



Trunk Access Codes

To make External calls, you must dial a Trunk access code.

- Dial 0 or 5 to access any Trunk.
- Dial 61 to access Trunk 1.
- Dial 62 to access Trunk 2.

Making a Call

To make an External call:

- Lift Handset.
- Dial a Trunk Access Code (0, 5, 61, 62).
- Get dial tone.
- Dial number.
- Talk.
- Replace Handset to disconnect.

To call another Station:

- Lift Handset.
- Dial Station number.
- Talk.

To call Operator:

- Dial 9.

Abbreviated Dialing

Personal abbreviated dialing:

- Lift Handset.
- Dial 8-Directory Index.
- Talk.

To program the personal abbreviated dialing directory:

- Lift Handset.
 - Dial 18-Location Code (directory Index)-Trunk Access Code-Number-#*
- (Location Code (directory Index): 00-09; Trunk Access Code: 0, 5, 61, 62; Number: telephone number)

E.g.: To program the telephone number '0265-2630555' at directory Index 00 with Trunk access code '62'.
Dial 18-00-62-02652630555-#*.
Now, to call the number: Dial 800.

Redial

Last Number Redial:

- Lift Handset.
- Dial 7.
- Talk.

Auto Redial:

- Lift Handset.
- Dial a Trunk Access Code (0, 5, 61, 62).
- Dial Number.
- Disconnect if dialed number is busy.
- Dial 77.
- Replace Handset.

To cancel Auto Redial:

- Lift Handset.
- Dial 70.
- Replace Handset.

You can set auto redial for three numbers.

Receiving a Call

- Lift Handset when your Station rings.
- Talk.
- Replace Handset to disconnect.

Call Pick Up - Group

To answer a call ringing on another Station:

- Lift Handset of your phone.
- Dial 4.
- Talk.
- Replace Handset.

Call Pick Up - Selective

To answer anyone of the multiple Stations ringing:

- Lift Handset of your phone.
- Dial 12-Number of the ringing Station.
- Talk.
- Replace Handset.

You must first program the call pick up groups to use this feature. Refer the System Manual.

Managing Calls

Call Hold

Speech with remote party (External call/Station).

- Press Flash.
- Remote party put on Hold.

Call Park

To park a call:

- Speech with remote party (External call/Station).
- Dial Flash-7.
- Go ON-Hook.

To retrieve a parked call:

- Lift Handset.
- Dial 17.

If a parked call is not retrieved before the Call Park Timer elapses (default: 45 seconds) the call will automatically ring on the Station it was parked. The Call Park Timer is programmable. Refer the System Manual for instructions.

Call Splitting

To switch between two Internal calls:

- Speech with Station 1.
- Press Flash.
- Dial another Station number.
- Speech with Station 2.
- Dial Flash-1.
- Speech with Station 1.
- Dial Flash-1 again.
- Speech with Station 2.

Corporate Office:

394-GIDC, Makarpura
Vadodara - 390 010, India
Tel.: +91 265 2630555
Fax: +91 265 2636598
Email: Info@MatrixComSec.com

Factory:

15 & 19-GIDC, Waghodia - 391 760
Dist. Vadodara, India
Tel.: +91 2668 263172 / 73

Customer Care:

Tel.: +91 265 2630555
Email: Customer.Care@MatrixComSec.com,
Support@MatrixComSec.com

To switch between an Internal and an External call:

- Speech with party 1 on Station.
- Press Flash.
- Dial Trunk Access Code (0, 5, 61, 62).
- Dial number of party 2.
- Speech with party 2 on Trunk.
- Dial Flash-1.
- Speech with party 1 on Station.
- Dial Flash-1 again.
- Speech with party 2 on Trunk.

To switch between an External and an Internal call:

- Speech with Trunk.
- Press Flash.
- Dial another Station number.
- Speech with Station.
- Dial Flash-1.
- Speech with Trunk.
- Dial Flash-1 again.
- Speech with Station.

To split between two External calls:

- Speech with party 1 on Trunk 1.
- Press Flash.
- Dial 8-Trunk Access Code (0, 5, 61, 62).
- Dial number of party 2.
- Speech with party 2 on Trunk 2.
- Dial Flash-1.
- Speech with party 1.
- Dial Flash-1 again.
- Speech with party 2.

To answer another External/Internal incoming call while in speech with a Station:

- Dial Flash-1.
- Current call is put on Hold.
- Speech with incoming call.
- Dial Flash-1 to split between calls.

When you split between calls, only one of the two persons will be in speech with you at a time, the other will be put on hold.

To establish 3-way speech:

- Dial Flash-0.

To disconnect party in speech:

- Dial Flash-2.

To disconnect held party:

- Dial Flash -3.

Call Transfer - Screened

- Speech with remote party 1 on Trunk.
- Press Flash.
- Dial Station number.
- Talk with party 2 on Station.
- Replace Handset to transfer.

Call Transfer - While ringing

- Speech with remote party 1 on Trunk.
- Press Flash.
- Dial Station number.
- Replace Handset to transfer.

Call Transfer - On Busy

- Speech with remote party 1 on Trunk.
- Press Flash.
- Dial Station number.
- Dial 5 on busy tone from dialed Station.
- Replace Handset.

Call Transfer - Trunk-to-Trunk

- You are in Speech with party 1.
- Press Flash.
- Dial 8-Trunk Access Code (0, 5, 61, 62).
- Dial number of party 2.
- Speech with party 2.
- Dial Flash-6.
- You will get disconnected and both parties will remain in speech.

Conference (3-Party)

- Speech with party 1.
- Press Flash.
- Dial number of party 2.
- Speech with party 2.
- Dial Flash-0.
- 3-way speech established.

To disconnect yourself from the conference:

- Dial Flash again.
- One of the trunks put on hold. You are in speech with the other trunk.
- Dial Flash-6.
- Both trunks are in speech, you are disconnected..

Other Features

Auto Call Back

When dialed Station is Busy:

- Dial 2 on busy tone.

When No-Reply from dialed Station:

- Dial Flash-2.

To cancel Auto Call Back-On Busy/No-Reply:

- Dial 102.

Call Forward

Call Forward-Unconditional (all calls):

- Dial 131-Station number where call is to be forwarded.

Call Forward-Follow Me:

- Dial 132-Your Station number-Your User password

Call Forward-No Reply:

- Dial 133-Station number where call is to be forwarded.

Call Forward-Busy:

- Dial 134-Station number where call is to be forwarded.

To cancel Call Forward:

- Dial 130.

Interrupt Request (IR)

- Lift Handset.
- Dial Station number.
- Dial 5 on busy tone.
- Ring Back Tone is played on your Station.
- Call waiting beeps are played on the dialed Station for the duration of the IR Timer (default: 45 seconds).
- Talk, when speech is established.
- Replace Handset to disconnect.

Speech is established only when the called party presses Flash before the Interrupt Request Timer elapses.

Barge-In

- Lift Handset.
- Dial Station number.
- Dial 3 on busy tone.
- Ring Back Tone is played for the duration of the Barge-In Timer (default : 10 seconds).
- Call waiting beeps are played on the dialed Station for the duration of the Barge-In Timer.
- Talk when speech is established.
- Replace Handset to disconnect.

Speech is established only when Flash is pressed at the dialed Station or when the Barge-In timer elapses, whichever is earlier.

Raid

Landing without intimation on a busy Station

- Lift Handset.
- Dial Station number.
- Dial 4 on busy tone.
- Talk when speech is established.
- Replace Handset to disconnect.

Hotline

To set an Internal Number as Hotline:

- Lift Handset.
- Dial 153-Station number to be dialed as hotline.
- Replace Handset.

To set a Trunk as Hotline:

- Lift Handset.
- Dial 151-Trunk Access Code (0 or 5 or 61 or 62).
- Replace Handset.

To set an External Number as Hotline:

- Lift Handset.
- Dial 152-Trunk Access Code (0 or 5 or 61 or 62)-External Number to be dialed as hotline-#*
- Replace Handset.

To set Delayed Hotline:

- Dial 154-Number of Seconds (2-9 seconds; default: 3 seconds).

To cancel Hotline:

- Dial 150.

Only one type of hotline can be enabled on a Station at a time.

Alarms

Duration Alarm (Reminder):

- Lift Handset.
- Dial 161-Minutes (00-99 minutes).
- Replace Handset.

Time Alarm:

- Lift Handset.
- Dial 162-HH-MM (00-23 hours, 00-59 minutes).
- Replace Handset.

Daily Alarm:

- Lift Handset.
- Dial 163-HH-MM (00-23 hours, 00-59 minutes).
- Replace Handset.

Remote Alarm:

- Lift Handset.
- Dial 164-Station Number-Alarm Type (1: Reminder, 2: Time Alarm, 3: Daily Alarm)-Parameters (MM/HH-MM)

To cancel Alarms:

- Lift Handset.
- Dial 160.
- Replace Handset.

To cancel remotely:

- Dial 164-Station Number-0.

Paging

- Lift Handset.
- Dial 3998.
- Start Announcement.

User Password

To change User Password:

- Lift Handset.
- Dial 144-Old Password-New User Password (max. 4 digits. Default: 1111).

Walk-In Class of Service

To use your own Toll Control and Class of Service on another Station:

- Lift Handset.
- Dial 111-Your Station Number-Your User Password.
E. g.: Dial 111-23-3535 to use it from Station 25.
- Dial the desired number.

You can make only one call at time using this feature. To make another call, you must dial the code sequence again.

Cancel Station Features

To cancel all features on a Station:

- Lift Handset.
- Dial 100.
- Replace Handset.

Note: Class of Service must be enabled to access these features. Refer Quick Start or System Manual for instructions.
