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January 2008

NCRA – Pune campus.

CORAL EPABX EXTENSION USER GUIDE AT NCRA

1. Extension to Extension call –

- Lift the handset
- Dial required extension
- If extension is free you will get ring back tone, if extension is busy you will get busy tone.

2. Auto Call Back on busy extension / No reply extension –

- Dial the extension number and on getting busy tone dial '8'
- You will get confirmation tone
- Hang up
- When called extension is free, both the extension will ring.

3. VOIP Calls to GMRT

- Dial '5' followed by extension number at GMRT..

VOIP calls to Narayangaon

- Dial '5' followed by the extension number at Narayangaon.

4. PRI Calls from outside for NCRA extension Users

- dial 2571 followed by four digit extension number.
- calls will land directly on the particular extension.
- If the extension is not replying for 10 rings then the call will be redirected to Voice Mail (refer sr. No. 18)

5. For making Outgoing Call –

- Dial '0'
- If line is free you will get P&T dial tone, if line is busy you will get busy tone.
- On hearing dial tone, Dial the required telephone number.

6. Call Transfer -

An internal or external call received/originated can be transferred to other extension. (within NCRA extension Numbers)

On holding a call

- Dial FLASH* followed by extension number where call is to be transferred.
- If extension is free you will get ring back tone.
- If you have to consult before transferring the call, wait for response.
- If you have to transfer without consulting, hang up.
- If you found extension no reply or busy press FLASH again to talk to called party.
- On busy you can hang up & call will be transfer to extension when first call is over.

*- On dialing FLASH the other party will be put Music on hold.

7. Call Forwarding –

- Dial 866 followed by the extension number where call is to be forwarded.
- You will get confirmation tone
- Hang up

8 Call Forward Cancellation -

- Dial 866 followed by own extension number
- You will get confirmation tone
- Hang up

9. Call Pick up

- Dial 88 followed by ringing extension number

10. Enter Own Supervisory Mode –

A few features can be activated through supervisory mode. This feature illustrates to get into supervisory mode. This programming is extension specific hence programmable from each extension using extension pass code.

- Dial 865 followed your four digit Extension password (1234) to enter into own Supervisory mode.

11. Do not disturb –

- Get into own supervisory mode – Dial 59.

Cancellation -

- Get into own supervisory mode – Dial 50.

12. Reminder Alarm -

Daily Alarm – Dial 875 + HH+MM

Selective day Alarm –

- Get into own supervisory mode – Dial 0 + X + HHMM
- X = 1 for first alarm
= 2 for second alarm.

Cancellation - Dial 875+00+60

13. Dynamic Call Control –

- Dial 4224+Extension password +X , where

X = 0 No external call / only intercom
= 2 Local without 95 & mobile
= 3 All Local calls
= 4 STD call

14. Extension Password –

- To change your personal pass code of the extension
- Dial 4223 + Old Password + New Password.

15. Park Call –

You can park the call when you want to hold the party for consultation with an another extension. On confidential mode.

- During Call, dial FLASH + 872
- Park Pick Up – from own extension dial 870

From other extension dial 863 followed by extension number where call is parked.

16. Multi party conference –

- Call first party internal or external during Conversation Park the call
- Call second party internal or external during Conversation Park the call
- You can keep adding the calls
- To start conference, dial 83

17. Meet me conference - Dial 3941 to get into meet me conference. When second Person dials 3941 he will join the conference & so on

18 Voice Mail

- When voice mail received Red LED will blink on your instrument.
- Lift hand set dial 9191
- it will ask for mail box number
- Dial extension Number
- it will ask for extension password
- dial 1234
- you will be guided to voice mail box.