

# EPABX – Electronic Private Automatic Branch Exchange

No.	Feature	Procedure
1	Extn. to Extn. call	Extn. no.
2	To call outside	0 -> dial-tone -> desired outside no.
3	Hold a call	Flash OR Hook
4	Call Consult	Flash OR Hook -> desired extension no. -> Talk -> Flash OR Hook -> resume
5	Call Transfer	Flash OR Hook -> desired extension no. -> Hang-up
6	Call Pick-up	14 + ringing Extn. no.
7	Call Back	Flash OR Hook -> '7' -> Hang-up

## 1) Extension To Extension Call:

When one extension user wishes to talk to another extension user

- a) Lift handset and hear EPABX tone.
- b) Dial Extn. no., wait for ring back tone.
- c) Speak when called party answers.

**NOTE:** In case the called extension is busy, use ['Call Back'](#) facility.

## 2) To Use Trunk-Line / To Call Outside:

To make a call outside the premises follow the following procedure.

- a) Lift handset and hear EPABX tone.
- b) Dial '0' and you will get the normal dial tone.
- c) Dial the desired outside no.

**NOTE:** In case all the trunk lines are busy, use ['Call Back'](#) facility.  
Outside calls can be made only from certain extensions.

## 3) To Hold A Line (Extn. or Trunk):

You can keep on hold, a caller (extn. or trunk), for onward activities as ['Call Consult'](#), ['Call Transfer'](#), 'Conference' etc.

- a) While in conversation, press 'Flash' button OR quickly tap the Plunger/Hook of your phone.
- b) You get EPABX tone, while the other party gets 'Music on hold'.

To resume your conversation again, press 'Flash' button OR quickly tap the Plunger/Hook of your phone.

**NOTE:** If you press the Plunger/Hook for more than 1.5 secs, the line will get disconnected.

## 4) Call Consult (Extn. or Trunk):

It is often required to consult your colleague / staff while talking with an external/internal caller. This enables you to talk to other extension, while first party is put on 'Hold with music'.

- a) Hold the line (as explained in point no. 3).
- b) Dial another extn. no.
- c) Talk with him/her.
- d) To resume your conversation again with the first party, release the 'Hold Line' (press 'Flash' button OR quickly tap the Plunger/Hook of your phone).

**NOTE:** While on 'Hold with music', the first party cannot listen to your consultations with the second party.

### 5) **Call Transfer:**

Any internal or external call received, can be transferred from that extension to any other extension.

- a) Hold the line (as explained in point no. 3).
- b) Dial another extn. no.
- c) Tell him/her about the caller party.
- d) Hang up (Place the handset into its cradle).

Conversation continues between the caller party and new extn. no.

### 6) **Call Pick-Up:**

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

- a) Lift handset of your extension and hear EPABX tone.
- b) Dial 14 followed by the extension number which is ringing.
- c) Talk to the party.

### 7) **Automatic Call Back:**

If the called extension is busy OR you are not getting any trunk-line i.e. all the trunk lines are busy, this feature automatically connects as soon as the called extension gets free OR trunk-line gets free.

- a) On hearing busy tone, press 'Flash' button OR quickly tap the Plunger/Hook of your phone.
- b) Dial '7'
- c) Hang up (Place the handset into its cradle).

As soon as the called extension OR trunk-line becomes free you get a ring automatically.