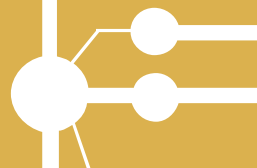


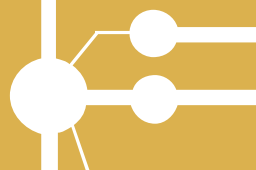
# USER MANUAL Operator services

verze 1.2



*Dear customer,*

*let us congratulate you on having purchased the **2N<sup>®</sup> OMEGA Lite** system. This new product has been developed and produced in order to provide the maximum utility value, quality and reliability to the user. We hope you will be fully satisfied with the 2N<sup>®</sup> OMEGA Lite for a long time.*



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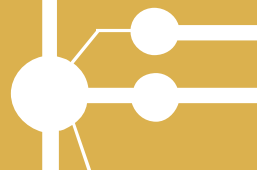
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## 1. Basic Services

### 1.1. Pictograms Used in the Text

	Your telephone is ringing.
	Pick up your handset.
	Start conversation.
	Listen to the tone or the voice message in your earpiece.
	Hang up the handset.
nn	Dial the internal subscriber number nn (21, e.g.) or department number (10, e.g.).
r . . . r	Dial the external (CO line) subscriber number r...r
. . .	Dial individual digits of the number.
	Press 'FLASH' or 'R'
	Press '#'.
	Press '*'.
	Dial the department number (10, 20, 30, 40, 50, or 60).
	Dial the PBX memory number (8000 through 8099, or 80#00 through 80#99)
	Dial your personal password.
	Advise your colleagues of the present situation. Please read this paragraph carefully.
	The PBX relay will turn on or off
<b>C</b>	Notes, good ideas for you
<b>&amp;</b>	Refer to page



## **1.2. Explanation of Terminology**

### **CO (External, Public) Line**

CO lines are public telephone network lines that are connected to your 2N OMEGA Lite PBX as inputs. They are used for outgoing (external) calls, i.e. calls outside your company. These lines include either the O<sub>2</sub> lines, GSM lines, or also your private lines.

### **External (CO Line) Subscriber**

Any external subscriber worldwide that calls or is called by your PBX using a CO line.

### **Internal Subscriber**

Any subscriber inside your company connected to the 2N OMEGA Lite PBX. Internal PBX calls are free of charge.

### **Private Network**

A telephone network owned by one subject and used for telephone interconnection of his branches and their subscribers. From the viewpoint of the 2N<sup>®</sup> OMEGA Lite PBX, there is no difference between private and public telephone networks.

### **Private Subscriber**

Any external private telephone network subscriber.

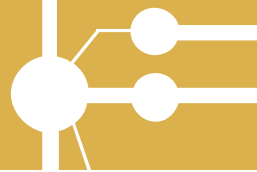
### **Tone and Pulse Dialing, Tone and Pulse Telephone Sets**

Two types of telephone sets are used in many countries - the older pulse telephone sets and advanced tone telephone sets (which are usually able to use pulse dialing too, the dialing mode is selected by a switch). The 2N<sup>®</sup> OMEGA Lite PBX works with both the types of telephone sets without problems, but pulse telephone sets offer lower comfort and type of dialing related to individual extension and it is necessary to set a type of dialling for a each extension line on the PBX. Since services are different in each type of telephone sets, make sure which of the telephone sets you are using currently. We recommend to use tone dialing telephone sets for better comfort.

### **Trunk**

A group (cluster) of CO lines, for one department of your company, for example.

### **Voice Mail and Fax Server**



PC-based software that gives each internal 2N<sup>®</sup> OMEGA Lite subscriber a comfortable answering and recording machine and fax „of its own“. For illustration see the invitation card below where the 2N<sup>®</sup> OMEGA Lite PBX is able to distinguish answering/recording machine and fax calls automatically.

## **DISA**

An option to dial an internal PBX subscriber number directly (without needing the operator).

## **Paging**

A system similar to the broadcasting one which looks for and advises subscribers equipped with key (system) telephone sets.

## **ISDN**

A digital public network operated by Telecom that provides high-quality voice and data services. It allows, for example, to use DDI from the public telephone network to an internal subscriber. The ISDN module for the 2N OMEGA Lite PBX is also available to you.

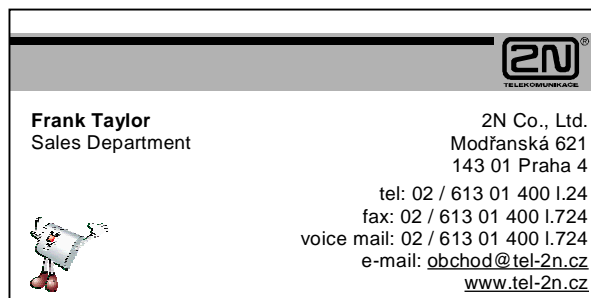
## **Internal Subscriber Groups**

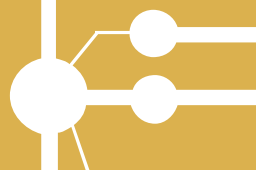
The 2N<sup>®</sup> OMEGA Lite PBX allows to define two internal subscriber groups that can behave as if they had 2 independent (virtual) PBXs. Each group can

- have a PBX operator of its own;
- have a fax and answering and recording machine of its own (unless it uses 2N<sup>®</sup> OMEGA Lite voice mail);
- have a DAY / NIGHT mode of its own (independently of the other group);
- keep its telephone call costs separately;
- have an 2N PORTER doorlock system of its own;
- have their own CO lines, etc.

## **Department**

Internal subscribers that are part of an organizational unit (such as department, division, etc.). Departments are fully independent of groups. The PBX defines up to 6 departments with numbers 10, 20, 30, 40, 50, and 60. Each internal subscriber can be part of one or more departments, but of one group only.





### 1.3. Types of Ringing

This is what you can hear in your earpiece	This means
	<b>Internal subscriber ringing</b> (two rings followed by a pause).
	<b>External subscriber ringing</b> (long ring followed by a pause).
	<b>Alarm clock</b> (continuous ringing) signals that the pre-programmed time has been reached.
	<b>2N PORTER ringing</b> (two short rings followed by a pause) signals that the entrance door bell operated by 2N PORTER is ringing.
	<b>Returned call</b> (longer ring followed by a short ring) signals that an unsuccessfully transferred call or an unparked call is returning to you.
	<b>Back ringing</b> of your telephone set or a waiting call via Internet.

### 1.4. Voice Messages in Your Earpiece

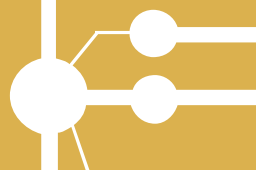
To make you as comfortable as possible, the 2N OMEGA Lite PBX sends messages on the following situations into your earpiece:

This is what you can hear in your earpiece	This means
"Dialing accepted"	The service has been accepted and performed.
"Service non-available"	There is no such service or the service has been performed incorrectly
"Unauthorized dialing"	You are not authorized to use the service or have entered an incorrect password.
„All lines busy“	You tried to make an outgoing call and all CO lines accessible by you are busy.
"Warning: More expensive call"	The PBX cannot use the least-cost route and warns you that the connection will be more expensive.
"Calls forwarded"	Your telephone has been forwarded permanently or the „Follow Me“ service is active.
"Do not disturb“ active"	The „Do Not Disturb With Incoming Calls“ service is active.
"Enter password“	Enter your personal or the PBX system password.
"Locked“	You tried to make an outgoing call, but your telephone set is locked (barred) for CO line



This is what you can hear in your earpiece	This means
<b>"Line in defect"</b>	calls. You tried to make an outgoing call using a line that is defective (marked defective).

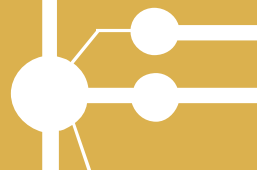




## 1.5. Tones in Your Earpiece

This is what you can hear in your earpiece	This means
	<b>Internal dialing tone</b> (continuous non-interrupted tone) signals that the PBX is ready to receive your dialing.
	<b>CO (external) dialing tone</b> signals that the CO line is ready to receive your external subscriber number dialing.
	<b>External ringing tone</b> (long interrupted tone) signals that the telephone set of the called external (CO line) subscriber is ringing.
	<b>Internal ringing tone</b> (two long tones followed by a pause) signals that the telephone set of the called internal subscriber is ringing.
	<b>Busy tone</b> (short interrupted tone) signals that the called party's line is busy
	<b>Special tone</b> (two short tones followed by a longer pause) signals that you „have held“ the other call and can dial other services or establish other calls.
	<b>Conference tone</b> (one short tone) signals the entering/returning of another subscriber into your call/conference, who was temporarily excluded.
	<b>Internal warning tone</b> (two short and one long tones into the call) signals during your call that another internal subscriber is trying to get through to your line.
	<b>Entering into call warning tone</b> (ticking tone during the call) signals that someone has got through to your line
	<b>Warning tones</b> (1, 2, 3, or 4 short tones during the call) signal that another subscriber is trying to get through to your line:
	<ul style="list-style-type: none"> <li>• from a subscriber line (extension)</li> <li>• from a CO line</li> <li>• PBX operator</li> <li>• a call returning after call transfer</li> </ul>

Types of ringing of your telephone and tones in your earpiece can be modified by the PBX technician if the PBX software allows so. This applies to special applications in particular. In that case, the description in this manual need not be fully consistent with the actual application. Here a standard setup is included. Some ringing tones may differ in individual countries, please refer to your local ringing tone standard. Some ringing tones may differ in individual countries, please refer to your local ringing tone standard.



## 2. Services for Advanced Users

### 2.1. You Are in Another Office (Follow Me)

This service is similar to the „Call Forwarding“ service. If you leave your office to your colleague's office and have forgotten to forward your calls to your colleague's line, you can do so additionally using your colleague's telephone set. Any call to your line will ring on your colleague's telephone set:



Pick up your colleague's handset and wait until you can hear the internal dialing tone (————)

#### With a tone telephone set:



nn

Dial '#15nn', where nn is your line number, from which calls should be forwarded to your colleague's line.

#### With a pulse telephone set:



nn

Dial '715nn', where nn is your line number, from which calls should be forwarded to your colleague's line.

#### Further, in either case:

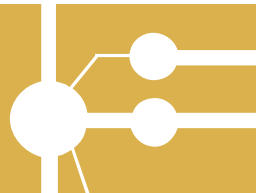


Listen the service performing message.



Hang up.

The telephone set in your office will ring shortly to signal an incoming call, which, however, has been forwarded.



To cancel the „Follow Me“ service using your telephone set (after you return):



Pick up the handset of your telephone set



The voice message announces you that your calls have been forwarded

### With a tone telephone set:



Dial '#10'.



Listen to the service performing message.

### With a pulse telephone set:



Dial '710'.



Listen to the service performing message

To cancel the „Follow Me“ service using another telephone set:



Pick up the handset of the other telephone set and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:



nn

Dial '#16nn', where nn is your line number on which you want to cancel the „Follow Me“ service.

### With a pulse telephone set:



nn

Dial '716nn', where nn is your line number on which you want to cancel the „Follow Me“ service.

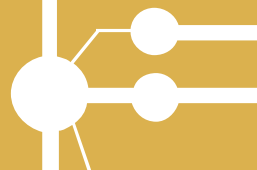
### Further, in either case:



Listen to the service performing message.



Hang up.



## 2.2. Call Parking

To park your current call to any of 9 parking places available, from which you or anybody else can unpark the call any time later:



You are talking with somebody and want to park the call.

### With a tone telephone set:



Press 'FLASH' or 'R' on your telephone set and then dial '#3x', where x is 1 to 9. Your call will be parked on the selected parking place (1 to 9).



If the call parking was successful, hang up.

### With a pulse telephone set:



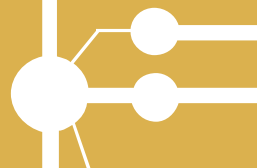
Dial '73x', where x is 1 to 9. Your call will be parked on the selected parking place (1 to 9).



If the call parking was successful, hang up.

If the PBX ignores your dialing (the call remains where it is), it means that the selected parking place is occupied. Try to park your call on another parking place or later.

If a call is not unparked from a parking place within a pre-set timeout, your telephone set will start ringing („Returned Call“ ringing (— - — -) to remind you of your parked call.

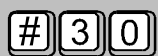


To unpark the earlier-parked call from a parking place:



Pick up the handset of any telephone set and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:



Dial '#30' to unpark a call from the first occupied parking place.



dial '#3x', where x is 1 to 9, to unpark a call from the selected parking place (1 to 9).

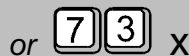


Start conversation.

### With a pulse telephone set:



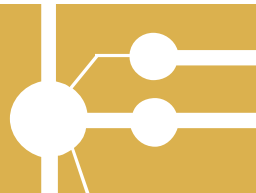
Dial '730' to unpark a call from the first occupied parking place (1 to 9), or



dial '#3x', where x is 1 to 9, to unpark a call from the selected parking place (1 to 9).












Start conversation.



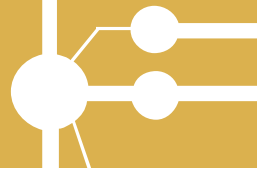
## 2.3. Call Designation with Job Number

You want to designate outgoing calls with job numbers for further processing (evaluation of call costs of a certain commercial job, e.g.). The job number will be included in the telephone call cost printout and PC display.

To designate a new outgoing call with a job number:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
  	Dial '#73'.
<b>With a pulse telephone set:</b>	
  	Dial '773'.
<b>Further, in either case:</b>	
XXXX	Dial the job number (4 digits) related to the call.
	Dial '0'.
r...r	Dial the telephone number r...r of the subscriber to be called.
	Wait until the called subscriber answers the call.

The call will be designated with the selected job number in the telephone bill.



To designate the current call with a job number:



You are talking with somebody and want to designate the call with the job number.

### With a tone telephone set:



Press 'FLASH' or 'R' into the call.



Dial '#73xxx', where xxx is a four-digit number related to the call.



Go on talking. The call will be designated with the selected job number in the telephone bill.

### With a pulse telephone set:

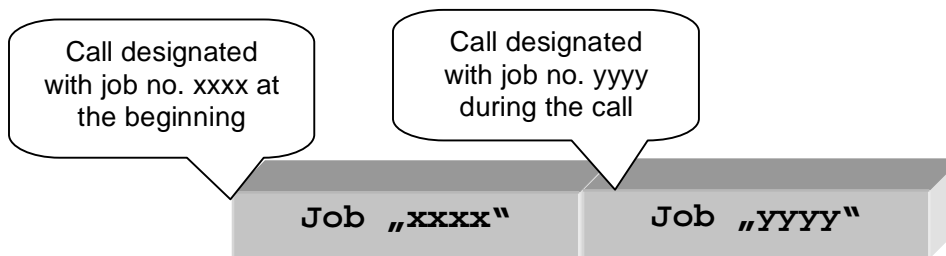


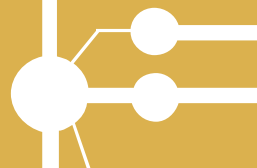
Dial '773xxx', where xxx is a 4-digit job number related to the call.



Go on talking. The call will be designated with the selected job number in the telephone bill

If you start conversation in a call designated with job no. xxxx and wish to re-designate the call with job no. yyyy later, a part of the call will be debited to job xxxx and the remaining part of the call to job yyyy.





## 2.4. You Are Looking for Anybody - Circular Calling

To get through to any subscriber in your department:



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:



Dial '#28'.



Wait until the first subscriber in your department answers the call and then start conversation.

### With a pulse telephone set:



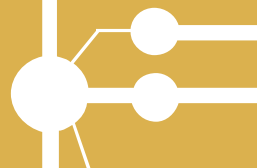
Dial '728'.



Wait until the first subscriber in your department answers the call and then start conversation.

This service ignores any call forwarding settings.





## 2.5. Info Line - Meeting Conference

This service helps you get through to a line that may be entered by the other subscribers any time. To leave the line, hang up your telephone. To select this service:



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:

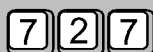


Dial '#27'.



Speak to the other info line subscribers. If you are the sole info line subscriber, you can hear music.

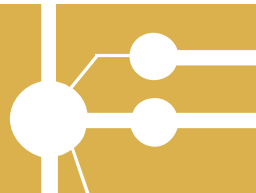
### With a pulse telephone set:



Dial '#727'



Speak to the other info line subscribers. If you are the sole info line subscriber, you can hear music.



## 2.6. Do Not Disturb with Incoming (internal) Calls

This service keeps you off any internal calls. Any internal subscribers trying to call you get the busy tone. CO line calls or CO line transferred calls, however, will ring normally:



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:

# 5 1

To activate the „Do Not Disturb with Incoming Calls“ service, dial '51', or

or # 5 0

to cancel the „Do Not Disturb with Incoming Calls“ service, dial '50'

### With a pulse telephone set:

7 5 1

To activate the „Do Not Disturb with Incoming Calls“ service, dial '751', or

or 7 5 0

to cancel the „Do Not Disturb with Incoming Calls“ service, dial '750'.

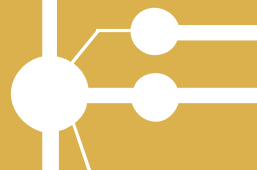
### Further, in either case:



Listen to the service performing message.



Hang up.



## 2.7. Do Not Disturb This Call

Normally, your 2N OMEGA Lite PBX notifies you into your call that you have another incoming call or that someone has entered your call. To avoid any disturbance of your current call or disconnect a subscriber that has entered your line:



You are talking with somebody and do not want to be disturbed

### With a tone telephone set:



Press 'FLASH' or 'R' on your telephone set and then dial '#8'.

### With a pulse telephone set:



Dial '78'.

Further, in either case:



The relay for the DO NOT DISTURB light panel turns on (if the light panel is installed).



Keep talking. You will not be disturbed.

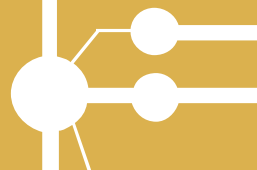


Hang up.



The relay for the DO NOT DISTURB light panel turns off.

The „Do Not Disturb“ status applies to one call only. After you hang up and then pick up the handset again, the „Disturb“ status is set up automatically.



## 2.8. Broadcast

The „Broadcast“ service allows you to speak to a connected broadcasting equipment, external amplifier, etc. using your telephone set:



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:



Dial '#20'.

### With a pulse telephone set:



Dial '720'.

### Further, in either case:



Speak to the connected broadcasting equipment, external amplifier, or some other equipment.



The PBX relay is activated and remains on during your call - to allow you to turn on your amplifier, for example.

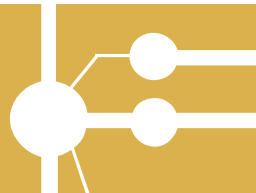


Hang up.



The amplifier relay turns off

This service helps you connect your telephone set to any equipment connected to the PBX connector.



## 2.9. Entering into Call or Call Overhearing

This service enables you to enter a call made by another PBX subscriber (you can talk with the subscriber(s)) or just overhear the call (you can hear the subscriber(s), but the subscriber(s) cannot hear you).

To enter another subscriber's call:



You called an internal subscriber whose line is busy. You can hear the busy tone in your earpiece (- - - - -)

### With a tone telephone set:



Dial '#0' into the busy tone.

### With a pulse telephone set:



Dial '70' into the busy tone.

### Further, in either case:

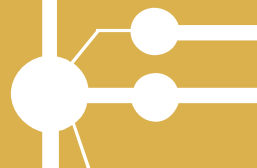


You have entered the call. They can hear you, you can hear them



Hang up. The original call participants can continue with their call

To avoid unintentional overhearing of other subscribers' call, the original participants are notified by a tick into the call that another subscriber has entered their call.



To overhear another subscriber's call:



You called an internal subscriber whose line is busy. You can hear the busy tone in your earpiece (- - - -).

**With a tone telephone set:**



Dial '#9' into the busy tone.

**With a pulse telephone set:**



Dial '79' into the busy tone.

**Further, in either case:**



You can overhear the call now. You can hear them, but they cannot hear you and do not know that they are being overheard.



Hang up.










This service is prohibited to all PBX subscribers by default and can be activated for selected subscribers with the express consent of the company owner only.

## 2.10. Telephone Alarm Clock




The PBX allows you to use two independent alarm clocks in your telephone set. The first one, the so-called daily alarm clock, calls you up every day at a set time, and the other one, the single alarm clock, calls you up just once.

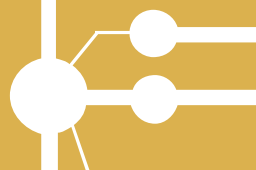
To activate the alarm clock:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
 # 5 7 hhmm	Dial '#57' and then the alarm clock time hh:mm (23:15, e.g.). This alarm clock will call you <u>every day</u> , or
or  # 5 8 hhmm	dial '#58' and then the alarm clock time hh:mm (23:15, e.g.). This alarm clock will call you <u>just once</u> .
<b>With a pulse telephone set:</b>	
 7 5 7 hhmm	Dial '757' and then the alarm clock time hh:mm (23:15, e.g.). This alarm clock will call you <u>every day</u> , or
or  7 5 8 hhmm	Dial '758' and then the alarm clock time hh:mm (23:15, e.g.). This alarm clock will call you <u>just once</u> .
<b>Further, in either case:</b>	
	Listen to the service performing message
	Hang up.

If you happen to speak at the set time, your telephone will not start ringing until you have finished your call.

To stop the ringing alarm clock:

	Your telephone set gives permanent ringing, which means that the set alarm clock time has come.
	Pick up the handset. You can hear music.
	Hang up.



To cancel the alarm clock:



Pick up the handset and wait until you can hear the internal dialing tone (————)

#### With a tone telephone set:

# 5 7 3

Dial '#57 3'. Your daily alarm clock that would call you every day, will be canceled, *or*

*or* # 5 8 3

dial '#58 3'. Your single alarm clock, which would call you just once, will be canceled.

#### With a pulse telephone set:

7 5 7 3

Dial '757 3'. Your daily alarm clock that would call you every day, will be canceled, *or*

*or* 7 5 8 3

dial '758 3'. Your single alarm clock, which would call you just once, will be canceled.

#### Further, in either case:

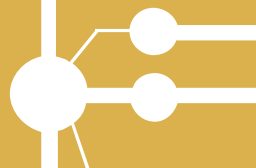


Listen to the service performing message.



Hang up.





## 2.11. Call-Waiting Signal - I Need to Talk to You

You called an internal subscriber whose line is busy. You want to notify the subscriber that your call is important and make the subscriber hang up.



You called an internal subscriber whose line is busy. You can hear the busy tone in your earpiece (- - -).

### With a tone telephone set:



Dial '#3' into the busy tone.

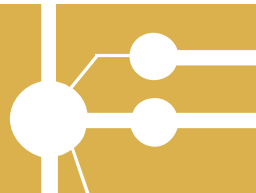
### With a pulse telephone set:



Dial '73' into the busy tone.

If you can hear the service performing message, the called subscriber heard one call-waiting signal (- - —) notifying the subscriber of your attempt to get through. The call-waiting signal can be repeated.

If the subscriber responds to your signal and hangs up, its telephone set will start ringing immediately. After the subscriber answers the phone, you will be connected automatically.



## 2.12. Telephone Set Locking

The service allows you to lock your telephone set with a password for outgoing CO line calls.



You need your personal password to unlock your telephone set. Therefore, make sure before selecting this service that you have input your password in the PBX and know it perfectly!



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:



Dial '#75'.

### With a pulse telephone set:



Dial '775'

### Further, in either case:



Enter your personal password. (Password entering: dial your original password (4 digits, 5987, e.g.). The password of a brand-new PBX is 1111).



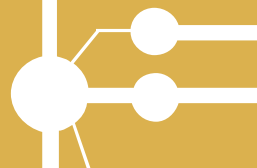
Listen to the service performing message.



Hang up. Your telephone set is locked, not allowing any outgoing CO line calls

You need your personal password to lock your telephone set. You have to set the password before you lock the telephone for the first time and then you can change it any time.

Emergency numbers can be called even with locked telephone sets.



To unlock your telephone set:



Pick up the handset and wait until you can hear the internal dialing tone (————)

**With a tone telephone set:**



Dial '#74'.

**With a pulse telephone set:**



Dial '774'.

**Further, in either case:**



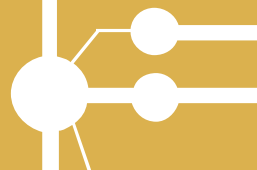
Enter your personal password (for password entering refer to the preceding page).



Listen to the service performing message.



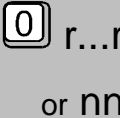


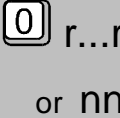




Hang up. Your telephone set is unlocked, allowing all outgoing CO line calls.



## 2.13. Dispatcher Calling, Baby Calling

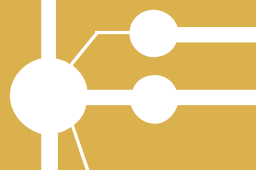
Using this service you can automatically call a selected subscriber line or a CO line subscriber number by picking up the handset of your telephone set only. To activate this service:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
	Dial '#77'.
	Dial: <ul style="list-style-type: none"> <li>• '0' and then the required CO line subscriber number r...r, or</li> <li>• the required PBX memory number (80xx), or</li> <li>• the required internal subscriber number nn, or</li> <li>• the operator's number ('9'), or</li> <li>• the required department number (10, 20, 30, 40, 50, 60), to select the line that will be called upon off-hook.</li> </ul>
	Press 'FLASH' or 'R' on your telephone set.
<b>With a pulse telephone set:</b>	
	Dial '777'.
	Dial: <ul style="list-style-type: none"> <li>• '0' and then the required CO line subscriber number r...r, or</li> <li>• the required PBX memory number (80xx), or</li> <li>• the required internal subscriber number nn, or</li> <li>• the operator's number ('9'), or</li> <li>• the required department number (10, 20, 30, 40, 50, 60), to select the line that will be called upon off-hook.</li> </ul>
<b>Further, in either case:</b>	
	Listen to the service performing message.
	Hang up.

In order that other numbers can be dialed from such a telephone set, this automatic calling is not activated until a set pause expires (6 seconds, e.g.). If you start dialing a number during this pause, you can make a normal call.



To advise you that you have activated the „Dispatcher Calling“ service, the PBX changes the beginning of the dialing tone during such activation.



To cancel the „Dispatcher Calling, Baby Calling“ service:



Pick up the handset and wait until you can hear the internal dialing tone (— - —).

**With a tone telephone set:**



Dial '#78' before the set pause expires.

**With a pulse telephone set:**



Dial '778' before the set pause expires.

**Further, in either case:**



Listen to the service performing message

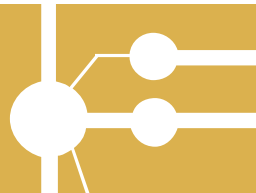


Hang up.

With this service activated, if you want to call the dispatcher or if your child wants to call his mum or if a patient wants to call his nurse:



Pick up the handset. In a moment, you will be connected automatically with the dispatcher, the mum or the nurse.



## 2.14. You Want / Do Not Want to Receive CO Line Calls

This service makes your telephone set ring to signal any incoming CO line call. To activate this service:



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:

# 0 9

Dial '#09' to enable ringing from all CO lines, or

or # 0 n

dial '#0n', where n is the CO line trunk number (1 to 8), to enable ringing from trunk n of CO lines.

### With a pulse telephone set:

7 0 9

Dial '709' to enable ringing from all CO lines, or

or 7 0 n

dial '70n', where n is the CO line trunk number (1 to 8), to enable ringing from trunk n of CO lines.

### Further, in either case:

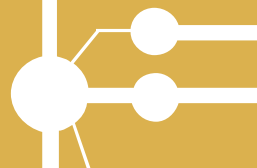


Listen to the service performing message.



Hang up.

Example of use: Your line is not intended to receive incoming CO line calls. But you do want your telephone set to ring whenever a CO lines comes (you expect that most of incoming calls will be yours or want to help the operator, e.g.). Then use this service. With this service activated, your telephone set will ring whenever a call comes from any CO line.



To disable your telephone ringing in case of an incoming CO line call:



Pick up the handset and wait until you can hear the internal dialing tone (————)

**With a tone telephone set:**



Dial '#00' to disable CO line call ringing.

**With a pulse telephone set:**



Dial '700' to disable CO line call ringing

**Further, in either case:**



Listen to the service performing message.



Hang up








## 2.15. DISA Service

Your 2N OMEGA Lite PBX is equipped with the DISA tone dialing. The DISA service can be disabled and programmed from one or more CO lines. With the DISA service, the calling party on the CO line can:

- get through to the required internal subscriber (dial directly in his extension);
- get connected with somebody (the first free subscriber) of departments 1, 2, 3, 4, 5, or 6;
- get through to the PBX operator directly;
- leave a voice message in the internal subscriber's voice mail box;
- send a fax message to the internal subscriber's fax box;
- control the PBX relay;
- retrieve messages from its „answering and recording machine“.

To use the DISA service, you have to be equipped with a tone-dialing telephone set.

To dial an internal subscriber directly or leave a voice or fax message:

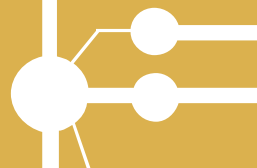
	r...r	You (or your customer) can pick up a handset anywhere in the world and call your 2N OMEGA Lite PBX.
		The PBX welcomes you with a DISA greeting voice message (you can record the DISA message yourself).
	nn	You can now dial the required internal subscriber number just by switching your telephone set into the tone-dialing mode and dialing nn, where nn is the line number of the internal subscriber to be called, <i>or</i>
<i>or</i>		dial '10' or '20' or '30' or '40' or '50' or '60' to get through to somebody (the first free subscriber) of the department 1, 2, 3, 4, 5, or 6, <i>or</i>
<i>or</i>		dial '9' to get through to your PBX operator, <i>or</i>
<i>or</i>	 nn	dial '7nn', where nn is the number of the internal subscriber in whose voice/fax mail box you want to leave a message/fax message.

The internal subscriber's telephone set will be ringing for a pre-set period of time. If the subscriber fails to answer the call within this time, the PBX will make those subscriber lines ring that would ring if the DISA service was not activated. You (or your customer) can hear the ringing tone for the whole time.

If your customer does not know or does not use the DISA service, the PBX will process the incoming call normally.



To correct any mistake during the DISA service, press 'P'. Your customer will hear the DISA message again and you can re-start the procedure.



## 2.16. Return to Transferred Call - After Hang-Up

To return to a call you have transferred:



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:



Dial '#25'.

### With a pulse telephone set:



Dial '725'.

### Further, in either case:



Speak to the subscriber whose call you transferred and now have returned to.



Hang up or re-transfer the call.









You can return to such subscribers only that are waiting for the call transfer completion (have not started conversation).

## 3. PBX System Services

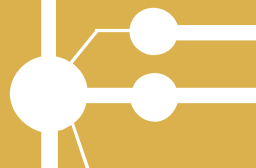
### 3.1. PBX Memory Filling, Clearing

Your 2N OMEGA Lite PBX contains 200 memories to store frequently called telephone numbers (similar to telephone set memories). All internal subscribers can use these memories (if the PBX software allows so).

To fill a PBX memory with a telephone number:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
	Dial '#931'
<b>With a pulse telephone set:</b>	
	Dial '7931'
<b>Further, in either case:</b>	
nn #nn	Dial the memory number (00 to 99) for the first 100 numbers or #(00 to 99) for another 100 numbers
 or 	Dial '0' if you want to use a CO line, or dial '81' to '88' if you want to use trunk 1-8 CO lines only.
r...r	Dial the telephone number to be stored. To insert a pause in the memory, dial „P”. You can press „P” more times.
	Press 'R' or 'FLASH' on your telephone set.
	Listen to the service performing message.
	Hang up.

You can only fill an empty memory. To overwrite a memory, first clear its contents and then re-fill it.



To clear a memory:



Pick up the handset and wait until you can hear the internal dialing tone (————)

**With a tone telephone set:**

# 9 3 0

Dial '#930'

**With a pulse telephone set:**

7 9 3 0

Dial '7930'.

**Further, in either case:**

nn  
#nn

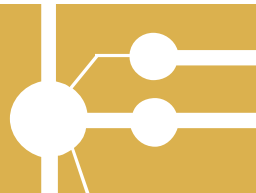
Dial the memory number (00 to 99) to be cleared or #(00 to 99) for memory number of the other 100 numbers.



Listen to the service performing message.



Hang up.



### 3.2. Automatic DAY / NIGHT Mode Switching in Any Group

To enable the automatic DAY / NIGHT mode switching service in any of the two groups at set time:



Pick up the handset and wait until you can hear the internal dialing tone (————)

#### With a tone telephone set:



Dial '#901'.

#### With a pulse telephone set:



Dial '7901'

#### Further, in either case:

X

Dial the number of the group in which the automatic switching should be enabled. (x = 1 or 2)



Listen to the service performing message.



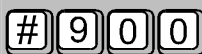
Hang up

To disable the automatic DAY / NIGHT mode switching service in any of the two groups at set time:



Pick up the handset and wait until you can hear the internal dialing tone (————)

#### With a tone telephone set:



Dial '#900'.

#### With a pulse telephone set:



Dial '7900'

#### Further, in either case:

X

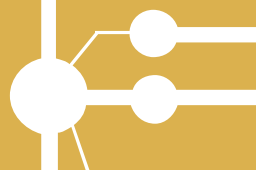
Dial the number of the group in which the automatic switching should be disabled (x = 1 or 2)



Listen to the service performing message.



Hang up.



### 3.3. DAY / NIGHT Mode Setting in Any Group

To set the DAY / NIGHT mode of the 2N OMEGA Lite PBX in any of the two groups:



Pick up the handset and wait until you can hear the internal dialing tone (————)

#### With a tone telephone set:

# 9 1 x

Dial '#91x' to set the DAY mode in group x (x=1 or 2), or

or

# 9 2 x

dial '#92x' to set the NIGHT mode in group x (x=1 or 2).

#### With a pulse telephone set:

7 9 1 x

Dial '791x' to set the DAY mode in group x (x=1 or 2), or

or

7 9 2 x

dial '792x' to set the NIGHT mode in group x (x=1 or 2).

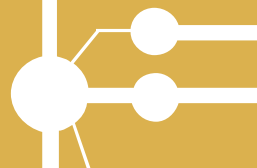
#### Further, in either case:



Listen to the service performing message.








Hang up.



### 3.4. Cancellation of All Services

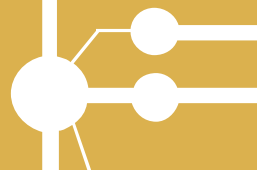
To cancel all services (call forwarding, e.g.) that are currently active on your subscriber line:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
	Dial '#70'.
<b>With a pulse telephone set:</b>	
	Dial '770'.
<b>Further, in either case:</b>	
	Listen to the service performing message.
	Hang up.

Using this service you cancel:






- all call forwarding settings;
- "Mobility Extension" services,
- „Line Reservation“ services;
- „Do Not Disturb with Incoming Calls“ service;
- „You Want / Do Not Want to Receive CO Line Calls“ service;
- all alarm clock settings;
- „Dispatcher Calling, Baby Calling“ service.





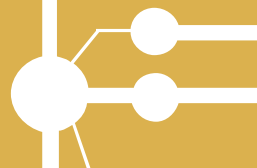
### 3.5. Cancellation of All Services on Another Subscriber Line

To cancel all services (call forwarding settings, e.g.) on another subscriber line:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
	Dial '#96'.
<b>With a pulse telephone set:</b>	
	Dial '796'.
<b>Further, in either case:</b>	
nn	Dial the number nn of the subscriber line where you want to cancel all services.
	Listen to the service performing message.
	Hang up






Using this service you cancel:

- all call forwarding setting;
- "Mobility Extension" services,
- „Line Reservation“ services;
- „Do Not Disturb with Incoming Calls“ service;
- „You Want / Do Not Want to Receive CO Line Calls“ service;
- all alarm clock settings;
- „Dispatcher Calling, Baby Calling“ service.



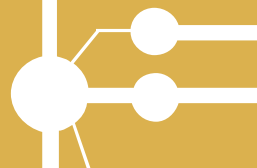
### 3.6. PBX Clock Setting

To set the PBX clock date and time:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
	Dial '#980'.
<b>With a pulse telephone set:</b>	
	Dial '7980'.
<b>Further, in either case:</b>	
hhmm	Dial the current time hh:mm (23:15, e.g.).
ddmmyyyy	Dial the day dd, month mm and year yyyy (01 12 1998, e.g.).
	Listen to the service performing message.
	Hang up

Your 2N OMEGA Lite PBX is fully ready to for the Y2K conversion.

To change time only, after you set the time <hhmm>, press 'FLASH' and hang up. The time will be changed and the date will remain the same.



## 3.7. Ringing Check

To check whether your telephone set rings:



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:



Dial '#97'.

### With a pulse telephone set:



Dial '797'.

### Further, in either case:



Listen to the service performing message.



Hang up.



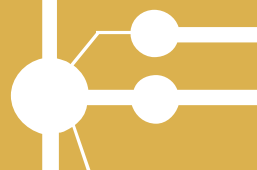
Your telephone set starts ringing for check.



Pick up your handset.



Hang up. The ringing check will be terminated.



### 3.8. CO Line in Defect

To block a defective CO line so that other PBX subscribers cannot use it:



Pick up the handset and wait until you can hear the internal dialing tone (————)

#### With a tone telephone set:



Dial '#991'.

nn Dial the number of the physical port of the CO line in defect (nn).

#### With a pulse telephone set:



Dial '7991'.

nn Dial the number of the physical port of the CO line in defect (nn).

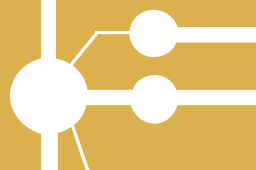
#### Further, in either case:



Listen to the service performing message.



Hang up.



To unblock a CO line (after repair, e.g.):



Pick up the handset and wait until you can hear the internal dialing tone (————)

### With a tone telephone set:

#990

Dial '#990'.

nn

Dial the number of the physical port of the CO line to be unblocked (nn).

### With a pulse telephone set:

7990

Dial '7990'.

nn

Dial the number of the physical port of the CO line to be unblocked (nn).

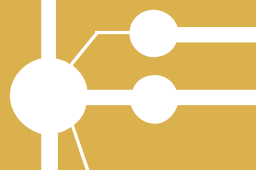
### Further, in either case:



Listen to the service performing message.









Hang up.



### 3.9. PBX Resetting

This service enables you to cancel all active services to all subscribers and reach the same effect as with the PBX power off and on. To activate the service:

	Pick up the handset and wait until you can hear the internal dialing tone (————)
<b>With a tone telephone set:</b>	
	Dial '#998'.
<b>With a pulse telephone set:</b>	
	Dial '7998'.
<b>Further, in either case:</b>	
	Enter the PBX system password.
	Listen to the service performing message.
	Hang up.

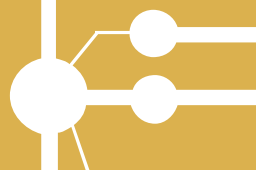
Using the „Reset“ service you can

- disconnect all internal and external calls;
- cancel all current services (ringing, e.g.);
- cancel all current CO line call bill printouts;
- cancel all call forwarding settings;
- cancel all „Line Reservation“ services;
- cancel the „Do Not Disturb with Incoming Calls“ service
- cancel the „You Want / Do Not Want to Receive CO Line Calls“ service;
- cancel all alarm clock settings;
- cancel the „Dispatcher Calling, Baby Calling“ service;
- clear all call cost statistics data for the printer.

With the „Reset“ service you cannot affect:

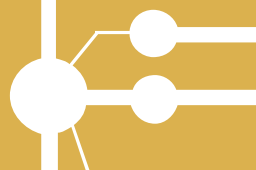
- PBX memories
- PBX clock time setting.

The service is useful for unexpected situations, uncertainty from the PBX behavior, short-time power outages, etc.



## 4. Table of Services

SERVICE	DIAL		REFER to page
	with a Tone Telephone Set	with a Pulse Telephone Set	
<b>Calls</b>			
You want to receive trunk 1-8 CO line calls	#01-#08	701-708	30
You want to receive all CO line calls	#09	709	30
You are looking for anybody - circular calling	#28	728	15
<b>Call Forwarding</b>			
You are in another office, „Follow Me“ from line nn	#15nn	715nn	9
To cancel „Follow Me“ from another telephone set	#16nn	716nn	9
<b>Blocking</b>			
Telephone unlocking	#74...	774...	25
Telephone locking	#75...	775...	25
Do not disturb this call	F#8	78	18
Do not disturb with incoming calls - enable	#51	751	17
Do not disturb with incoming calls - disable	#50	750	17
You do not want to receive CO line calls	#00	700	30
<b>Call Transfer</b>			
Call parking on parking place n	F#3n	73n	11
Call unparking from parking place n	#3x	73x	11
Return to transferred call - after hang-up	#25	725	34
<b>Alarm Clock</b>			
Daily alarm clock	#57...	757...	22
Daily alarm clock disable	#573	7573	22
Single alarm clock	#58...	758...	22
Single alarm clock disable	#583	7583	22
<b>Others</b>			
Cancellation of all services on my line	#70	770	39
Cancellation of all services on line nn	#96nn	796nn	40
Call-waiting signal	#3	73	24
Entering into call	#0	70	20
Call overhearing	#9	79	20
Broadcast	#20	720	19
Dispatcher mode, baby calling	#77...	777...	27
Dispatcher mode, baby calling disable	#78	778	27
Info line - meeting conference	#27	727	16
Ringing check	#97	797	42
Call designation with job number	F#73...	773...	13



SERVICE	DIAL		REFER to page
	with a Tone Telephone Set	with a Pulse Telephone Set	
<b>System Services</b>			
PBX memory filling	#931...	7931...	35
PBX memory clearing	#930...	7930...	35
Call cost buffer clearing	#95	795	<b>Chyba</b>
Automatic DAY / NIGHT mode switching in group x enable	#901x	7901x	<b>!</b>
Automatic DAY / NIGHT mode switching in group x disable	#900x	7900x	<b>Záložk</b>
Switch to DAY in group x	#91x	791x	<b>a není</b>
Switch to NIGHT in group x	#92x	792x	<b>defino</b>
CO line nn restored	#990nn	7990nn	<b>vána.</b>
CO line nn in defect	#991nn	7991nn	37
PBX resetting	#998...	7998...	37
			38
			38
			43
			43
			45
<b>Services under Preparation</b>			
Paging to all key (system) telephone sets	##0	r	J
Paging to subscriber line or department nn	##nn	r	J
Response to paging	###	r	J
Paging to PBX operator	##9	r	J

**Notes:**

- F press 'FLASH' or 'R'
- r not available with pulse telephone sets
- J service under preparation, will be available soon. If you are interested in the service, you can order it as a software upgrade to your 2N OMEGA Lite communication system.