Orchid
Telecom Limited

Model
KS 416 Plus

Extension User Guide

Contents

Introduction

The Orchid KS 416 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 KS 416

Internal Calls

Allows you to call another extension

Dial: Extension Number 201 – 216

For Direct Dial Extensions, **Dial *** in front of the Extension number eg;*202

Making Outgoing Calls

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

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 key-pad. (Often it is the Redial button)
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 "Direct Dial" Mode.

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 Hang up , a few seconds later your phone will ring and you will be connected back with the Caller.

To Transfer Automatically:

 Dial: Recall (R)   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. Lift the handset and you will be connected back with the caller

NB: If the extension is engaged, you will be automatically reverted back to the caller.
When the call is being transferred the caller will hear "Music on Hold" or a comfort tone.

Calls On Hold

To Place a call on HOLD.
Incoming or Outgoing calls can be put on HOLD, this feature also enables you to answer another incoming call:

Press RECALL # # # then hang up.
(Suggest RECALL ### should be programmed into a one touch phone memory.)

To RETRIEVE a call that has been put on HOLD
Dial # # * from your Extension or any other Extension.

IMPORTANT; If your Extension is in " DIRECT DIAL " mode to RETRIEVE the call
Dial * ## * and you will be connected back with the call on Hold.

To Place a call on HOLD and answer another Line that is ringing.
Dial RECALL ### and hang up.
When your phone starts ringing answer the call, or if your phone is not ringing dial # 7 to pick up the call.

The second call can also be put on HOLD by dialling RECALL ### then hang up.
Dial * ## to connect back with the first call that was put on HOLD.

NOTE; A call can be put on HOLD for a maximum of 4 minutes . If you need to put the call on HOLD for longer than 4 minutes, RETRIEVE the call before 4 minutes
and put in on HOLD again for a further 4 minutes.

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.

 Dial: # 7

For Direct Dial Extensions

 Dial: * # 7

Conference Calls

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

During the call press RECALL (R)   Dial: * Extension Number

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

If the extension does not answer, replace the handset and in a few seconds your phone will ring
 And you will be connected back with the caller.

System Speed Dials

Up to 99 telephone numbers can be stored in to system speed-dial locations 01 – 99. Please contact your System Administrator for details

Dialling Speed Dial numbers

To call the number in Speed-Dial location 01, Dial **## 01**

To call the number in Speed-Dial location 33, Dial **## 33**

Confirm Extension number

If you have a Caller Display phone you can confirm the Extension number.
Dial: # * 9 hang up, the phone will ring and the display will show 6 digits. The first 3 digits show the Extension Jack number ie; 004 and the last 3 digits show the Extension number ie; 204

Operator Call

Any extension can **Dial: 0** and they will be automatically connected to Extension 202
If 202 is busy they will be connected to 203.

Ringback on Busy

If the Extension you call is busy you can enter Ringback mode by Dialling
Recall (R) # # 0 0 and hang up.
When the Extension is Free your phone will ring, lift the handset and the Free Extension will ring automatically.

Transfer calls when busy

This feature enables you to transfer Internal and External calls to another Extension if you are engaged on a call.

To Activate Transfer **Dial: # * 1 Ext no**

To Cancel Transfer when busy **Dial: # * 1 00**

Transfer all calls to another Extension

To transfer all calls to another Extension **Dial: # * 2 Ext no**

To cancel the transfer of all calls **Dial: # * 2 00**

Transfer all calls to your secretary

To transfer all calls to your secretary **Dial: # * 6 Ext No**

In this mode only the Secretary can call your Extension.

To cancel calls being transferred to your secretary **Dial: # * 6 00**

BT or Cable Select (Star) Services

Select Services (Also known as Star Services) such as Call Divert, 3 way Calling etc, can be set up on extensions that are in "Dial 9 for a Line" mode or 'Direct Dial' mode.

To operate Star Services from an extension in "Dial 9 Mode".

Dial # followed by Line number 1, 2 ,3 or 4 followed by the service On or Off code.

To operate Star Services from an extension in "Direct Dial Mode"

Dial * # followed by the line number 1, 2 ,3 or 4 then the service On or Off code.