



**Model
PBX 416 Plus
With Voice Mail
System Administration Guide**

Contents

Introduction	4
Installation Hints	4
System Programming	5
- System Password	5
- Changing Password	5
Exchange Line Set up	6
- Caller Display	6
- Setting Date & Time	6
- Changing Extension Numbers	7
Assigning Incoming Calls	7
Cascade Ringing	9
Assigning Outgoing Calls	9
Assigning Extensions for Direct Dial Mode	10
Least Cost Routing (LCR) For all Calls	11
Accessing IP Calls	11
Call Barring / Call Restrictions	12
- Internal Calls Only	12
- Assign Groups	12
- Assign Extensions to Speed Dial Memories Only	13
Call Barring on a Line by Line Basis	13
Setting Time Limits on Out-going Calls	13
System Speed Dials	14
Calls On Hold	15

Hot Line	16
Music On Hold	16
Auto Attendant (Disa)	17
-To Record Out Going Message For DISA	17
- To Record OGM if Extension Busy	17
- To Play Back if Busy OGM	17
- To Record OGM if Extension Unanswered After 25 Seconds	17
- To Play Back OGM if Extension Unanswered	17
- To Assign Extensions for DISA	18
- To Assign All Lines for DISA	18
- To Assign A Single Line for DISA	18
- To Remove Auto Attendant (DISA) From All Lines	18
- Divert to Operator	18
- Auto Fax Detect	19
- Single Digit Selection	19
- Day/Night Service	20
Extension Features	20
- Confirm Extension Number	20
- Operator Calls	20
- Ring Back On Busy	20
- Transfer Calls When Busy	21
- Transfer All Calls to Another Ext	21
- Transfer All to Secretary	21
- Do Not Disturb Mode	21
- Select Lines on a Call By Call Basis	21
- Power Failure	21
Remote Programming	22
Caller Display	22
- Extension to Extension	22
Setting up Voice Mail	23
Setting Up BT's Call Divert Service	23
Trouble Shooting	24
Technical Specification s	26

Introduction

Thank you for choosing the Orchid Telecom PBX 416+VM 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 201-204 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 201 ONLY.

NOTE: If Programming is being done successfully you will hear a Beep (**beep**) or a voice confirmation 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 201 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 #**

NOTE: When you enter the programming mode on 201 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 416 is configured at the factory for 4 Exchange Lines to be connected. If you only have 1, 2 or 3 lines connected it is important that the system is set-up as follows:

1 Exchange Line connected:

Ext 201 Dial: **Password (beep) * 3 1 1 # (beep)** Hang Up
Line

2 Exchange Lines connected:

Ext 201 Dial: **Password (beep) * 3 1 1 2 # (beep)** Hang Up
Lines

3 Exchange Lines connected:

Ext 201 Dial: **Password (beep) * 31 1 2 3 # (beep)** Hang up
Lines

If at a later date you want to add another line, making a total of 4 lines:

Ext 201 Dial: **Password (beep) * 3 1 1 2 3 4 # (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 PBX416Plus 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 201 Dial **Password (beep) * 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 201 Dial **Password** Beep * **952 hh mm #** beep
Eg.: 3.20 pm would be * **952 15 20 #** Beep

Changing Extension Numbers

As currently configured the Extensions are 3 digits 201 to 216, but these numbers can be changed to 2, 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 2, 3 or 4 digits but 2, 3 or 4 Digit Extensions must have a different leading Digit eg; 2 digit Extensions could start with 1, 3 digit Extensions could start with 5 and 4 digit Extensions could start with 6.

Example 1 ; To change ALL Extensions from 201 - 216 to 10 - 25

On Extension 201 Dial **Password** Beep * **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 *** 7 016 25 #** Beep **Hang up**

Example 2: To change Extension 202 to 33 and 208 to 5555

Dial **Password** 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.

IMPORTANT: The factory set default is to ring Extensions 201 – 204 only.
Only Extensions 201 – 208 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 207 and 208 to ring on Line 1

Ext 21	Dial: Password (beep)	* 12 01 207 # (beep)	
		* 12 01 208 # (beep)	Hang Up
		Line Ext	

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 201, 202, 203 and 204 to ring in turn on Line 1.

Clear factory default:

Ext 201	Dial: Password (beep)	* 11	01	#		Hang Up
		Line				
Ext 201	Dial: Password (beep)	* 13	01	201	#	(beep)
		* 13	01	202	#	(beep)
		* 13	01	203	#	(beep)
		* 13	01	204	#	(beep) Hang Up
		Line	Ext			

If extension 201 is busy, the system will ring the next available assigned extension.

Example: To assign Extensions 206, 207 and 208 to ring in turn on Line 3.

Clear factory default:

Ext 201	Dial: Password (beep)	* 11	03	#	(beep)	Hang Up
		Line				
Ext 201	Dial: Password (beep)	* 13	03	206	#	(beep)
		* 13	03	207	#	(beep)
		* 13	03	208	#	(beep) Hang Up
		Line	Ext			

If extension 206 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 208 to use exchange line 3 only.

Ext 201	Dial: Password (beep)	* 41	03	208	# (beep)	Hang Up
		Line	Ext			

To cancel this assignment:

Ext 201 Dial: Password (beep) * 43 03 # (beep) Hang Up

Exchange Line to Specific Extension

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

Example:

To assign Extensions 207 and 208 to be the only Extensions that can make outgoing calls on line 3.

Ext 201	Dial: Password (beep)	* 42	03	207	#	(beep)	
		* 42	03	208	#	(beep)	Hang Up
			Line	Ext			

To cancel this assignment:

Ext 201 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 201 Dial: Password (beep) * 8 10 # (beep) Hang Up

To revert ALL extensions to Dial “9” mode:

Ext 201 Dial: Password (beep) * 8 00 # (beep) Hang Up

To convert extensions 207 and 208 ONLY to Direct Dial mode:

Ext 201	Dial: Password (beep)	* 82	207	1	#	(beep)	
	Dial: Password (beep)	* 82	208	1	#	(beep)	Hang Up

To revert extensions 207 and 208 ONLY to Dial “9” mode:

Ext 201	Dial: Password (beep)	* 82	207	0	#	(beep)	
	Dial: Password (beep)	* 82	208	0	#	(beep)	Hang Up

NB: Direct Dial Extensions must Dial * in front of the Extension number when making internal calls.

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

To Cancel LCR Prefix

Ext 201 Dial: Password (beep) * 35 # (beep) Hang Up

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

Ext 201 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 201 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 201 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 201 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 201 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 201 Dial: Password (beep) * 54 1 # (beep) Hang Up

To Cancel Group 1 being assigned to All Extensions,

Ext 201 Dial: Password (beep) * 53 # (beep) Hang Up

Example 2.

To assign Group 2 to Ext 204 and Group 0 to Ext 208

Ext 201 Dial: Password (beep) * 51 2 0 4 2 # * 51 2 0 8 0 # (beep) Hang Up

To cancel Ext 204 being assigned to group 2

Ext 201 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 207 and 208 to Dial system speed-dials only

Ext 201 Dial: Password (beep) * 51 207 92 # * 51 208 92 # (beep) Hang Up

To cancel Ext 207 & 208 being assigned speed-dials only

Ext 201 Dial: Password (beep) * 53 207 92 # * 53 208 92 # (beep) Hang Up

Call Barring on a Line by Line Basis

This is a useful feature if you want to bar certain call types on specific lines eg: You want your colleagues to use Line 3 only for calls to Mobiles because you have fitted a VOIP gateway on Line 3 and calls to mobiles will be cheaper.

To bar calls to Mobiles (07 numbers) on lines 1 and 2 (Maximum 4 digits)

Extn 201 enter **Password (Beep) * 58 1 07 # * 58 2 07 #**

This will force your colleagues to use Line 3 to call a mobile as the call will not go through on lines 1 & 2.

They will have to dial # 3 before calling a mobile.

To access any line directly dial # followed by the line number

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** Beep * 93 03 # Beep **Hang Up**

To Cancel All Extensions being limited to 3 minutes for Outgoing calls

Dial **Password** Beep * 93 # Beep **Hang Up**

Example 2

To restrict Extensions 207 and 208 to 5 minutes for Outgoing calls

Dial **Password** Beep * 91 207 05 # Beep * 91 208 05 # Beep **Hang up**

To Cancel Extension 208 being limited to 5 minutes for outgoing calls

Dial **Password** Beep * 92 208 # 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 201 and 202 for Speed Dialling;

Ext 201 Dial: **Password (beep) * 40 201 1 # 202 1 # (beep)**

Example 2. To assign ALL extensions for Speed dialling

Ext 201 Dial: **Password (beep) * 40 201 1 # 202 1 # 203 1 # 204 1 # 205 1 # 206 1 # 207 1 # 208 1 # repeat up to 216 if required.**

To Remove Extensions from using the Speed Dialling

Example to remove Ext 205

Ext 201 Dial: **Password (beep) * 40 205 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) replace the handset.

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

Dial: # * * 33 07722225678 # (beep) replace the handset

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.

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.

Hot Line

This is a useful feature for Reception or emergency phones . When the handset is lifted the phone automatically dials a given extension.

For this feature the factory default is to ring the operator on Extension 202 However the operator Extension can be changed to another extension see p 7

Important Note: Do not change the extensions 201 or 202 to Hotline mode as this affects the ability to program the system.

Example: To set Extension 216 to Hotline mode Dial the **Password (Beep) * 51 216 91 #**

To Remove the Hotline mode from Extension 216 Dial the **Password (Beep) * 53 216 #**

Music On Hold

The PBX 416+VM has an intermittent comfort tone which the caller hears while the call is being transferred. 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 3.5mm plugs 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 201 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 PBX416+VM answers incoming callers and they will hear your personalised Outgoing Message (OGM).

This enables you to instruct your callers to Dial 201 for Sales, 202 for accounts etc or 0 for the Operator. Extension 202 is Operator 1 and Extension 203 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 201, if you would like Customer Services please Dial 208, and for all other enquiries, please Dial 0 for the operator"

Ext 201 Dial: Password (beep) * 221 # (beep) Record Message Hang Up

To playback the Auto Attendant Outgoing Message (OGM)

Ext 201 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 201 Dial: Password (beep) * 222 # (beep) Record Message Hang Up

To Playback the Extension Busy OGM

Ext 201 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 201 Dial: Password (beep) * 223 # (beep) Record Message Hang Up

To Playback the Unanswered OGM

Ext 201 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 202 will ring, if 202 is busy extension 203 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 201 Dial: Password (beep) *205 (Ext Number) # (beep) Hang Up

To Change Operator 2

Ext 201 Dial: Password (beep) * 206 (Ext number) # (beep) Hang Up

To assign all Lines for Auto Attendant

Ext 201 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 201 Dial: Password (beep) * 2 0 0 3 # (beep) Hang Up
Code Line

To remove the Auto Attendant feature from All Lines

Ext 201 Dial: Password (beep) *21 # (beep) Hang Up

Auto Divert to Operator

The factory default setting is for an Incoming caller to be cut off if they do not dial one of the Extension options.

This can be changed so that the caller will divert to the Operator extension if they do not dial one of the options.

On Extension 201 Dial **Password (Beep) * 852 1 #**

Please note that if a caller hangs up during the Out going message, the Operator Extension 202 will still ring.

If this becomes a problem you can always revert to factory default setting as follows;

Extn. 201 Dial **Password (Beep) * 852 0 #**

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 208

To assign Extension 208 to Automatically receive an incoming fax;

Ext 201 Dial: Password (beep) * 27 208 # (beep) Hang Up

To cancel Auto fax detect

Ext 201 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 201 Dial: Password (beep) * 29 1 # (beep) Hang Up

To Cancel single digit operation

Ext 201 Dial: * 29 0 # (beep) Hang Up

To assign Single digits for an Extension or Extensions

Example 1: To assign Extensions 201,202,and 203 to Digit 1.

These Extensions will ring in turn , if 202 takes a call 203 will ring next.

Ext 201 Dial:Password (beep) * 150 1 201 # * 150 1 202 # * 150 1 203 # (beep) Hang Up

Example 2: To assign Extensions 204 to 205 to Digit 5.

Ext 201 Dial:* 150 5 204 # * 150 5 205 # (beep) Hang Up

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

Ext 201 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:

Dial **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 Tuesday7 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; 204

Operator Call

Any extension can **Dial: 0** and they will be automatically connected to Extension 202. If 202 is busy they will be connected to 203.

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 is Free your phone will ring, lift the handset and the Free Extension will ring automatically.

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**

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 201

Line 2 to 202

Line 3 to 203

Line 4 to 204

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 201, the person on Extension 201 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 201 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 208 calls you 00208 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 208 is allocated as the reception phone:

On your Caller Display phone enter the telephone number 00208 in to the phone book memory followed by "Reception phone".

If anyone calls you from Extension 208 "Reception Phone" will be displayed on the LCD

Setting up the Voice Mail Box

The Administrator must immediately change the administrator password
Otherwise any extension will be able to access and program the system.
Please note the administrator will have two passwords: one for their own mail box messages and another for administrator rights.

On extension 201 Dial # 88
Voice prompts will instruct you to enter your extension number (201) followed by #
Followed by extension password (Currently set at factory default 1234)
Then as the administrator you will be asked to dial 9 followed by the extension password again.
You will then be instructed to dial 1 to change the administrator password.

In future to enter as the administrator on any extension, lift handset
And dial # 88 follow the prompts and then when asked to dial 9 as the administrator enter the new password.

As Administrator you can carry out the following:

- Reset any extensions password
- Delete any extensions voicemail messages
- Delete All extension voice mail messages
- Reset voice mail system

To carry out any of the above follow the voice prompts.

NB The total system recording time is 4 hours, therefore from time to time the administrator should delete some mail box messages.

Setting Up BT's Call Divert A service provided by BT or Cable via your line provider.

The System reacts to * and # commands. Therefore in order to set up or remove Call Divert on say line 1, you need to dial #1 followed by the Call Divert Set Up Code provided by BT ie *21* etc...

The System will now ignore the * and # commands on line 1.

If you need to access lines 2 or 3 to set up or remove call Divert dial #2 for line 2 or #3 for line 3.

Trouble Shooting

The factory default settings are as follows:

- All Extensions are Dial 9 For a Line.
- Extension 201 to 204 ONLY ring on incoming calls
- Call restrictions removed on all extensions
- Auto Attendant (DISA) OFF.

To Reset the System to Factory Default settings

Ext 201 Dial: Password (beep) * 6000 # (beep) Hang Up

Reset Password

Ext 201 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 201 to 204 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 201.
- 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 201 is in Direct Dial Mode, the password needs to be entered as **** 01 1234 #**.

I want to add a PDQ (Credit Card) Machine to the system

It is important that the PDQ machine is connected to one of the extension ports and not directly to a phone line. Connecting to the phone line will cause false rings. When connecting to an extension make sure the extension is programmed for direct mode (no need to dial 9 for a line) see page 10

Contact Orchid for more assistance

You can email us at the following address with any further enquiries regarding the Orchid PBX Range. info@orchid-telecom.com

Technical Specifications

Capacity:	4 Lines and 16 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
Ringling 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