

This is a useful feature for spreading the incoming call load over certain extensions or a specific line direct to a specific extension. Useful if you are sharing the PBX with another company or connecting a Fax machine to an Extension.

IMPORTANT: The factory set default is to ring Extensions 21 – 24 only.
All extensions 21 – 28 can be programmed to ring on incoming calls

If you want to add further extensions to ring, please use the following examples to help you get your PBX set up as per your requirements.

Add extensions 27 and 28 to ring on Line 1

Ext 21	**Dial:**	**Password (beep)**	*** 12**	**01**	**27**	**#**	**(beep)**	
			*** 12**	**01**	**28**	**#**	**(beep)**	**Hang Up**
				Line	Ext			

Now extensions 21 – 24 and 27 – 28 will ring on Line 1.

Further Examples

If you do not want one or all of extensions 21 – 24 to ring, you must first clear the factory default setting as follows:

To assign Extensions 27 and 28 ONLY to ring on Line 1

Clear Line 1:

Ext 21 **Dial:** **Password** **(beep)** *** 11** **01** **#** **(beep)** **Hang Up**
Line

Ext 21 **Dial:** **Password** **(beep)** *** 12** **01** **27** **#** **(beep)**
*** 12** **01** **28** **#** **(beep)** **Hang Up**
Line Ext

To assign Extensions 25 and 26 ONLY to ring on Line 2:

Clear Line 2:

Ext 21 **Dial:** **Password** **(beep)** *** 11** **02** **#** **Hang Up**
Line

Ext 21 **Dial:** **Password** **(beep)** *** 12** **02** **25** **#** **(beep)**
*** 12** **02** **26** **#** **(beep)** **Hang Up**
Line Ext

Add extensions 25, 26 and 27 to ring on Line 3:

Ext 21 **Dial:** **Password** **(beep)** *** 12** **03** **25** **#** **(beep)**
*** 12** **03** **26** **#** **(beep)**
*** 12** **03** **27** **#** **(beep)** **Hang Up**
Line Ext

Now extensions 21 – 27 will ring on Line 3.

Cascade Ringing

This feature enables extensions to ring in turn, If the first extension is busy, the second extension will ring and so on.

Example: To assign Extensions 21, 22 and 23 to ring in turn on Line 1.

Clear factory default:

Ext 21 **Dial:** **Password (beep)** *** 11** **01** **#** **Hang Up**
Line

Ext 21 **Dial:** **Password (beep)** *** 13** **01** **21** **#** **(beep)**
*** 13** **01** **22** **#** **(beep)**
*** 13** **01** **23** **#** **(beep)** **Hang Up**
Line Ext

If extension 21 is busy, the system will ring the next available assigned extension.

Example: To assign Extensions 26, 27 and 28 to ring in turn on Line 3.

Clear factory default:

Ext 21 **Dial:** **Password (beep)** *** 11** **03** **#** **(beep)** **Hang Up**
Line

Ext 21 **Dial:** **Password (beep)** *** 13** **03** **26** **#** **(beep)**
*** 13** **03** **27** **#** **(beep)**
*** 13** **03** **28** **#** **(beep)** **Hang Up**
Line Ext

If extension 26 is busy, the system will ring the next available assigned extension.

Assigning Outgoing Calls

Extension To Specific Exchange Lines

A useful feature if you want to keep lines 1 and 2 free for incoming calls or other priority Extensions for outgoing calls. This does not restrict other extensions from using the same outside line.

Example: To restrict extension 28 to use exchange line 3 only.

Ext 21 **Dial:** **Password (beep)** *** 41** **03** **28** **#** **(beep)** **Hang Up**
Line Ext

To cancel this assignment:

Ext 21 **Dial:** **Password (beep)** *** 43** **03** **#** **(beep)** **Hang Up**

Exchange Line to Specific Extension or Extensions

This applies to Outgoing calls only, incoming calls can be answered by all extensions.

Example:

To assign Extensions 27 and 28 to be the only Extensions that can make outgoing calls on line 3.

Ext 21	**Dial:**	**Password**	**(beep)**	*** 42**	**03**	**27**	**#**	**(beep)**	
				*** 42**	**03**	**28**	**#**	**(beep)**	**Hang Up**
					Line	Ext			

To cancel this assignment:

Ext 21	**Dial:**	**Password**	**(beep)**	*** 44**	**03**	**#**	**(beep)**	**Hang Up**

Assign Extensions For Direct Dial Mode

As currently configured all extensions must Dial 9 for a line (Factory Default Setting). This can be changed so that Extensions automatically access the next available outside line as soon as they pick up the phone.

To convert ALL extensions to Direct Dial mode:

Ext 21	**Dial:**	**Password**	**(beep)**	*** 8**	**10**	**#**	**(beep)**	**Hang Up**

To revert ALL extensions to Dial “9” mode:

Ext 21	**Dial:**	**Password**	**(beep)**	*** 8**	**00**	**#**	**(beep)**	**Hang Up**

To convert extensions 27 and 28 ONLY to Direct Dial mode:

Ext 21	**Dial:**	**Password**	**(beep)**	*** 82**	**27**	**1**	**#**	**(beep)**	
	Dial:	**Password**	**(beep)**	*** 82**	**28**	**1**	**#**	**(beep)**	**Hang Up**

To revert extensions 27 and 28 ONLY to Dial “9” mode:

Ext 21	**Dial:**	**Password**	**(beep)**	*** 82 27 0 #**	**(beep)**		
	Dial:	**Password**	**(beep)**	*** 82 28 0 #**	**(beep)**	**Hang Up**	

NB:

1. Direct Dial Extensions must Dial * in front of the Extension number when making internal calls.
2. If Extension 21 is converted to Direct Dial and wants to program system features, an extra * must be inserted in front of the Password. (*** * 01 1234 #**)

Least Cost Routing (LCR) For All Calls

Many Phone companies offer attractive rates for their National, Mobile and International calls. To use their services however you will have to prefix all Internationals with a 4,5 or 6 digit access code.

The Orchid PBX can be programmed to automatically insert the Phone companies access code for all calls starting with 0, as follows:

To Prefix all calls on ALL lines with Carrier Call18185

Ext 21 Dial: Password (beep) * 35 18185 # (beep) Hang Up

To Cancel LCR Prefix

Ext 21 Dial: Password (beep) * 35 # (beep) Hang Up

If you only want the LCR function on one line say line 3:

Ext 21 Dial: Password (beep) * 34 03 18185 # (beep) Hang up

To Cancel LCR on line 3

Dial: Password (beep) * 34 03 # (beep) Hang Up

Accessing IP Calls

As currently configured you need to dial 9 to access the BT or Cable line to make outgoing calls. If you also have an IP service connected to one or more of your lines you can program a digit 1 - 8 to access the IP service automatically.

Example 1: To assign Digit 7 to access IP service on lines 2 and 3

Ext 21 Dial: Password (beep) * 971 7 02 # (beep)

To Cancel **Dial: * 971 # (beep)**

Example 2: To assign Digit 8 to access IP services on line 3

Ext 21 Dial Password (beep) * 971 8 03 # (beep)

To Cancel **Dial * 971 # (beep)**
To make IP calls just dial 7 as in example 1 or 8 as in example 2.

NOTE: If your Extensions have been change for Direct Dial mode you need to dial * in front of the 7 or 8 as above

Call Barring / Call Restrictions

The Orchid PBX has a very flexible Call Restrictions package which should enable you reduce your phone Bill by eliminating unnecessary calls.
For example you can restrict individual or All extensions from calling premium rate numbers, International numbers, mobile numbers or calls to the Speaking clock or Directory enquires.

Calls can also be limited to just any of the 99 System Speed Dial memories.

Call types such as Local, National, Mobile, International, Non Geographic, Directory enquiries etc can be programmed into Call Groups.

CALL BARRING

There are Call barring groups 1 to 6,and each group can have up to 20 call types of up to 4 digits.

For Example Group 1 could contain Premium rate 09 and mobile 07 call types, Group 2 could contain International calls to Asia 008 and Directory enquiries 118 etc. These groups can be assigned to individual or all extensions.

Example 1.
To assign 09 and 07 into group 1 and 008 and 118 into group 2

Ext 21 Dial: Password (beep) * 57 1 09 # 07 * 57 2 008 # 118 # (beep) Hang Up

Example 2.
To assign 01 and 02 into group 3 and 100, 123, 00, 07 and 09 into group 4

Ext 21 Dial: Password (beep) * 57 3 01 # 02 * 57 4 100 # 123 # 00 # 09 # (beep) Hang Up

INTERNAL CALLS only Group 0

To assign Extensions for Internal calls only they should be assigned to Group 0. The system has already been programmed for Group 0 to only allow internal calls. For example, you may have a phone in your reception area or in a public area.

TO ASSIGN GROUPS 1 - 6 or 0 to Extensions

Example 1.
To assign Group 1 to all extensions (Group 1 may bar calls to 09 numbers)

Ext 21 Dial: Password (beep) * 54 1 # (beep) Hang Up

To Cancel Group 1 being assigned to All Extensions,

Ext 21 Dial: Password (beep) * 53 # (beep) Hang Up

Example 2.
To assign Group 2 to Ext 24 and Group 0 to Ext 28

Ext 21 Dial: Password (beep) * 51 2 0 4 2 # * 51 2 0 8 0 # (beep) Hang Up

To cancel Ext 24 being assigned to group 2

Ext 21 Dial: Password (beep) * 53 2 04 # (beep) Hang Up

To Assign Extensions to dial speed-dial memories ONLY

This is the ultimate cost saving feature to prevent unauthorized telephone use. In this mode, the extensions can only call business related numbers; suppliers, customers or colleagues for example.
We strongly recommend that you program emergency services numbers in to a memory when using this feature.

Example: To assign extensions 27 and 28 to Dial system speed-dials only

Ext 21 Dial: Password (beep) * 51 27 92 # * 51 28 92 # (beep) Hang Up

To cancel Ext 24 being assigned to group 2

Ext 21 Dial: Password (beep) * 53 27 92 # * 53 28 92 # (beep) Hang Up

To Set Time Limit for Out-Going Calls

All or individual Extensions can be restricted to a maximum call time for each Outgoing call. The maximum call time can be set for 1 to 60 minutes.

Example 1.
To restrict ALL extensions to 3 minutes per Outgoing call

Dial **Password *01 1234#** Beep * 93 03 # Beep **Hang Up**

To Cancel All Extensions being limited to 3 minutes for Outgoing calls
Dial **Password *01 1234#** Beep * 93 # Beep **Hang Up**

Example 2
To restrict Extensions 27 and 28 to 5 minutes for Outgoing calls

Dial **Password *01 1234#** Beep *** 91 27 05 #** Beep *** 91 28 05 #** Beep **Hang up**

To Cancel Extension 28 being limited to 5 minutes for outgoing calls
Dial **Password *01 1234#** Beep *** 92 28 #** Beep **Hang up**

NOTE - 1 minute before the end of time limit a beep will be heard every 15 seconds

System Speed Dials

Up to 99 telephone numbers can be stored into the PBX systems memory bank and can be dialled by any Extension which has been Programmed to use this feature.

NOTE: Any Extension which has been programmed to use Speed-Dials can ALSO store numbers into the memory bank.

The Administrator may or may not want certain Extension users to change, delete or add speed-dials therefore the programming instructions are excluded from the Extension Userguide.
Only how to use the Speed-Dials is included

Storing Speed-Dials and Dialling Speed-Dials is the same sequence for "Dial 9" or " Direct dial" extensions.

Assign Extensions for Speed Dialling

Example 1: To assign Extensions 21 and 22 for Speed Dialling;

Ext 21 Dial: Password (beep) * 40 21 1 # 22 1 # (beep)

Example 2. To assign ALL extensions for Speed dialling

Ext 21 Dial: Password (beep) * 40 21 1 # 22 1 # 23 1 # 24 1 # 25 1 # 26 1 # 27 1 # 28 1 # .

To Remove Extensions from using the Speed Dialling

Example to remove Ext 25

Ext 21 Dial: Password (beep) * 40 25 0 # (beep)

Storing Speed-Dial numbers

Store Speed-Dial numbers in locations 01-99. Up to 24 digits can be stored per Speed-Dial.

Any assigned Extension can add, delete or change a Speed-Dial memory (Please note these instructions are not contained in the Extension Guide, they should be released at the discretion of the Administrator)

Example 1. To store 01572 717888 into Speed-Dial location 01

*** No Password needed ***

Dial: # * * 01 01572 717888 # (beep) hang up.

Example 2. To store 07722225678 into Speed-Dial location 33

Dial: # * * 33 07722225678 # (beep) hang up

Dialling Speed Dial numbers

To call the number in Speed-Dial location 01, Dial **## 01**

To call the number in Speed-Dial location 33, Dial **## 33**

Deleting and changing a Speed-Dial number

To change a number you must delete it first

Example: To change the number stored in Speed-Dial location 01 to 01572 222333

Dial: **# * * 01 #** **(beep)** **Hang up** The number is now deleted

Dial: **# * * 01 01572 222333 #** **(beep)** **Hang up**

Calls On Hold

To Place a call on HOLD.
Incoming or Outgoing calls can be put on HOLD, this feature also enables you to answer another incoming call:

Press RECALL # # # then hang up.
(Suggest RECALL ### should be programmed into a one touch phone memory.)

To RETRIEVE a call that has been put on HOLD
Dial # # * from your Extension or any other Extension.

IMPORTANT; If your Extension is in " DIRECT DIAL " mode to RETRIEVE the call
Dial * ## * and you will be connected back with the call on Hold.

To Place a call on HOLD and answer another Line that is ringing.
Dial RECALL ### and hang up.
When your phone starts ringing answer the call, or if your phone is not ringing dial # 7 to pick up the call.
The second call can also be put on HOLD by dialling RECALL ### then hang up.
Dial ## *to connect back with the first call that was put on HOLD.

NOTE; A call can be put on HOLD for a maximum of 4 minutes . If you need to put the call on HOLD for longer than 4 minutes, RETRIEVE the call before 4 minutes
and put in on HOLD again for a further 4 minutes.

Music On Hold

The PBX 308 has an intermittent comfort tone which the caller hears while the call is being transferred or on Hold. However we recommend you make use of the external Music On Hold Port.This will provide a variety of music and a more professional image. A standard CD player,

fixed or portable, can be connected to this port using a Mono Audio Cable with a 3.5mm plug connected at both ends. The CD Player should have a “Repeat” function. If using a portable CD player, we recommend you use a DC power adaptor, which is usually an optional extra.

To check or listen to Music On Hold

Ext 21 Dial: **Password (beep) * 2 4 # (beep) Music will be played for 10 secs**

Auto Attendant (DISA)

All lines or individual lines can be programmed for Auto Attendant Mode (AA). In AA mode the PBX308 answers incoming callers and they will hear your personalised Outgoing Message (OGM).

This enables you to instruct your callers to Dial 21 for Sales, 22 for accounts etc or 0 for the Operator. Extension 22 is Operator 1 and Extension 23 is operator 2. If Operator 1 is busy the call will go to Operator 2.

To record the Auto Attendant outgoing message (OGM)

You have up to 15 seconds for the OGM.
A Suggested message is as follows:
" This is Smith and Co. If you would like the Sales department please Dial 21, if you would like Customer Services please Dial 28, and for all other enquiries, please Dial 0 for the operator"

Ext 21 Dial: **Password (beep) * 221 # (beep) Record Message Hang Up**

To playback the Auto Attendant Outgoing Message (OGM)

Ext 21 Dial: **Password (beep) * 231 # (beep) Listen to Playback Hang Up**

OGM if the Extension is Busy

You can record a message to inform the caller to Dial 0 for the Operator because the Extension is Busy.
The maximum message length is 7 seconds. A suggested message is as follows:
" I am sorry the Extension you require is Busy please dial 0 for the operator"

Ext 21 Dial: Password (beep) * 222 # (beep) Record Message Hang Up

To Playback the Extension Busy OGM

Ext 21 Dial: Password (beep) * 232 # (beep) Listen to Message Hang Up

OGM if Extension is unanswered after 25 seconds.

You can record an OGM informing the Caller to Dial 0 for the operator because the Extension is not answering. To record the Unanswered OGM, Max 7 seconds:
A suggested message is as follows "I am sorry, the Extension you require is not answering, please Dial 0 for the operator"

Ext 21 Dial: **Password (beep) * 223 # (beep) Record Message Hang Up**

To Playback the Unanswered OGM

Ext 21 Dial: **Password (beep) * 233 # (beep) Listen to Message Hang Up**

To Assign Operator Extension(s) for the Auto Attendant mode

When the Caller Dials 0 for the operator, Extension 22 will ring, if 22 is busy extension 23 will ring.

You can program the Extensions of your choice for Operator 1 or Operator 2, which will answer if Operator 1 is busy.

To Change Operator 1

Ext 21 Dial: **Password (beep) *25 (Ext Number) # (beep) Hang Up**

To Change Operator 2

Ext 21 Dial: **Password (beep) * 26 (Ext number) # (beep) Hang Up**

To assign all Lines for Auto Attendant

Ext 21 Dial: **Password (beep) * 2 0 # (beep) Hang Up**

To assign a single Line for Auto Attendant

Example – To Assign Line 3 only to Auto Attendant

Ext 21 Dial: **Password (beep) * 2 0 0 3 # (beep) Hang Up**
Code Line

To remove the Auto Attendant feature from All Lines

Ext 21 Dial: **Password (beep) *21 # (beep) Hang Up**

Auto-Fax Detect

In Auto Attendant mode the PBX can detect an incoming fax and automatically transfer it to a Fax machine.

Example: Connect a fax machine to Extension 28

To assign Extension 28 to Automatically receive an incoming fax;

Ext 21 Dial: **Password (beep) * 27 28 # (beep) Hang Up**

To cancel Auto fax detect

Ext 21 Dial: **Password (beep) * 27 # (beep) Hang Up**

To Assign single digit for Auto Attendant operation

This feature enables your incoming callers to dial a single digit to access Extensions eg: Press 1 for Sales, 3 for Service, 4 for Accounts etc.

To activate single digit operation

Ext 21 Dial: Password (beep) * 29 1 # (beep) Hang Up

To Cancel single digit operation

Ext 21 Dial: * 29 0 # (beep) Hang Up

To assign Single digits for an Extension or Extensions

Example 1: To assign Extensions 21,22,and 23 to Digit 1.
These Extensions will ring in turn , if 22 takes a call 23 will ring next.

Ext 21 Dial: Password (beep) * 150 1 21 # * 150 1 22 # * 150 1 23 # (beep) Hang Up

Example 2: To assign Extensions 24 to 25 to Digit 5.

Ext 21 Dial: * 150 5 24 # * 150 5 25 # (beep) Hang Up

Note: To change the Extensions assigned to a Digit you must first clear the Programming as follows:

Ext 21 Dial: Password (beep) * 140 Digit # (beep) Hang Up

Day Night Service Using Auto Attendant On/Off

The Auto Attendant mode can be set to switch on or Off at different times.
For example you may want the Auto attendant mode to be on Evenings and Weekends or you may want the Auto Attendant on during the working week and
off at Evenings and Weekends so that an Answering machine can take messages.

NOTE: Please make sure you have set the system clock (see page 7)

Example1
To turn the Auto Attendant on at 9 am and off at 6 pm. Monday to Friday and on all day Saturday and Sunday:

Extn.21 **Password * 01 1234 #** Beep *** 87 0900 1800 1 #** Beep

*** 891 6**(dow) 1 # Beep *** 892 7** (dow) **1** # Beep **Hang up**

Where Day of the week (dow) is 1 for Monday , 2 for Tuesday …….7 for Sunday

Example 2: To turn the Auto attendant on at 6pm and off at 9am Monday to Friday and off at weekends.

Dial **Password * 01 1234 #** Beep *** 87 1800 0900 1 #** Beep *** 891 6 0 # * 892 7 0 #** Beep **Hang up**

Note, 1 = Auto attendant on, 0 = Auto attendant off

Extension Features

Confirm Extension number

If you have a Caller Display phone you can confirm the Extension number.
Dial: # * 9 hang up, the phone will ring and the display will show 6 digits. The first 3 digits show the Extension Jack number ie; 004 and the last 3 digits show the Extension number ie; 024

Operator Call

Any extension can **Dial: 0** and they will be automatically connected to Extension 22.
If 22 is busy they will be connected to 23.

Ringback on Busy

If the Extension you call is busy you can enter Ringback mode by Dialling
Recall (R) # # 0 0 and hang up.
When the Extension you want hangs up your phone will ring, lift the handset and the other Extension will ring

Transfer calls when busy

This feature enables you to transfer Internal and External calls to another Extension if you are engaged on a call.
To Activate Transfer **Dial: # * 1 Ext no**
To Cancel Transfer when engaged **Dial: # * 1 00**

Transfer all calls to another Extension

To transfer all calls to another Extension **Dial: # * 2 Ext no**
To cancel the transfer of all call **Dial: # * 2 00**

Transfer all calls to your secretary

To transfer all calls to your secretary **Dial: # * 6 Ext No**

In this mode only the Secretary can call your Extension.

To cancel calls being transferred to your secretary **Dial: # * 6 00**

Do not disturb mode

If you do not want to receive internal or external calls **Dial: # * 71** and hang up.

To cancel "Do not disturb" mode **Dial: # * 70**

BT or Cable Select (Star) Services

Select Services (Also known as Star Services) such as Call Divert, 3 way Calling etc, can be set up on extensions that are in "Dial 9 for a Line" mode or 'Direct Dial' mode.

To operate Star Services from an extension in "Dial 9 Mode".
Dial **#** followed by Line number 1, 2 or 3 followed by the service On or Off code.

To operate Star Services from an extension in "Direct Dial Mode"
Dial *** #** followed by the line number 1, 2 or 3 then the service On or Off code.

To select a specific line on a "Call By Call" basis

The Extension can either be in "Dial 9 for a Line" Mode or Direct Dial Mode.

Lift Handset & Dial:

 # 1 (For Line 1) **# 2 (For Line 2)** **# 3 (For Line 3) etc**

When in Direct Dial Mode, please remember to add a * in front of the above examples.

*** # 1 (For Line 1)** for example

Power Failure

In the event of a power failure the exchange lines will automatically be extended as follows:

Line 1 to 21
Line 2 to 22
Line 3 to 23

Remote Programming

This is a useful feature if a company has several offices, it enables the Administrator to program PBX features including Speed Dial memories, remotely. It also enables your PBX provider to assist you in setting up the system.

To program the system remotely call the PBX and get transferred to Extension 21, the person on Extension 21 should be instructed to Dial **RECALL (R)** then **# * # ***.
You can now program the System as required, NO NEED to dial the system password before programming.

Alternatively the person on 21 of the system that needs programming can call you, Dial **RECALL (R)** followed by **# * # *** both parties should hang up when programming is completed.

Caller Display

The Caller Display feature is subject to Network connection, check with your line provider.
When this feature is activated on your line and providing you have compatible Caller Display Telephones, the Telephone numbers of incoming callers will be displayed and logged on Extensions.

Caller Display Extension to Extension

This feature is provided by the PBX plus and is not subject to Network connection.

Providing you have compatible Caller Display telephones when an Extension calls you internally their Extension number will be displayed. For example, if Ext 28 calls you 0028 will be displayed on the LCD.

Many Corded and Digital cordless phones have their Phone Book and Caller Display features linked. If a Caller Display number is matched with a number in the phone book the Name allocated to that number will be displayed on the LCD.

For example, if Ext 28 is allocated as the reception phone:

On your Caller Display phone enter the telephone number 0028 in to the phone book memory followed by "Reception phone".

If anyone calls you from Extension 28 "Reception Phone" will be displayed on the LCD

Trouble Shooting

The factory default settings are as follows:

- All Extensions are Dial 9 For a Line.
- Extension 21 to 23 ONLY ring on incoming calls
- Call restrictions removed on all extensions
- Auto Attendant (DISA) OFF.

To Reset the System to Factory Default settings

Ext 21 Dial: Password (beep) * 6000 # (beep) Hang Up

Reset Password

Ext 21 Dial: * 0 3 03 03 # (beep) Hang Up

The Password will be re-set to factory default 1234.

No Dial Tone on Extension Handsets...?

- The PBX is compatible with 2 wire phones only, if they are 4 wire, we recommend using the Orchid Easy Install Adaptors. To check if the phone is 2 wire compatible, look at the small RJ11 plug that connects to the phone, if it is 2 wire it will only have 2 connections like the black cable below.

- Do you dial 9 for a line, dial the number and are unable to get through? It could be that your BT service is Feature Line which requires you to dial 9 to make outgoing calls.

  If so you will need to dial 9 to get a line and 9 again followed by the number.
  If you are on “Feature Line” we recommend you convert all extensions to “Direct Dial” mode.
  See Page 10 of the Admin User Guide. In Direct Dial mode, as soon as you go Off Hook to make a call, you will get a BT line immediately, therefore, you will only have to dial 9 ONCE before the telephone number.

Unable to Dial 9 for a line...

- Ensure that the phone connected is in TONE dialling mode and NOT Pulse dialling mode.

On Incoming calls, not ALL extensions ring…

- The factory default setting will make only extensions 21 to 24 ring on incoming calls. See page 5 of the Admin Guide for instructions to make other extensions ring on incoming calls.
- Check to ensure that the phone is NOT 4 wire, if it is, you will need to use Orchid Easy Install Adaptors or if the phone is plugged in to a secondary socket you will need to replace the secondary socket for a master socket.
- Ensure the ringer setting on the phone is set to ON.

I am unable to call another extension…

- Ensure the power supply is on, the Power LED on the PBX should be on.
- Is the extension in Direct Dial Mode?
  If so, you will need to dial * then the extension number required.

I am unable to transfer calls…

- You must use Recall or 'R' button when transferring calls, please ensure the Recall type is set to TBR (Time Break Recall). A TBR – ELR switch is normally located on the base of the phone.

I am unable to program the PBX…

- ALL programming must be done from extension 21.
- Make sure the phone being used to program is set to TONE not PULSE dialling mode.
- Dial the password (*** 01 1234 #**) before entering programming strings. You will hear a confirmation beep **(beep)** when the password or any programming sequence is entered correctly.
- If extension 21 is in Direct Dial Mode, the password needs to be entered as *** * 01 1234 #**.

Contact Orchid for more assistance

You can email us at the following address with any further enquiries regarding the Orchid PBX Range.

PBX_Support@orchid-telecom.com

Technical Specifications

Capacity:	3 Lines and 8 Extensions
External sockets:	Line and Extensions terminated on RJ11 sockets. External Music socket 3.5 mm Mono
Communication channels:	7
Transmission loss:	Extension to Extension < 1.5 dB Extension to Exchange < 2 dB
Ringing Current:	AC65V/50Hz
Balance about earth:	* 300Hz...600Hz < 40dB * 600Hz...3400Hz< 46dB
Dialling mode:	DTMF
Signalling:	Internal Dial tone 400 Hz continuous Sine wave Internal Ring tone 400 Hz 1s on/4s off Internal Busy tone 400 Hz, sine wave, 0.3s on/0.3s off
Caller Display:	Receive; DTMF and FSK (Bell 202) Send; FSK (Bell 202)
Power Supply:	AC230V/12W Secondary 24V and 5V
Approvals:	CE and RoHS compliant