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Telephone user's guide

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Pentara+Plus

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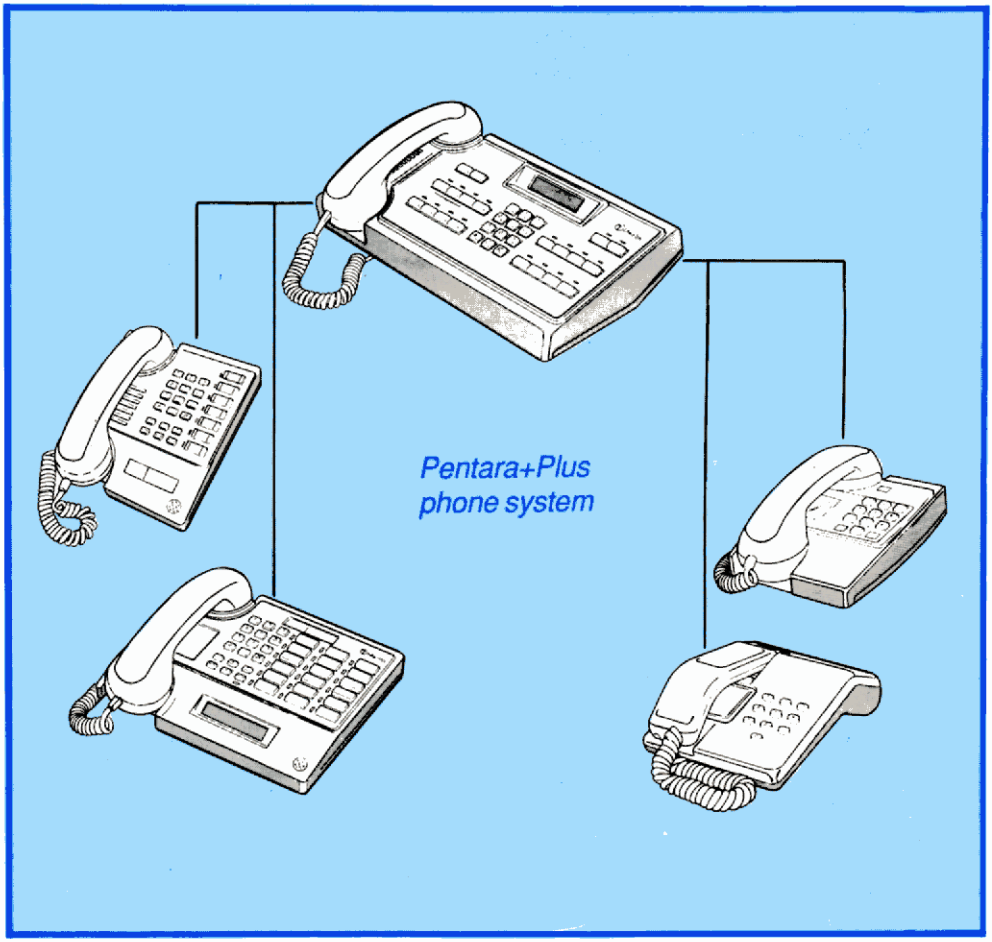
Pentara+Plus
phone system

About this guide

This guide gives details of the Pentara+Plus facilities available to you, along with straightforward operating instructions.

The following documentation gives details of all the facilities available, together with full system and programming instructions:

- *System Guides, TPU 1040A to D*
- *Terminal User's Guide, TPU 1040E*

This guide is written for the Pentara+Plus phone system, but many facilities are available to Pentara 100 and Pentara 100E system users. The following table indicates where differences occur.

Facility	Availability
Pickup group	Pentara+ Plus
Account codes	Pentara+ Plus
Shuttle	Pentara+ Plus
Follow me	Pentara+ Plus
Three party conference	Pentara+ Plus
Divert on no answer	Pentara+ Plus & Pentara 100E
Recall PBX operator	Pentara+ Plus & Pentara 100E

Some of the facilities require optional items of hardware or software which may not have been supplied on your system.

This guide assumes that the standard numbering scheme is in use on your system. If a customised numbering scheme has been installed, substitute the appropriate digits in place of the ones indicated in this guide.

Signals and tones

The following table describes the signals and tones generated by your Pentara+Plus phone system. All tones heard while on an exchange line are standard PBX/public exchange signals and are not repeated here.

what you hear	graphical representation	explanation
Incoming exchange line ringing (bursts separated by short pauses)		There is a call waiting for you from outside your Pentara system. If your extension receives a call from another Pentara extension while an external call is ringing, the external ringing signal changes to internal ringing.
Internal ringing (bursts separated by long pauses)		Another extension is calling you.
Buzz ringing (one long burst)		You are being 'buzzed'.
System dial tone (a continuous high-pitched, two-tone sound)		The Pentara system is waiting for you to key a number.
System ring tone (a repeated single note)		Another Pentara extension is being rung for you.
System busy tone (a repeated single note)		The number you are calling is busy.
Number unobtainable tone (a continuous high-pitched, one-tone sound)		The number you have keyed does not exist, or you have been barred this number.

what you hear graphical representation	explanation
Intrusion tone (a series of regular 'ticks')	Another Pentara extension has joined your conversation.
Call waiting tone (one short tone)	A transfer call is waiting until your extension is free.
Buzz tone (one long tone)	Your 'buzz' extension has pressed **BUZZ** once.

Your outgoing calls may be subject to call barring. If so, you may be allowed to make calls via the system operator.

Making an exchange line call

Lift your handset.

key [9]

key the exchange number.

note Your telephone may be barred access to certain types of call. If you key a barred number you will hear the number unobtainable tone.

Calling your system operator

Lift your handset.

key [0]

either you hear the system ring tone and your system operator responds.

or your system has no operator and you hear the number unobtainable tone.

Making a call via the operator

Lift your handset.

key [0]

Ask for an exchange line.

Make your call in the normal way.

At the end of your call replace your handset. To make a second call, you must call the operator again.

Calling another extension

Lift your handset.

key the extension's number.

Inter-PBX circuit access

If your telephone has access to one or more Inter-PBX circuits, you can use a circuit by keying the appropriate number.

Lift your handset.

key the two digit access code 71 to 79.

You can answer an incoming call from an Inter-PBX circuit in the same way as an internal call.

Abbreviated dialling

This facility enables 100 frequently called external numbers to be stored centrally. You need only key three digits in the range 400 to 499 to access these numbers.

Making an abbreviated dialling call

Check the number you wish to call on your abbreviated dialling list.

Lift your handset.

key the abbreviated dialling number (in the range 400 to 499) to make your call.

note This is still subject to call barring.

Contacting a busy extension

If you ring another extension and receive a busy tone, you can make the system re-call the busy extension when it becomes free.

Ringing back when free

Lift your handset.

key the required extension number. If it is engaged you will hear a busy tone.

key [6] [0] [6] while listening to the busy tone. You now hear the system dial tone.

Replace your handset.

When your extension and the busy extension are both free you hear internal ringing.

Lift your handset.

The previously busy extension is now being rung.

note This facility is cancelled if the busy extension becomes free but you do not answer within 30 seconds of your extension ringing.

Repeat last number

This facility redials the last exchange number you keyed. This is useful if the number you required was busy.

Repeating the last exchange line number

Lift your handset.

key 6 0 0

The call is automatically set up for you.

Answering an internal call

Lift your handset to connect to the caller.

Answering an exchange line call when on night service

When the operator is not on duty, the system may be switched to night service. This allows all incoming exchange line calls to be answered on any extension.

If an exchange line call comes in

either your telephone is a nominated night service extension and is ringing.

Lift your handset to accept the call.

or you hear a nominated telephone or night bell ringing.

Lift your handset.

key 8

or 6 3 3

Answering a pickup group call

Extensions located in one area, or with similar departmental functions, can be placed in the same answer (pickup) group. Any extension can be programmed to appear in a pickup group.

Answering a call which is ringing another extension in your group

Lift your handset.

key 6 6 6

You are connected to the incoming call.

Your telephone can be used to hold an exchange line call to allow you to make an intercom enquiry, or to transfer the call to another extension.

Making an enquiry call

You must hold a call before making an internal enquiry.

Advise your caller that they are going on hold and may hear music (if the music on hold facility is provided).

press **RECALL** to place the call on hold.

Make your enquiry call.

press **RECALL** to retrieve your call from hold.

note If the extension to which you made the enquiry has not replaced the handset then you will need to use shuttle (604) or three party (608) to return to the call in hold.

Transferring an exchange line call

You must hold a call before transferring your caller to another extension.

Advise your caller that they are going to be transferred and may hear music (if the music on hold facility is provided).

press **RECALL** to place the call on hold

key the extension number the call is to be transferred to.

either you wait for the called extension to answer. Your caller does not hear your conversation with the called extension. Replace your handset to transfer the call.

or you hear busy tone or do not wish to wait for an answer. Replace your handset. The caller waits on hold for the called extension to answer. If the called extension fails to answer within 30 seconds, your telephone will ring again.

or

press **RECALL** to return to the caller.

Conference calls

This facility allows you to set up a three party conference. You may also be invited to participate in a conference originated by another terminal.

Setting up a three party conference

press **RECALL** to place the current caller on hold.

key the extension to be included in the conference.

On reply invite the third party to join the call.

press **RECALL** to place the third party on hold.

key 6 0 8

All parties are now connected in the conference. If any one party drops out of the conference, the remaining two parties continue in normal two-way conversation.

note A three party conference cannot include two exchange lines.

If the third part is busy or does not answer, press **RECALL** to return to the original call.

If you are on a call and another external call is waiting (camped on), you will hear the call waiting tone. The waiting caller is put on hold and is connected when your extension becomes free.

The shuttle facility allows you to switch between the two calls.

Dealing with a waiting call

If you wish to take the waiting call, advise your current caller that they are going on hold.

press **RECALL** to place the current call on hold.

Replace your handset.

When the telephone rings lift your handset to connect to the second call.

When you are connected to the second call you can choose to:

- clear the second call and return to the first call
- transfer the second call with the first call held
- return to the first call with the second call held
- switch between calls
- set up a three party conference.

Clearing the second call and return to the first call

press **RECALL** to place the second call on hold.

key 6 2 9 to clear the second call.

press **RECALL** to return to the first call.

Transferring the second call with the first call held

press **RECALL** to place the second call on hold.

key the extension number the second call is to be transferred to.

Replace your handset to transfer the call.

When the telephone rings, lift your handset to reconnect to the first call.

Returning to the first call with the second call held

press **RECALL** to place the second call on hold.

key 6 0 4 to reconnect to the first call.

Switching between calls

press **RECALL** to place the current call on hold.

key 6 0 4 to reconnect to the other call.

This may be repeated as many times as required.

Converting into a three party conference

press **RECALL** to place the current call on hold.

key 6 0 8

All parties are now connected in the conference. If any one party drops out of the conference, the remaining two parties continue in normal two-way conversation.

note A three party conference cannot include two exchange lines.

Wait on busy

If another extension, or your system operator attempts to transfer a call to you while your extension is engaged, you will hear a brief burst of tone, warning you that another caller is waiting.

If you have decided not to accept the waiting call but your extension becomes free within 30 seconds of the call waiting tone, you can still accept the new call.

Accepting the call

Replace your handset.

When your telephone rings, lift your handset to connect to the new caller.

note If your extension does not become free within 30 seconds, the waiting caller is returned to the original extension or the operator.

Account codes

This feature allows calls to be logged for accounting purposes. You can associate an account code with any incoming or outgoing external call and thereby record the time spent on behalf of a client. The system will only accept valid account codes which have been specified on installation, or from the supervisor's terminal.

In order to use this facility, the system must be equipped with a call logging card. A printer will be required to make hard copies of account code records.

notes

A call logging record is produced everytime a call is transferred or cleared down. It records the duration that the controlling extension spends on the call.

The account code may be added or changed at any time during the call. The entire logging record will be allocated to the last account code entered prior to transfer or cleardown.

When a call is transferred the last account code is also transferred into the new call logging record.

Once an account code has been allocated to a call it is not possible to delete it, only change it.

Making a call and logging against an account

Lift your handset.

key 6 6 5

key the specific account code.

When the system has validated the code you will hear dial tone.

Continue with the call in the normal manner.

Logging an incoming call against an account

Answer the incoming call.

press **RECALL**

key 6 6 5

key the specific account code.

When the system has validated the code you will hear dial tone.

press **RECALL** to retrieve the call.

Changing or adding an account code

An account code may be changed or added at any time during the call.

press **RECALL**

key 6 6 5

key the specific account code.

press **RECALL** to retrieve the call.

Group calling

If your telephone is one of a pre-determined group, all extensions in the group ring when an internal or an exchange line call comes in. Any member of the group can answer the call in the normal way.

Intrusion

Other extensions may be able to intrude on you while you are busy on a call. You and your caller both hear intrusion tones to indicate that you now have a three-way conversation.

The intrusion tones continue until one of the three parties replaces the handset.

Buzz

A nominated extension may be able to attract your attention by using the buzz facility.

If you are busy on a call, you hear a one second burst of tone, but your caller hears nothing.

If your telephone is free, you hear a one second burst of ringing.

You can make your call to the nominated extension in the normal way.

Follow me

This facility allows you to take your calls at another extension.

Using FOLLOW ME

Lift your handset.

key [6] [2] [2] to place your extension in follow me mode.

key the extension number where you want to take your calls.

If you move to another extension, you can redirect your calls to this new extension.

Redirecting FOLLOW ME, or invoking FOLLOW ME remotely

Lift the handset at the new extension.

key [6] [2] [6]

key your own extension number.

Your calls will now be redirected to this new extension.

Cancelling FOLLOW ME

Lift your handset at your own extension.

key [6] [2] [3]

Replace your handset.

Divert on no answer

This facility allows you to divert your calls to the operator or to extension 123, if they are not answered after 7-10 seconds.

Diverting

key [6] [2] [0] and replace your handset.

Cancelling

key [6] [1] [7] and replace your handset.

Calling your parent PBX operator

If your Pentara+Plus phone system is a subsidiary of a PBX, you may have a separate PBX operator.

Lift your handset.

key The PBX access code 71–79

key [0] or the operator access code on the remote PBX.

You hear the PBX ring tone and your PBX operator responds.

Recalling your parent PBX operator

If your Pentara+Plus phone system is connected to another PBX, you may be able to recall the operator at that PBX whilst you are connected to it.

If you are connected to a manual exchange (PMBX)

press **RECALL**

key [6] [0] [2]

If you are connected to an automatic exchange (PABX)

press **RECALL**

key [6] [0] [2]

key [0] or the operator access code on the remote PBX

Glossary

Abbreviated dialling — A short code used to dial frequently used numbers.

Account code — Used to associate a call with a call log record for accounting purposes.

Camp on — Wait on busy feature. The busy extension hears the call waiting tone. The waiting caller is put on hold and is connected when the busy extension becomes free.

Direct on no answer — This facility allows you to divert your calls to the operator or to extension 123, if they are not answered after 7–10 seconds.

Follow me — Allows you to take your calls at another extension.

Night service — A system that routes incoming calls to selected extensions or the night bell when the operator is not on duty.

Pickup group — Extensions located in one area, or with similar departmental functions, are often placed in the same answer group.

Recall button — Used by extension users to signal the system that they want to activate a feature.

Recall PBX operator — If your Pentara+Plus phone system is connected to a parent PBX, you can recall the operator at the PBX whilst you are connected to it.

Shuttle — This facility allows you to switch between two calls.

Three party conference — This facility allows you to set up a three party conference. You may also be invited to participate in a conference originated by another terminal.

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