

PARC/NARC EBABX Exchanges Basic Operating Instructions (User Manual)

❖ Making Calls

- **Internal:** Lift the handset & dial your desired extension number or
 - Dial your desired extension number & then lift the handset. (From digital sets).
- **External:**
 - Dial **0** for external line through exchange or
(Dial **Line** Key programmed on Digital sets for NTC direct line)
 - Listen to the external dial tone then Dial the required external number.

❖ Hold/Consultation

- **Initiating Hold/Consultation (You are conducting a call):**
 - Press the **Ⓜ** key or (**Hold** Key from Digital Sets)
 - Dial other extension number.
 - Conduct consultation call (first call is on hold).
- **Terminating Consultation:**
 - Press the **Ⓜ** key or (**Toggle** Key from Digital Sets)

❖ Transferring Calls

- **You are conducting a call and wish to transfer it to another party:**
- Press the **Ⓜ** key or (**Hold** Key from Digital Sets)
 - Dial other extension number to whom you want to transfer call.
 - Replace the handset either before or after other party answers.

❖ Locking/Unlocking telephone for Local, Mobile or NWD dialing

- Ask your system administrator to program your 4 digit PIN code in the system.
- **Locking:** Enter ***12** followed by your 4 digit PIN code.
e.g. ***129999** assuming “**9999**” is your PIN code
- **Unlocking:** Enter the code **#12** followed by your 4 digit PIN code &
e.g. **#129999** assuming “**9999**” is your PIN code

❖ Call Pickup

- **Ask your system administrator to program your call pickup group**
- **A telephone in your call pickup group is ringing**
 - Lift the handset and dial the code ***5**

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❖ Automatic Callback

- Dial your desired extension number.
- If internal extension is busy or there is no answer.
- Enter the code *2 or (■ Key from Digital Sets)
 - Replace the handset and Wait for call back.

❖ Call Forwarding

➤ Forwarding internal / external calls:

- Enter the code *14
- Enter the internal destination extension number where you want to FWD your calls followed by #
*e.g. *142020# assuming your forwarding your calls to extension no. 2020*

➤ Deactivate

- Lift the handset and Dial just #14

❖ Conference, 3-Way

➤ Initiate. You are conducting a call.

- Press the (R) key or (Hold Key from Digital Sets)
 - Dial required internal extension.

- When the internal extension answers, again Press the (R) key or (Hold Key from Digital Sets)
 - Enter the code *3

➤ To leave the conference Replace the handset

❖ Add to Conference, Multi-Way (Digital Sets only)

➤ Initiate. You are conducting a call.

- Select **Start Conference** by ■ using ◀ & ▶ Keys,

- Dial required internal extension.

- Select **Conference** by pressing ■ key, to join conference.

- Select **Add to Conference** by ■ using ◀ & ▶ Keys and repeat previous 2 steps.

Note: "Repeating Last step can add more Extensions to Multi-way Conference."

Note: Calls conferences between PARC & NARC are also activated.

❖ Call Alternating

- Make an internal or external call
- Press (R) key/recall key or (Hold Key from Digital Sets) and dial station number
- Press (R) key/Recall key & Dial *11 form Analog sets only

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- Press **Ⓡ** key/Recall key or (**Toggle** Key from Digital Sets) to Alternate between the two parties.

Note: On some telephones there is (Ⓞ Recall key) or **FLASH** key instead of Ⓡ key. You can use Ⓞ key or **FLASH** key where the Ⓡ key is required.

❖ **Saved Number Redial:**

- Dial your desired number Internal/External
- Dial *9 or (**S.N.R** Key from Digital Set) Your number has been stored
- Dial *9 or (**S.N.R** Key from Digital Set) again to redial the stored number

❖ **Last Number Redial:**

- Pick Hand Set and Dial **↔↔**/Redial Key or (■ Key from Digital Set)

❖ **Time Reminder**

➤ **Activate Time Reminder**

- Lift the handset, Dial *17, Enter Time eg. 1300 for 1:00 PM You will hear confirmation tone. (Analog Sets)
- Dial **Prog. Service** Key, Select Reminder by ■ using ◀ & ▶ Keys, New Reminder, Enter Time & Save. (Digital Set)

➤ **Deactivate Time Reminder**

- Lift the handset and Dial #17 (Analog Sets)
- Dial **Prog. Service** Key, Select Reminder by ■ using ◀ & ▶ Keys, Delete. (Digital Set)

❖ **Switching between the Handset and Speakerphone During a Call:**

(Digital Sets only)

➤ **From Handset to Speakerphone**

- Dial **Hold** Key, hold down handset, Dial Speaker Key

➤ **From speakerphone to handset**

- Pick Up Hand Set

❖ **Checking call list:**

- **Select Unanswered Calls, Incoming calls or Out going Calls** ■ using ◀ & ▶

Note: “Conferences, Forwarding and Transferring of Calls has been activated between PARC & NARC as well.”