

INDIRA TECHNICAL INSTITUTE NASHIK

CERTIFICATE COURSE TELEPHONE OPERATING [TO]

Following system are available in EPABX

<u>SYSTEM</u>	<u>TRUNK LINES</u>
204, 206	27, 28
308	27, 28, 29
412	24, 25, 26, 27
616	24, 25, 26, 27, 28, 29

The extension numbers are defined as 30, 31, 32 45 depending on extension capacity of EPABX selected.

Monitoring Tones

- a) **Dial Tone** : The dial tone is a continuous sound of Hnnnnnnn With short breaks after every 2 seconds. This lasts for 8 seconds during which the exchange is waiting for your dialing action, if dialing is not made the period the EPABX times the user out and gives busy tone.
After dialing the first digit the dial tone will disappear but you can continue your dialing.
- a) **Busy Tone** : The busy tone is a discontinuous sound and sounds like Du-Du-Du-Du.
- b) **Ring-Back Tone** : It is a discontinuous sound of two frequencies and sounds like Durr-Durr every one second "Sound" and two second "Silence", interval. When you dial certain extension, you will hear this ring-back tone till the extension answers.
- c) **Ring Tone** : Two types of ring can be heard from the telephone instrument connected to the system.
 - i) When your instrument has been called by another internal instrument the ring will be a continuous one with '1' second "ON" and '3' seconds "OFF" period.
 - ii) When a ring is coming from a Trunk Line, it will ring like a normal telephone.
- d) **Service Confirmation Tone** : A tone trin-trin is heard after Hook Flash is done from the telephone instruments.
- e) **Incoming Call Queuing Tone** : This tone will be heard when a calling party is waiting for your extension to get free. This tone is similar to service confirmation tone (Trin-Trin) and will be heard repeatedly with a long pause. It is tone will be heard only when there is an incoming call.
- f) **Hook Flash** : Features of this system require the use of Hook Flash (HF). This is performed by pressing, the hook switch of your extension for 1 period less than 0.5 seconds – equivalent to tapping the hook switch. Care should be taken not to depress the

hook switch more than 0.5 seconds when a HF is desired. If the exchange hook switch is pressed for longer than 0.5 seconds, it may register a hang up or re-set.

Note : A tone is heard very briefly immediately after a hook flash. This confirm the HF has seen registered.

Features

1. Access to Trunk Line (0) : (Line Hunting)

Extension may be programmed to have access to certain or all trunk lines by Dialing '0' Extension can be denied this access also.

2. Direct Access to Trunk Lines

In addition to access to trunk lines by dialing '0' it is also possible to access the trunk lines directly by dialing the trunk numbers as per the selected model.

3. Personal Memory Bank

Some station users may have their own set of telephone numbers that they dial regularly. Such stations can be programmed to memories up to 'Ten' telephone numbers per extension. Whenever the user wants to call one of these numbers he only has to dial the appropriate code.

To memories the numbers you must dial on your extension #-6-N-Trk-TN where :

Trk = Trunk Access Code

N = 0 to 9

TN = Telephone Number being memorised.

4. Extension to Extension Call (Ex)

When one extension user wishes to talk to another extension user operate as follows:

- Lift hand set, Hear Dial Tone.
- Dial Extn. No. Wait for Ring bank tone.
- Speak when called party answers.

Note : In case the called extension is busy, use call back facility explained at the point No. 7.

5. Redial (*)

Any Extension user can repeatedly dial the last number (whether internal or external) without pressing the numbers again. For this follow the procedure below :

- Disconnect previous call by pressing hook switch for more than '1' second.
- Hear dial tone.
- Dial '*' key.

6. Barge in (# Ex)

If some extension is found busy, this features allows the extension (Calling) user to get in to the conversation of the busy extension. To use this feature operate as follows :

- Lift Handset. Dial Ex. No. Wait after you hear busy tone.
- Disconnect.
- Dial # Extn. No.
- Speak during conversation.

7. **Automatic Call Back on Busy Extension (# 13)**

If the called extension is found busy, this feature automatically connect as soon as the called extension gets free.

- On hearing busy tone, wait for few seconds, for dial tone to come back.
- Dial # 13.
- Hang up.
- As soon as called extension becomes free, Calling Extension Will ring up by itself, automatically.
- Lift handset, hear ring back tone.
- Wait for called party to answer.

8. **Automatic Call Back on Busy Trunk Line (# 13)**

If all/any Co. Jn. Line are/is busy, this feature inform the user as soon as the Co. Jn. Trunk Line gets free.

- If a user gets busy tone after attempting to sieze any Co. Jn. Trunk Line. Wait for few seconds for dial tone to come back.
- Dial # 13.
- Hang up.
- Wait for extension to ring.
- Lift handset, hear dial tone.
- Dial '0' or access code for Co. Jn. (Trunk) Line.

9. **Do not Disturb (# 14)**

If an extension user does not want to be called, this feature allows the extension to protect from being called. However, the extension user can call others.

- Lift handset and hear the dial tone.
- Dial # 14.
- Hang up.

For canceling this features operate as follows.

- Lift handset and hear the dial tone.
- Hook Flash, Dial # 0.

10. **Extension Privacy (# 15)**

This feature protects an extension user from barging in by any other extension during a conversation.

- Lift handset, hear the dial tone.
- Dial # 15.
- Hang up.

For canceling this feature operate as follows.

- Lift Handset, hear dial tone.
- Hook Flash, Dial # 0.

11. **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 and hear confirmation tone (Trin-Trin once).
- Dial the extension number to which you want to transfer the call.
- Wait for ring back tone.
- You may hang up, call will be transferred automatically.

12. Call Forwarding (# 11 Ex)

This feature allows an extension user to receive the calls at any other extension.

- Lift handset.
- Dial # 11 Ext. No.
- Hang up.

For Canceling this feature operate as follows.

- Lift handset, hear dial tone.
- Hook Flash, Dial # 0.

13. Call Pick-up (8)

If another extension is ringing, this feature allows user to receive that call at his own extension without physically moving to that particular extension.

- Lift handset of your extension and hear the dial tone.
- Dial 8.
- Talk to the party.

14. In coming calls can be made to follow the extension user. In other words extension user can use any extension to receive incoming calls directed at his original extension.

- Lift handset where user wants to receive calls, hear dial tone.
- Dial # 16 AB (AB is the No. of the original extension being used.)
- All calls for AB will now ring at extension where above code has been dialed.

For canceling this feature operate as follows.

- Dial # 17 AB.

Note : After using the Follow Me feature care must be taken to cancel the feature otherwise calls will be diverted to the other extension till the feature is not cancelled.

15. Call Camp On (HF # Ex)

This feature allows an extension to transfer calls even to a busy extension. The transferring extension becomes free after using this feature, the call gets transferred/camped on to the busy extension. The busy extension on which the call is transferred (camped on) gets call waiting tone and can attend the call as soon as he finishes his busy call.

- On getting tone while transferring call to any extension being busy.
- Hook Flash to get the calling party on Line.
- Hook flash to put the calling party on hold.
- Dial # Extn. No. (which is found busy).
- Hang up. (Your Extension becomes free).

16. Picking up Camped Call (HF ##)

This feature allows the user to attend the calls in rotation i.e. if the extension is already busy with one call and another call is camped on his extension, then this feature this extension user can park his first call and attend to the second call and vice-versa.

- Hear the call waiting tone. Trin-Trin, while talking.
- Hook Flash and dial ##.
- First Call goes to hold and second call get through.
- Finish the call and repeat procedure to get the first call.

17. Call Parking (HF ##)

a) 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 extn. To park (hold) the call in case it is not possible to transfer the receiving call to the desired extension.

- While talking to the call, Hook Flash, Dial ##.
- Hang up

b) Picking up Parked Call by the Parking Extension.

- Lift handset, hear dial tone.
- Dial ##.

18. Hot Line (# 12 Extn. No. or Tel. No.)

To set this feature, take the handset and, after hearing the dial tone, dial # 12 Ex or # 12 TN (TN – Telephone Number).

The Hot Line feature will get activated and as soon as the caller picks up his handset, he need not dial any code, the called party's telephone/Extension No. will be dialed automatically.

For Canceling this feature operate as follows.

- Lift handset, hear back tone.
- Wait till the other extn. Picks up.
- Hook Flash, Dial # 0.

19. 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' if the alarm time is A.M. or '1' if the alarm time is P.M. After that the alarm can be keyed in. At the appointed time the extension will ring. On lifting the receiver the user will listen to music. HH stands for hours and MM stands for minutes (2 digits must be used for each). For example, if alarm is to be set for 3.15 P.M. then key in # 18 1 03 15.

20. Conference

When you are conversing with an outside line or an extension and want to arrange for a third party or fourth party or even fifth party (Maximum) conference, you do it by the following steps.

While conversing with the party 'A' make hook flash, Party 'A' goes on hold. Listen to dial tone, dial out the desired No. party 'B' Speak to party 'B'. Make hook flash to make conference between yourself, party 'A' and party 'B'.

Repeat the procedure to extend the conference between party 'C' and party 'D' in the same manner. Maximum 5 party conference is available.

Lesson No. 1 – SUBSCRIBER TRUNK DIALLING (S.T.D.)

The facility of contacting a distant station by direct dialing is known as "Subscriber Trunk Dialing". To make a STD Call a subscriber has to simply dial the Station Code NO. followed by the required number. This will connect the subscriber directly to the outstation party.

Lesson No. 2 – TRUNK CALL

The facility of obtaining a long distance call over the phone in the country is known as local trunk call.

Suppose Extension No. 30 asks for booking a trunk call. Note down all the particulars i.e. place, phone number, ordinary or urgent, p. p. if any (P. P. – Particular Person).

Ext. No. 30/T.C. to Calcutta

Phone No. 50832

P. P. – Mr. Sharma

Urgent

Now tell Extension No. 30 'I will ring you later'. Dial Trunk Access Code or '0' and dial Trunk Booking Number and get the number confirmed. Now say I am speaking from Number, please book a trunk call to Calcutta and give all the particulars. The trunk booking operator will note your requirements and will give you a Booking Number. This is called Ticket No. Now say to the Main Line "Thank You" and disconnect the line.

Call Extension No. 30 and inform about the Ticket No.

Lesson No. 3 – TRUNK CALL – ENQUIRY

After booking the trunk call, you will get the call from the main line. If there is a delay in getting the call, the Extension will ask the Operator to make an enquiry, for which the Operator has to dial Enquiry No.

Dial '0' or trunk Access code and then dial the enquiry number. Now say "I am speaking from No., I had booked a Trunk Call (give details) at a.m./p.m. Please get me your position no. Then note down the position no. and disconnect.

Inform the Extension about the Position No.

Lesson No. 4 – TRUNK CALL – CANCELLATION

Dial '0' or Trunk Access Code and then dial the Cancellation number. Get the number confirmed and give details of the trunk call. Operator will inform you about the cancellation number. Disconnect the line after telling the operator "Thank You".

Inform the Extension about cancellation number.

Lesson No. 5 – TRUNK CALL COMING THROUGH

After booking the trunk call, you will get a call. Operator will inform you that your trunk call is on the line, please speak here. When the required person comes on the line, ask him/her to hold on. Inform the extension that "Your Call from Is on the line, please speak here" by dialing the extension number.

Lesson No. 6 – LIGHTNING CALL

Lightning call is done in emergency cases only, because it is very expensive, its charges are 8 times that of an ordinary trunk call.

Suppose Extension no. 10 wants to book a lightning call to Extension will give details such as Place, Phone No. and P. P. (if any). After noting the details the Operator has to inform the extension that 'I will call you later on' and disconnect the plug.

Dial '0' Trunk Access Code and then Lightning Call Booking No. and then confirm the number. After the confirmation give the details to the Exchange Operator i.e. Place,

Phone No. and P.P. After giving the details note down the Ticket No. and disconnect the line. Inform the Extension about the Ticket No.

When the call comes, the operator will say “Good Morning – Operator Speaking from Matunga Commercial Institute”. Then the Exchange Operator will inform you Lightning call is on the line, please speak here. When the party comes on the line ask it to hold on. When the extension comes on the line, say “Your Lightning Call is on the line, please speak here.

Lesson No. 7 – INTERNATIONAL TRUNK CALL

The facility of obtaining long distance call outside the country over the telephone is known as International Trunk Call (I.T.C.).

For booking, enquiry and cancellation of I.T.C. the operator has to follow the same procedure as in local trunk call except that the numbers will differ and the Operator has to inform Calling Party’s name instead of Type – Ordinary/Urgent/Lightning.

e.g. Extension No. 30/ I.T.C. to U.S.A.

Phone No. 425631

P. P. Mr. Prakash

Calling Party – Miss Neeta.

Lesson No. 8 – DEMAND CALL

This facility is available only for certain places. To book a Demand Call, Operator has to contact the Exchange Operator who will connect the required station without delay.

Suppose Extension No. 30 wants a Demand Call for Bangalore then note down the following details.

Extension No. 30/ D.C. to Bangalore

Phone No. 59308

Demand Call Booking No. is different for different places. For booking a Demand Call to Bangalore the number to be dialed is ‘153’.

Dial ‘0’ or Trunk Access Code and then dial ‘153’ Confirm the no. and inform that I am speaking form (Phone No.), I want a Demand Call to Bangalore, Phone No. 59308. The Exchange operator will ask you to hold on.

When the connection is established with Bangalore No. the Exchange Operator will inform you and when the party comes on the line, ask him/her to hold on, give a ring and inform the Extension that “Your Demand Call is on the line, please speak here”.

Lesson No. 9 – INTERNATIONAL SUBSCRIBER’S TRUNK DIALING (I.S.D.)

This facility is available for many countries nowadays.

Suppose Extension no. 30 wants to make a call to Dubai – no. 531824 to Mr. John.

For making the above call, Operator has to first dial ISD Code – ‘00’ then Country Code (Dubai Country Code No. is 971), then Area Code (Area Code No. for Dubai is 4) and finally the required number 531824.

In the above case, Operator has to dial ‘009714531824’ and ask ‘Is it 531824’. After the confirmation ask for Mr. John when John comes on the line ask him to hold on and give a ring to Extension No. 30 and say ‘Your Dubai No. is on the line, Please speak here’.

Lesson No. 10 – PHONOGRAM

The Facility of booking a telegram over the telephone is known as Phonogram.
Suppose Extension No. 30 asks the Operator to book a Phonogram, then note down the following particulars :

Extension No. 30/ Phonogram
Mr. Shah
Address : 18, M. G. Road, Delhi – 1
Message : Happy Birthday
Sender's Name : Miss Asha
Type : Ordinary

Dia '0' or Trunk Access Code followed by the booking number. After confirming the number inform the Exchange Operator that 'I am speaking from (Number)'. Exchange Operator will ask you to disconnect the line. After sometime the Exchange operator will call you and ask for the details of the Phonogram, so give the above details and take down the ticket number from the Exchange Operator and disconnect the line. Ring to Extension No. 30 and say 'I have booked your phonogram and your ticket no. is'

