

Jargon Buster – PBX Terms Explained

System Speed-Dial Memories

Allows any extension to use short codes from ##01 to ##99 to dial specific numbers. Extensions can also be programmed so that they can only dial Speed dial memories ensuring personal or unnecessary calls cannot be made.

Call Hold & Pick Up

Allows incoming callers to be put on hold, enabling you to answer another incoming call or calls

Auto Attendant

The user can record an Out Going Message (OGM) instructing callers to Dial say, extension 1 for sales, 3 for accounts, 4 for reception etc.

The extension will only ring when the caller has selected the required extension. The PBX will automatically play your personalized OGM to all incoming calls

Single digit Auto-Attendant Access

Although the extensions may be 2 or 3 digits long ie: 21-26 or 201-206, an extension or group of extensions can be set as a single digit for Auto Attendant mode. This allows callers to dial say 1 for sales, 4 for accounts, etc. when the true extensions for accounts could be say 21-23 and for sales say 26-28. These extensions will ring return if one is busy.

Auto Fax Detect

In Auto Attendant Mode the PBX can detect the incoming fax tones and automatically divert the call to the fax machine's designated extension.

Caller Display Compatible

Providing the lines have been set by your line provider for Caller Display, and the extension phones have a caller display screen, the telephone numbers of all incoming calls will be displayed on the extensions.

Comfort Tone On Hold

The PBX has a built in Comfort Tone – a series of beeps – played when a caller has been put on hold.

Music On Hold Port

This allows you to add a CD Player, Radio or iPod so you can play music of your choice, a company message or special offering announcement to callers on hold.

Internal calls

This feature enable you to call other extensions connected to the PBX system, just like an intercom System.

Direct Dial

The PBX requires you to dial 9 to get a line, you can program the Orchid PBX so that you do not have to do this – when you pick up the handset you will automatically connected to the first available line.

If you have a Feature line from BT this also requires you to dial 9 to be connected. We suggest you set the system for direct dial than you only dial 9 once.

If you do not want to dial 9 at all – see LCR section below.

Call Barring

You can program the PBX to bar calls such as calls to mobiles, directory enquiries, premium rate, speaking clock etc. You can bar calls from all or individual extension. The call barring facility on the Orchid System is very flexible allowing you to bar individual call types to individual extensions.

Call Forwarding

Will automatically transfer calls to another extension – Ideal if you are working in another office for a period of time.

Least Cost Routing (LCR)

The user may be using the services of an indirect service provider for low cost calls. These providers normally require you to prefix every call with their network access number eg.: 18185 or 18866. The system allows you to program the prefix so that it is automatically inserted for every call.

If you have a feature line from BT you are required to dial 9 in front of every number. If you not want to do this program 9 as an LCR prefix.

Conference Calls

This enables 2 extensions to have a 3 way conversation with an incoming or outgoing call.

Remote Programming

This allows you to change the programming of your PBX system from another location.

Operator Calls

By default the PBX has extension 22 or 202 set as the operator, but this can be changed to any extension. Typically if any extension wants the operator they would dial 0.

Ring Back On Busy

If you are trying to get through to an extension that is busy, dial ##00 and replace the handset. When the extension is free your phone will ring and you will be connected to the desired extension.

Call Forward on Busy

An extension can be set to automatically transfer calls to another extension when they are engaged on a call.

Call Forward to Secretary

A Manager can forward all calls to the secretaries extension and only this extension can call and forward calls to the managers extension.

Do Not Disturb

When all internal or external calls cannot be connected to the extension

Cascade Ringing

The Orchid PBX can be programmed so that new calls are sent to different extensions in order. For example the call will first go to ext 21, if busy it will go to ext 22, then 25 etc – the PBX will prioritize where the call goes first.

Flexible Ringing Assignment

Each line can be programmed to ring specific extensions. For example and incoming calls on line 1 can be set to ring extensions 21-23, calls on line 2 to ring extensions 24-26 and calls on line 3 to ring extension 28, which could be the fax line.

IP Access Code

If you have use both BT and IP (VOIP) to make calls the PBX can be set for access to either. Eg: Dial 9 for calls to be made over BT and say 8 for IP calls. The BT line could be on line 1 and the IP Gateway connected to lines 2 & 3.

Power fail transfer

In the event of a power cut the PBX will transfer the phone lines to extension 1, line 2 to extension 2 etc. During power failure your PBX settings will be saved so there is no need to re-program when power is restored.

Extension to Extension Caller ID

As long as the extension phones have a caller display feature, the calling extension will be displayed.

If your caller display feature is linked to your phone book and say 208 is the reception phone, "Reception" would be displayed on your LCD

Keyphone Compatible

Key phones give you many additional features and are ideal if one or two persons are responsible for answering and handling incoming calls. The most useful feature is the " busy lamps". Each Phone line and Extension has a button and LED associated with it. The User can instantly see which lines and Extensions are in use.

Orchid Key phones also have a large 3" display, Hold and Hold reminder, Speaker phone, Incoming and Outgoing Call logs plus many more features.

CE and RoHS compliant

The Orchid products comply with strict European EMC and safety standards and are CE marked. The RoHS compliance ensures that Orchid products do not contain any harmful substances and that solder used is lead free.