



# Model PBX 308

Extension User Guide

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# Introduction

The Orchid PBX 308 extensions need to Dial 9 for access to an outside Exchange Line, however Extensions can be converted to Direct Dial by the System Administrator – Direct Dial extensions do not have to dial 9 for a line. The Direct Dial feature is ideal if you make a lot of outgoing calls and few internal calls. Direct Dial extensions need to dial \* in front of the extension number when making internal calls and when using some of the other features of the PBX 308.

## Internal Calls

Allows you to call another extension



**Off Hook      Dial   Extension Number   201 - 208**

For Direct Dial Extensions, Dial \* in front of the Extension number.

## Making outgoing calls



**Off Hook      Dial 9 and wait for External Dial Tone, dial the telephone number.  
Ideally, program 9 and a pause into a one touch memory.**

NB: The pause is necessary in case you need to Redial a number. Direct Dial extensions just need to press Redial.

## Making outgoing calls from Direct Dial extensions



**Off Hook**

**Dial the Telephone Number**

### Last Number Redial in “Dial 9 For a Line” mode

For last number Redial to work properly in “Dial 9 for a Line” mode you need to enter a Pause after the 9 when dialling the number. Most modern telephones have a pause button on the keypad. Some DECT cordless phones enable you to program the phone so that “9 Pause” is inserted in front of every number dialled.

If your telephones do not have a Pause button, we recommend you contact the System Administrator to get your extension converted to “Dial Direct” Mode.

### BT or Cable Select (Star) Services

Select Services (Also known as Star Services) such as Call Divert, 3 way Calling etc, can only be set up on extensions that are in “Dial 9 for a Line” mode. They cannot be set up on extensions that have been programmed for “Direct Dial” mode.

## Door Phone or Reception Phone

Allows you to have a conversation with a visitor at the door or reception.

If your extension has been designated to ring, it will ring like an Internal call.

If your phone has not been designated to ring when the visitor lifts the reception phone and you want to answer the call:



**Off Hook  
Extension**

**Dial # 7**

## Hold Calls

Press Recall to put the incoming Caller on Hold, they will hear the “music on hold”. Press Recall to revert back to the caller.

## Transferring Calls

Allows you to manually or automatically transfer an incoming call to another extension.

To transfer manually:



**Dial Recall / Extension Number**



**Announce Caller**



**If the extension wants to take the call, replace handset.**

NB: If the extension does not want to take the call, when they replace the their handset the call will revert back to you. If the extension does not answer, press Recall to revert back to the caller.

To transfer automatically:



**Dial: Recall**



**Extension Number**



**Replace Handset**

If the extension does not answer within 25 seconds the call will be redirected back to you and your phone will ring.

NB: If the extension is engaged press Recall to revert back to the caller.  
When the call is being transferred the caller will hear “Music on Hold”

## Call pick up

If your extension is not programmed to ring on incoming calls this feature allows you to pick up a call ringing on another extension.



**Off Hook      Dial: # 7**

NB: This feature does not work on internal calls

For Direct Dial Extensions



**Off Hook      Dial: \* # 7**

## Call pick up when already on a call



**Dial: Recall # 9 9**



**Dial: Recall again to revert back to original call**

## Call Diversion

Allows you to divert your calls temporarily to another extension.



**Off Hook    Dial: # 0 Extension Number**



**Replace Handset**

For Direct Dial Extensions:



**Off Hook    Dial: \* # 0 Extension Number**



**Replace Handset**

You will hear “music on hold” to confirm calls will be diverted.

## To remove Call Diversion



**Off Hook**



**On Hook**

## Conference calls

Allows you to set up a conference call between 2 extensions and an incoming outside call.



**During the call press RECALL    Dial: \* Extension Number**

If the other extension answers all three parties will be connected.

If the extension does not answer or if it is engaged, press Recall to revert back to the Caller.