



Orchid

Electronics Limited

Model PBX308

System Administrators Guide



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Introduction

Thank you for choosing the Orchid PBX 308. Please take time to read through this set up guide to get the most from your new purchase.

System programming

All programming is done on extension 201 ONLY.

System Password

The factory default password is * 0 1 (1234) #

Changing the Password



Off Hook
Ext 201



Dial: Current Password * 0 1 1234 #



On Hook
Ext 201



Dial: New Password * 0 2 xxxx #

You will hear a beep to confirm.

NB: Your new Password will be : * 0 1 xxxx #

We strongly recommend that you store your new password into a one-touch memory. This will simplify all future programming.

IMPORTANT - Exchange Lines.

The PBX 308 is configured at the factory for 3 exchange lines to be connected. If you only have 1 or 2 lines connected it is important that the system is set-up as follows:

1 Exchange Line connected:



Off Hook
Ext 201



Dial: Password * 3 1 #



On Hook
Ext 201

2 Exchange Lines connected:



Off Hook
Ext 201



Dial: Password * 3 1 2 #



On Hook
Ext 201

If at a later date you want to add another line, making a total of 3 lines:



Off Hook
Ext 201



Dial: Password * 3 1 2 3 #



On Hook
Ext 201

Assign Incoming Calls to ring Nominated Extensions

This is a useful feature for spreading the incoming call load over all extensions or a specific line direct to a specific extension. Useful if you are sharing the PBX with another company.

How to assign the lines to specific extensions is best explained by the following 2 examples:

To assign all incoming calls on line 1 to extensions 202,206 and 207:



Off Hook
Ext 201



Dial: Password * 1 1 267 #
Line Extensions



On Hook
Ext 201

To assign all Incoming calls on line 3 to extensions 205 and 206:



Off Hook
Ext 201



Dial: Password * 1 3 56 #
Line Extensions



On Hook
Ext 201

To Assign An Exchange Line Exclusively to an Extension.

This allows only a nominated extension to use a specific exchange line for outgoing calls. Other extensions will not be able to use it for outgoing calls. A useful feature if you are sharing the PBX with another company or want to monitor usage.

Example:

To assign Line 3 exclusively to extensions 207 and 208:



Off Hook
Ext 201



Dial: Password * 41 3 207 #
Line Extensions



* 41 3 208 #
Line Extensions



On Hook
Ext 201

To Assign an Extension to Use Only a Specific Exchange Line for Outgoing Calls.

A useful feature if you want to keep lines 1 and 2 free for incoming calls or other priority extensions. This does not restrict other extensions from using the same outside line.

Example:

To restrict extension 208 to use exchange line 3 only.



Off Hook
Ext 201



Dial: Password * 42 3 208 #
Line Extensions



On Hook
Ext 201

To Assign Extensions for Direct Dial Mode.

All extensions must Dial 9 for a line (Factory Default Setting). Extensions that make a lot of outgoing calls and few internal calls (Telesales for example) can be changed to Direct Dial Extensions, whereby as soon as they go off hook they immediately get an outside line (if one is free). No need to dial 9 and makes redialling very easy.

Example 1 – To convert extension 204 to Direct Dial:



Off Hook
Ext 201



Dial: Password * 8 204 1 #



On Hook
Ext 201

Example 2 – To convert Extensions 205 and 206 for Direct Dial:



Off Hook
Ext 201



Dial: Password * 8 205 1 #



* 8 206 1 #



On Hook
Ext 201

NB:

1. Direct Dial extensions must dial * in front of the extension number when making internal calls.
2. If extension 201 is converted to Direct Dial and wants to program systems features, * must be inserted in front of the password.
3. Direct Dial Extensions cannot set up or remove BT or Cable select services provided by the telephone exchange. These select services can only be set up on a Dial 9 extension.

To revert Direct Dial extensions back to Dial 9 extensions

Example: to revert extension 204 back to a Dial 9 for a line Extension:



Off Hook
Ext 201



Dial: Password * 8 204 0#



On Hook
Ext 201

To revert ALL Direct Dial extensions back to Dial 9 extensions:



Off Hook
Ext 201



Dial: Password * 8 0000 #



On Hook
Ext 201

Call Barring / Call Restrictions

The Orchid PBX 308 has a very flexible Call Restriction Feature. Allowing extensions to call only essential numbers thereby keeping call costs to a minimum.

Call Restrictions of a varying degree can apply to any or all extensions.

There are 7 groups of Call Barring / Call Restrictions available. Groups 1 to 5 enable you to program Call types to be Barred. For example Calls to Mobile (07) numbers can be assigned to Group 1 and any extensions assigned to Group 1 will not be able to make a call to a mobile phone.

Any extensions assigned to Group 6 can only make Internal Calls

Group 0 is for Allowed Calls only. It may be quicker and easier to use this feature instead of the Call Barring / Call Restriction option depending on your requirements.

To allow ALL extensions to only dial certain call types, the allowed call types must be programmed in Group 0. For example you may want all extensions to only call local and National numbers (01 & 02) and emergency numbers.

NB: 999 & 911 must always be programmed as Allowed Calls

Example – To program 999,911,01 & 02 numbers into Group 0:



Off Hook
Ext 201



Dial: Password * 50 999#911#01#02#



On Hook
Ext 201

NB: Call Types can be added to the above at any time up to a maximum of 10 call types.

To Delete any call types you can only delete ALL call types as follows:



Off Hook
Ext 201



Dial: Password * 50 #



On Hook
Ext 201

You must now re-program all allowed call types as above including 999 & 911

To assign ALL extensions to the allowed Call Types in Group 0:



Off Hook
Ext 201



Dial: Password * 56 0 #



On Hook
Ext 201

Internal Call Only – Group 6

To restrict an extension(s) to internal calls only, no outgoing calls.



Off Hook
Ext 201



Dial: Password * 56 2xx 6#
Extension



On Hook
Ext 201

NB: Internal Calls only extensions CANNOT make calls to the emergency services.

Call Barring – Groups 1 to 5

Allows you to set up 5 different groups with various call types being barred.

Suggestions:

Group	Suggested Call Type to be Barred	
1	Mobiles	07
2	International	00
3	Premium Rate	09
4	Network Services	123,118 etc
5	Non Geographical Numbers	0845, 0870 etc.

Each call type can be up to 4 digits and up to 20 call types per group can be programmed.

Example1: Programming Premium Rate numbers starting 09 into Group 3



Off Hook
Ext 201



Dial: Password * 5 3 09 #
Code Group Barred



On Hook
Ext 201

Example 2: Programming Non Geographic numbers 0845 and 0870 into Group 5



Off Hook
Ext 201



Dial: Password * 5 5 0845#0870#
Code Group Barred



On Hook
Ext 201

Assigning Call Barring Groups to Extensions.

Example 1. To Assign Call Barring Group 5 to extension 206



Off Hook



Dial: Password * 56 206 5 #
Code Extension Group



On Hook 201

Example 2. To Assign Call Barring Group 1 to Extension 204 and 205



Off Hook
Ext 201



Dial: Password * 56 204 1 # 205 1 #
Code Ext Group Ext Group



On Hook
Ext 201

Example 3. To Assign Group 3 to ALL Extensions



Off Hook
Ext 201



Dial: Password * 56 3 #
Code Group



On Hook
Ext 201

Administrators Personal Pin Number to Override Call Barring Groups

The Factory set Pin Number is 1234. To change the Pin Number to say 4567 proceed as follows:



Off Hook
Ext 201



Dial: Password * 04 4567 #
Code New Pin



Off Hook
Ext 201

To Override Call Barring on any one extension



Off Hook
Any Ext



Dial: # 61 4567
Code New Pin



Dial Number

Reception Phone and Door Phone

Up to 4 Extensions can be assigned to ring when the reception phone is picked up or the Door Phone is pressed.

The Reception Phone or Door Phone should be connected to the Door Bell socket located on the rear of the PBX 308, using the 2 longer wires, of the special 4 wire lead supplied.

Assigning Extensions to ring when the Reception Phone is lifted or the Door Phone is pressed:

Example 1: Assigning Extension 201 & 202 to Ring



Off Hook
Ext 201



Dial: Password * 14 1 2 #
Code Ext Last Digit



On Hook
Ext 201

Example 2. Assign extensions 204,205,206 & 207 to Ring



Off Hook
Ext 201



Dial: Password * 14 4 5 6 7 #
Code Ext Last Digit



On Hook
Ext 201

To Answer the Reception Phone or Door Phone from a Non Assigned Extension



Off Hook
Any Ext



Dial: # 7



On Hook
Any Ext

To Operate the Door Lock

The Door Lock must be connected to the 2 short leads of the special 4 wire lead supplied and plugged into the socket marked Door Bell on the PBX 308.

When you have answered the visitor:

Press: RECALL and Dial # 0 0

The door will unlock.

Music On Hold

The PBX 308 has a single electronically generated tune. However we recommend you make use of the external Music On Hold Port, located on the rear of the unit. This will provide more variety of music and a more professional image. A standard CD player, fixed or portable, can be connected to this port using a standard 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



Off Hook
Ext 201



Dial: * 2 4 #



On Hook
Ext 201

Direct Inward System Access (DISA)

DISA can be applied to ALL lines or just one line. When in the DISA mode your customers or colleagues will hear an outgoing message inviting them to "Dial the Extension if known or dial 0 for the Operator / or Hold for the Operator"

If a dialled extension is not answered within 15 seconds the incoming caller will be transferred to the operator.

NB: With the PBX 308 the Operator is set for Extension 202.

The outgoing message is recorded by you and is therefore personalised for your own requirements.

To Record the DISA Outgoing Message



Off Hook

Ext 201



Dial: * 2 2 #

You will hear a beep

Record your message



On Hook

Ext 201

To change the outgoing message repeat the above sequence.

To playback the DISA Outgoing Message



Off Hook

Ext 201



Dial: * 2 3 #

Listen to Playback



On Hook

Ext 201

To assign a Line for DISA

Example – To assign Line 3 only to DISA



Off Hook
Ext 201



Dial: * 2 0 3 #
 Code Line



On Hook
Ext 201

To remove the DISA Feature from Line 3



Off Hook
Ext 201



Dial: * 21 #
 Code



On Hook
Ext 201

Assigning ALL Lines for DISA



Off Hook
Ext 201



Dial * 20 #
 Code



On Hook
Ext 201

To remove the DISA Feature from ALL Lines



Off Hook
Ext 201



Dial * 21 #
 Code



On Hook
Ext 201





