2N® - OMEGA 48
Basic services

USER MANUAL
Basic services

verze 1.0

User manual – Basic services
www.2n.cz

Dear customer,

let us congratulate you on having purchased the **2N OMEGA 48** *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 OMEGA 48 *for a long time.*

2N® - OMEGA 48
Basic services

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1. Basic Services

1.1. Pictograms Used in the Text

	📞	Your telephone is ringing
	📞	Pick up the handset
	📞	Start conversation
	📞	Listen to the tone or the voice message in the 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.
	①②③...	Dial individual digits
	FLASH/R	Press "FLASH" or "R"
	#	Press "#"
	✳	Press "P"
	👥	Dial the department number (10, 20,30,40,50 or 60)
	8000...8099	Dial the PBX memory number (8000 through 8099, or 80#00 through 80#99)
	🔒	Dial your personal password
	⚠	Advise your colleagues on the present situation Please read this paragraph carefully
	C	Notes, good ideas for you
	&	Refer to page

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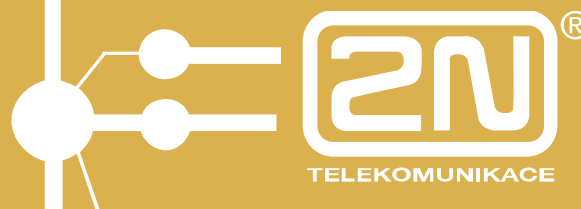
1.2. Explanation of Terminology

CO (External, Public) Line
CO lines are public telephone network lines that are connected to your 2N OMEGA 48 PBX as inputs. They are used for outgoing (external) calls, i.e. calls outside your company. These lines include either the Telecom 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 48 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 OMEGA 48 PBX, there is no difference between private and public telephone networks are identical.

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 OMEGA 48 PBX works with both the types of telephone sets without problems, but pulse telephone sets offer lower comfort. 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 OMEGA 48 subscriber a comfortable answering and recording machine and fax „of its own". For illustration see the invitation card below where the 2N OMEGA 48 PBX is able to distinguish answering/recording machine and fax calls automatically.

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DISA
An option to dial an internal PBX subscriber number directly (without needing the operator) - refer to the User Manual, Services for PBX Operator, Chap. Disa Service.

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 PTT 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 48 PBX is available to you.
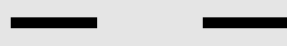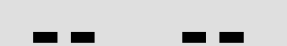
Internal Subscriber Groups
The 2N OMEGA 48 PBX allows to define two internal subscriber groups that can behave as if they had 2 independent (virtual) PBXs. Each group can
- have a PBX operator of its own;
- have a fax and answering and recording machine of its own (unless it uses 2N OMEGA 48 voice mail);
- have a DAY / NIGHT mode of its own (independently of the other group);
- keep its telephone call costs separately;
- have an 2N DOOR COMMUNICATOR 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
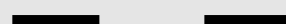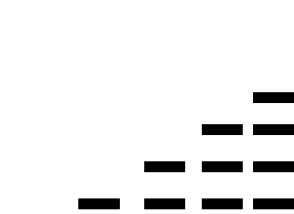
▬ ▬ ▬ ▬	**Internal subscriber ringing** (two rings followed by a pause)
▬▬ ▬▬	**External subscriber ringing** (long ring followed by a pause)
▬▬▬▬▬▬	**Alarm clock** (continous ringing) signal that the pre-programed time has been reached
▬ ▬ ▬ ▬	**2N DOOR COMMUNICATOR ringing** (two short rings followed by a pause) signals that the entrance door bell operated by 2N DOOR COMMUNICATOR is ringing
▬ ▪ ▬ ▪	**Returned call** (longer ring followed by a short ring) signals that an unsuccessfully transfered call or an unparked call is returning to you
▪ ▪ ▪ ▪ ▪ ▪	**Back ringing** 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 48* 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 calls.
„Line in defect"	You tried to make an outgoing call using a line that is defective (marked defective).

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1.5. Tones in Your Earpiece

This is what you can hear in your earpiece	This means
▬▬▬▬▬▬▬	**Internal dialing tone** (continuous non-interrupted tone) signals that the PBX is ready to receive your dialing.
▬ ▬ · ▬ · ▬	**CO (external) dialing tone** (Czech standard: alternating short and long tones, US: 350+425 Hz) signals that the CO line is ready to receive your external subscriber number dialing.
▬▬ ▬▬ ▬	**External ringing tone** (long interrupted tone) signals that the telephone set of the called external (CO line) subscriber is ringing.
▬ ▬ ▬ ▬	**Internal ringing tone** (two long tones followed by a pause) signals that the telephone set of the called internal subscriber is ringing.
▬ ▬ ▬ ▬ ▬	**Busy tone** (short interrupted tone) signals that the called party's line is busy.
▬▬ ▬▬	**Special tone** (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.
▬	**Conference tone** (one short tone) signals the entering/returning of another subscriber into your call/conference, who was temporarily excluded.
▬▬ ▬	**Internal warning tone** (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.
· · · · · ·	**Entering into call warning tone** (ticking tone during the call) signals that someone has got through to your line.
▬▬ ▬ ▬▬ ▬ ▬ ▬▬ ▬ ▬ ▬ ▬▬	**Warning tones** (1, 2, 3, or 4 short tones during the call) signal that another subscriber is trying to get through to your line: • from a subscriber line (extension) • from a CO line • PBX operator • a call returning after call transfer

Ringing types of your telephone and tones in your earpiece can be changed by a PBX technician if the PBX software allows so. This is done for special applications in particular. In that case, the description in this Manual may not correspond with the actual setup. This Manual provides the default setup only.

1.6. Someone Is Calling You

Your telephone set is ringing, which means that someone is calling you:

☎	Your telephone set is ringing
☎	Pick up your handset
☎	Start conversation

The type of ringing of your telephone set indicates whether
- an internal PBX subscriber is calling you (your telephone set rings as follows: - -   --), or
- the call is coming from the public telephone network (your telephone set rings as follows: — —).

1.7. You Want to Call Somebody

You wish to call an internal PBX subscriber (this call is free of charge), or an external public telephone network line subscriber.

To call an internal PBX subscriber free of charge:

	Pick up your handset and wait until you can hear the internal dialing tone (————)
nn	Dial the internal subscriber number (nn is the extension number of the internal subscriber to be called
or 9	dial "9" to get through to your PBX operator
or	dial "10" or "20" or "30" or "40" or "50" or "60" to get through to someone (the first free subscriber) from departments 1,2,3,4,5 or 6 respctively
	wait until the subscriber answers the call and then start conversation

If the called party does not answer the call, you can
- either hang up and try later, or
- dial another internal subscriber number, or
- use the „Subscriber / CO Line Reservation" service.

If you can hear the busy tone (- - - -) after your dialing, then the called internal subscriber is just making a call. In that case you can
- either hang up and try later, or
- dial another internal subscriber number, or
- wait, with the busy tone in your earpiece, until the called party hangs up. In that case, the busy tone converts into the ringing tone automatically and the called subscriber's telephone set will be ringing, or
- use the „Subscriber / CO Line Reservation" service.

To call an external public telephone network line subscriber:

	Pick up your handset and wait until you can hear the internal dialing tone (————)
0 r...r	Dial "0", wait for the public dialing tone (- — - — - —) and then dial external subscriber number r...r
or 8 n r...r	Dial „8n", where n is the CO line trunk number (1through 8), wait for the public dialing tone (- — - — - —) and then dial the external subscriber number r...r
or 8000 ... 8099	Dial "80pp", where pp is the PBX memory number (00 through 99 or #00 through 99) from which you wish to call the public line subscriber

> Wait until the called subscriber answers the call and then start conversation

You can use your pre-programmed 2N OMEGA 48 PBX memory for calling public telephone network subscribers. What you have to know is the number of the PBX memory that contains the number of the subscriber to be called.

The 2N OMEGA 48 PBX contains 200 memories altogether with numbers '8000' through '8099 and '80#00' through '80#99'(For the first 100 numbers dial 8000 through 8099, for another 100 dial '80#00'through '80#99' – e.g. to dial abbreviated diallig 53 dial 8053, to dial abbreviated dialling 153 dial '80#53'). Yet not all abbreviated dialing memories may be available to you.

Having dialed the number from the PBX memory, you can continue dialing (adding some digits).

If all CO lines are busy, you can
- either hang up and try later, or
- use the „Subscriber / CO Line Reservation" service.

If the called telephone line is busy, you can
- either hang up and try later, or
- use the „Automatic Redial" service.

When making long-distance or international calls (from L.A. to N.Y., or from Denver to Tokyo, e.g.), you can use the Internet telephony option of your 2N OMEGA 48 PBX. This kind of connection will save up to 96% of your telephone call costs.

In case your PBX is equipped with a cost saving machine, your CO line calls will be automatically routed according to the LCR (Least Cost Routing) principle. If the least-cost route is currently not available, you will be warned with the „Warning, more expensive call" message in your earpiece.

Using the cost saving machine, the GSM and Internet networks consistently, you can save up to 30% of your telephone call costs!

1.8. *You Want to Make a Private Call*

It is your wish to make a private call. Unless the PBX is set otherwise, making private calls ensures full privacy of the called number and private call costs are carried to your personal account.

📞	Pick up your hand set and wait until you cen hear the internal dialing tone (————)

Wiht a tone telephone set:

#⃞7⃞1⃞	Dial „#71"

With a pulse telephone set:

7⃞7⃞1⃞	Dial „771"

Futher, in either case:

🔑	Enter your personal password (see below)
0⃞	Dial „0"
r…r	Dial the telephone number r...r of the subscriber to be called
📞	Wait until the called party answers the call

C
You can use trunk or PBX memory calling instead of dialing '0'. The steps and further options are identical as those for normal public telephone network calling

You can store the whole procedure in the memory of your telephone set.

1.9. Personal Password Entering

You need a personal password in order to make private and other calls. You should set your personal password before you use it for the first time and then could change it any time.
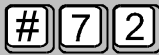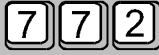
📞	Pick up your handset and wait until you can hear the internal dialing tone (————)

With a tone telephone set:

#79	Dial „#79"

With a pulse telephone set:

779	Dial „779"

Further, in either case:

📟	Enter your <u>original</u> password (4 digits,. 5987 e.g.). The PBX password is 1111 by default
📞	Listen to the password accepting message
📟	Enter your <u>new</u> password (4 digits, 1998 e.g.)
⚠️	Remember the password well!
📞	Listen to the password accepting message
📞	Hang up

⚠️ Should you forget your password, you have to ask your PBX administrator to reset the PBX to enter the default state.

1.10. Private Call from Another Telephone Set

This service is similar to the „You Want to Make a Private Call" service, but another telephone set is used. You can make your public telephone network private calls from any telephone set but have to know your personal password.

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

Wiht a tone telephone set:

#72 nn	Dial „#72nn", where nn is your line number

With a pulse telephone set:

772 nn	Dial „772nn", where nn is your line number

Further, in either case:

	Enter your personal password
0 r...r	Dial "0" and then the number r...r od the externall subscriber to be called
	Wait until the called party answers the phone and then start conversation

You can use trunk or PBX memory calling instead of dialing '0'. The steps and further options are identical as those for normal public telephone network calling

You need a personal password in order to make private calls. You should set your personal password before you make your first private call and then can change it any time.

If you make an unsuccessful outgoing call from another telephone set, you can redial the number without entering your password. If you, however, put the other telephone set on hook for a period of time longer than 5 seconds, the option to make private calls from this telephone set on your account will be canceled automatically.

1.11. Another Telephone Set / Virtual Line Private Call

This service is similar to the „Another Telephone Set Private Call" service but is shorter. You can make your private call using any other telephone set via the public network. All you have to do is to know your line number or the virtual line number and your personal password:

	Pick up the earpiece of another telephone set and wait until you can hear the internal dialtone (————).

With a tone telephone set:

⊠ nn	Dial „*nn", where nn is your line number or the virtual line number.

Further:

	Dial your personal password (for Password Entering refer to **&** 13).
0 r...r	Dial „0" and then the subscriber number r...r to be called.
	Wait until the called subscriber answers the call and start speaking.

Instead of dialing „0", you can dial via trunks or from the PBX memory. The procedure and options are the same as with ordinary calls to a PTN subscriber .

You need your personal password to make private calls. Set your personal password before your first private call and you can change it any time. For Personal Password Setting refer to.

Your PBX administrator sets your personal password for the virtual line.

If your outgoing call from another telephone fails, you can retry without password. However, if you hang up another telephone for more about 5 seconds, the possibility to make calls from this telephone on your account will be cancelled.

1.12. Call Transfer

You are just talking with someone and want to transfer the call to another internal PBX subscriber or another public telephone network subscriber.

📞	You are talking with somebody

With a tone telephone set:

[FLASH R] nn	To transfer the call to another <u>internal PBX subscriber</u>, press "FLASH" or "R" on your telephone set and then dial the number nn of the internal transferee
or [FLASH R] 👪	to transfer the call to someone from a <u>department</u> , press "FLASH" or "R" on your telephone set and then dial the number of the department (10,20,30,40,50 or 60)
or [FLASH R] 9	to get through to <u>the PBX operator</u>, press "FLASH" or "R" on your telephone set and then dial "9"
or [FLASH R] 0 r…r	to transfer the call to another <u>public telephone network subscriber</u>, then press "FLASH" or "R" on your telephone set, then "0" and dial the telephone number r...r of the public line subscriber (069 111222, e.g.)

With a pulse telephone set:

nn	To transfer the call to another <u>internal PBX subscriber</u>, dial the number nn of the internal transferee
or 👪	To transfer the call to somebody from a depatment, press the number of the department (10,20,30,40,50 or 60)
or 0 r…r	To transfer the call to another public telephone network subscriber, press "0" and dial the telephone number r...r of the public line subscriber (069 111222, e.g.)

Further , in either case:

📞	You can wait until the callled party answers the call and speak to it shortly (your original call is on the background), but you need not wait.
☎	Hang up. Your call will be transferred.

For call transfer, you can use the PBX memory calling or trunking.

C A number of various situations may happen during call transfers. In each of them, the 2N OMEGA 48 PBX is very user-friendly. Here's an example: If you do not wait until the called party answers the call and hang up, the PBX will solve everything on behalf of you. If the call transfer is not successful

within the pre-set timeout, the PBX will return the call to your telephone set.

The called internal subscriber does not answer or is busy:

- To get back to the original call:

⧆	Press "P" on your tone telephone set
9	Press „9" on your pulse telephone set

- To transfer the call to another subscriber:

nn or 👥 or 9	With tone telephone set, dial the following number into the busy or ringing tone: ¨ nn of another internal subscriber (21, e.g.), or ¨ of department (10,20,30,40,50,60), or ¨ "9" to get through to the PBX operator.
nn or 👥	With a pulse telephone set, dial the following number into the busy or ringing tone: ¨ nn of another internal subscriber(21, e.g.), or ¨ of department (10,20,30,40,50,60).

You are already talking with the called party but wish to get back to your original call (you have made the „Back Inquiry"):

FLASH R ⧆	Press "FLASH" or "R" and then "P" on your tone telephone set
9	Press"9" on your pulse telephone set

Then, you can repeat the call transfer attempt.

You are already talking with the called party and wish to alternate the call with the original call:

FLASH R # 5	Press "FLASH" or "R" and then "#5" on your tone telephone set
7 5	Press „75" on your pulse telephone set

Then, you can repeat your call alternating as you need.

You are already talking with the called party and wish to build a conference of these three subscribers:

FLASH R # 0	Press "FLASH" or "R" and then "#0" on your tone telephone set
7 0	Press „70" on your pulse telephone set

1.13. Temporary Call Holding

You are just talking with somebody and want to hold the call temporarily (in order that the other subscriber cannot hear what you say):

📞	You are just talking but wish to hold the call temporarily

With a tone telephone set:

FLASH R · ✱	Press "FLASH" or „R" and „P" into the call
☎	Hang up. Your call will not be terminated.

With a pulse telephone set:

9	Dial "9"
☎	Hang up. Your call will not be terminated.

To return to the call:

☎	Pick up your telephone. You will get back to the held call automatically

If you have held your CO line call temporarily, your telephone set will ring shortly (- -) in order to warn you that you are blocking the CO line by your temporary call holding. Note that if you were the first to call the CO line, the cost of the ongoing call (that you have held) will be carried to your account.

If you change your mind and want to return to the original call, you can do so by pressing "P" without hanging up.

1.14. Someone Wants to Enter Your Premises

With the 2N DOOR COMMUNICATOR module connected to your 2N OMEGA 48 PBX, you can make calls with persons at the entrance door and, if necessary, control the entrance doorlock by your telephone set. If someone is calling you from the entrance door, your telephone set will start ringing specifically.

📞	Your telephone set is ringing - someone is calling you from entrance door (- - - -)
📞	Pick up your handset and start conversation with the person at the door
📞	Hang up

You can open doorlocks in the above described way only if your PBX is equipped with the 2N DOOR COMMUNICATOR software.

Up to 2 2N DOOR COMMUNICATOR doorlock telephones with independent doorlock control can be connected to your PBX.

To call a person at the entrance door using the 2N DOOR COMMUNICATOR telephone, follow the instructions below:

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

With a tone telephone set:

#️⃣2️⃣1️⃣	Dial "#21" to communicate with 2N DOOR COMMUNICATOR 1, or
or #️⃣2️⃣2️⃣	dial "#22" to communicate with 2N DOOR COMMUNICATOR 2
📞	Start conversation. 2N DOOR COMMUNICATOR off hooks the line automatically. The call is time-limited according to the 2N DOOR COMMUNICATOR setup
FLASH/R #️⃣2️⃣1️⃣	To open the door, press „FLASH" or „R" and then dial "#21"

With a pulse telephone set:

7️⃣2️⃣1️⃣	Dial "721" to communicate with 2N DOOR COMMUNICATOR1, or
or 7️⃣2️⃣2️⃣	dial "722" to communicate with 2N DOOR COMMUNICATOR 2
📞	Start conversation. The 2N DOOR COMMUNICATOR off hooks the line automatically. The call is time-limited according to the 2N DOOR COMMUNICATOR setup
📞	Hang up.

1.15. Call Forwarding - Someone Else Will Answer Your Calls

Sometimes you cannot receive your calls in person. Here are some examples:
1. You are leaving your office or have an important meeting and wish to forward your call to a colleague of yours.
2. You expect a lot of calls to come and want a colleague of yours to receive your calls if you are busy.
3. You often leave your office for a short time and wish the PBX to forward your calls to a colleague of yours automatically after several seconds of ringing unless you answer the call yourself.
4. You wish use services 2 and 3 at the same time.

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

With a tone telephone set:

#11 nn	1. To forward <u>all of your calls</u> to your colleague, dial "#11nn", where nn is your colleague´s number
or #12 nn	2. to forward calls to your colleague only if your <u>line is busy,</u> dial "#12nn", where nn is your colleague´s number
or #13 nn	3. to your forward calls to your colleague only if <u>you do not answer your phone</u> within several seconds, dial "#13nn", where nn is your colleague´s number
or #14 nn	4. to forward your calls to your colleague´s only in case <u>your line is busy</u> or in case you <u>do not answer your phone</u> within several seconds, dial "# 14nn", where nn is your colleague´s number

With a pulse telephone set:

711 nn	1. To forward <u>all of your calls</u> to your colleague´s dial "711nn", where nn is your colleague´s number, or
or 712 nn	2. to forward calls to your colleague only if <u>your line is busy</u>, dial "712nn", where nn is your collealgue´ number, or
or 713 nn	3. to forward your calls to your colleague only if <u>you do not answer your phone</u> within several seconds, dial " 713nn", where nn is your colleague´s number
or 714 nn	4. to forward your calls to your colleague only in case <u>your line is busy</u> or in case <u>you do not answer your phone</u> within several seconds dial "714nn, where nn is your colleague´s number

Further, in either case:

📞	Listen to the service performing (confirming) message
📞	Hang up.

C By dialing '89' instead of the subscriber line number nn you can forward your calls to your voice mail system. You can use the voice mail service only if it is installed.

By dialing '9' instead of the subscriber line number nn you can forward your calls to your PBX operator.

By dialing the department number (10, 20, 30, 40, 50, or 60) instead of the subscriber line number nn you can forward your calls to anybody from the department.

You can create call forwarding chains. You can forward calls only if you are authorized to do so by the PBX.

To cancel all your call forwarding settings:

📞	Pick up your handset
📞	If your have permanent call forwarding, you will hear a voice message saying that your calls have been forwarded

With a tone telephone set:

#10	Dial "#10"
📞	Listen to the service performing message

With a pulse telephone set:

710	Dial "710"
📞	Listen to the service performing message

1.16. Call Forwarding to PTN

You cannot always answer your incoming calls in the company in person. For example:

1. You are leaving your office or have a business trip and wish to forward all your calls to your mobile phone, another CO line or to your home.
2. You expect a lot of calls to come and want the other calls to be answered if you are busy by a colleague of yours outside your company.
3. You often leave your office for a short time and want the PBX to forward calls to your mobile phone after several seconds of ringing (if you don't answer) automatically.
4. You want to activate call forwarding types mentioned in 2 and 3 above at the same time.

📞	Pick up the handset and wait until you can hear the internal dialtone (————).

With a tone telephone set:

#11 nn	1. To forward <u>all your calls</u> to the PTN, dial "#11nn", where nn consists of a "0" for seizure of the PTN and a CO line number or your mobile telephone number.
or #12 nn	2. To forward your calls to a colleague of yours outside your company only <u>if you are busy</u>, dial "#12nn", where nn consists of a "0" for PTN seizure and a CO line number or your mobile telephone number.
or #13 nn	3. To forward your calls to a colleague of yours or your mobile telephone only if <u>you don't answer your telephone</u> within several seconds, dial "#13nn", where nn consists of a "0" for PTN seizure and a CO line number or your mobile telephone number.
or #14 nn	4. To forward your calls as mentioned in 2 and 3 at the same time, dial "#14nn", where nn consists of a "0" for PTN seizure and a CO line number or your mobile telephone number.

With a pulse telephone set:

711 nn	1. To forward <u>all your calls</u> to the PTN, dial "711nn", where nn consists of a "0" for PTN seizure and a CO line number or your mobile telephone number.
or 712 nn	2. To forward your calls to a colleague of yours outside the company only <u>if you are busy</u>, dial "712nn", where nn consists of a "0" for PTN seizure and a CO line number or your mobile telephone number.

or ⑦①③ nn	3. To forward your calls to a colleague of yours or your mobile telephone only <u>if you fail to answer the telephone</u> within several seconds, dial "713nn", where nn consists of a "0" for PTN seizure and a CO line number or your mobile telephone number.
or ⑦①④ nn	4. To forward your calls as mentioned in 2 and 3 at the same time, dial "714nn", where nn consists of a "0" for PTN seizure and a CO line number or your mobile telephone number.

Further, in either case:

🔘 FLASH R	Press the "FLASH" or "R" button.
📞	Listen to the service confirming message.
📞⬇	Hang up.
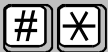
C Instead of dialing "0" for the PTN seizure, you can also dial "8n", where "n" is the CO line trunk number. You can forward your calls only in case you are allowed so by the PBX software and you have the respective call barring status for the particular number.

To cancel all of your call forwarding modes:

📞⬆	Pick up your handset.
📞	In the event of permanent call forwarding, you will get a message saying that your calls have been forwarded.

With a tone telephone set:

#①⓪	Dial "#10".
📞	Listen to the service confirming message.

With a pulse telephone set:

⑦①⓪	Dial "710".
📞	Listen to the service confirming message..

1.17. Another Telephone Set Is Ringing

If you hear another telephone set ringing (in the neighbouring office, e.g.), you can answer the call from your telephone set as follows:

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

With a tone telephone set:

#⃞ *⃞	If you do not know the number of the ringing line, dial "# *", or
or #⃞ 2⃞ 4⃞ nn	if more telephone sets are ringing, dial "#24nn", where nn is the number of the line your want to access.
📞	Start conversation

With a pulse telephone set:

7⃞ 2⃞ 3⃞	If you do no know the number of the ringing line, dial "723", or
or 7⃞ 2⃞ 4⃞ nn	if more telephone sets are ringing, dial "724nn", where nn is the number of the line your want to access."
📞	Start conversation.

In this way you can take over both internal ringing (the caller is an internal subscriber) and external ringing (incoming CO line call).

1.18. Multi-Person Talk - Conference

Conference means a voice connection of three and more parties (subscribers) at the same time. Any internal subscriber who is a participant in a common call or a conference may invite another subscriber to take part in the conference. The 2N OMEGA PBX allows its users to build a conference of any size, even a conference of all internal subscribers with all CO lines in the extreme case. Moreover, it is possible to build several small conferences within the PBX and make inquiries and call transfers within the conference.

To invite another subscriber to take part in the conference:

☎	You are talking with somebody

With a tone telephone set:

[R] nn	To invite an <u>internal subscriber</u> to tako part in the conference, press "FLASH" or "R" and dial the internal subscriber number nn, or
or [R][0] r...r	to invite a <u>CO line subscriber</u> to take part in the conference, press "FLASH" or "R", then "0", and dial external subscriber number r...r (069 111 222, e.g.)
⚠	Advice the new participant that he or she has become part of the conference.
[R][#][0]	Press "FLASH" or "R" and then "#0" on your telephone set.
☎	All conference participant including you and the new one can hear the conference tone

With a tone telephone set:

nn	To invite an <u>internal subscriber</u> to take part in the conference, dial the internal subscriber number nn, or
or [0] r...r	to invite a <u>CO line subscriber</u> to take part in the conference, press "0" and dial the external subscriber number r...r (069 111 222, e.g.)
⚠	Advice the new participant that he or she has become part of the conference.
[7][0]	Press "70" on your telephone set.
☎	All conference participants inxluding your and the new one can hear the conference tone (-) and can talk together.

You can also use any call transfer procedures during conference building and inviting. Hence, you need not remember any other procedures. For details refer to

the Call Transfer chapter.

1.19. Quick Transfer to Fax

Your 2N OMEGA 48 PBX is equipped with a high-quality fax switch that is able to identify fax calls and transfer them automatically to a fax machine in your group. In case the fax machine is not on until the call is in progress or the automatic fax switch cannot be used, the PBX uses the „Quick Transfer to Fax" service. The service allows you to start fax communication quickly without remembering the number of the fax extension.

📞	You are talking with somebody or can hear fax tone in your earpiece.

With a tone telephone set:

[FLASH/R] [#] [9]	To transfer the call to fax, press "FLASH" or "R" and then "#9"on your telephone set.
📞	Hang up. Your call will by transferred to the fax machine assigned to your group.

With a pulse telephone set:

[7] [9]	Press „79"
📞	Hang up. Your call will be transferred to the fax machine assigned to your group.

1.20. Subscriber / CO Line Reservation

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

    or

You called an internal subscriber who is absent. You can hear the idle internal ringing tone in your earpiece (- -   - -).
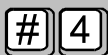
    or

You tried to make a public line call (by dialing "0", e.g.), but all CO lines are busy. You can hear the busy tone in your earpiece (- - - -).

In all the above mentioned cases, you can use the „Waiting for ..." service.

☎	You can hear busy tone or idle ringing tone in your earpiece

With a tone telephone set:

#4	Dial „#4"
☎	Listen to the service performing message
☎	Hang up

With a pulse telephone set:

74	Dial „74"
☎	Listen to the service performing message
☎	Hang up

If the called subscriber line gets free or the subscriber arrives and handles its telephone set in any way, your telephone will start ringing (- - -   - - -). If you pick up your handset, the telephone set of the called party will start ringing. If the called subscriber answers the phone, you can start conversation.

    or

If the called CO line gets free, your telephone set will start ringing. If you pick up your handset, you will hear the external dialing tone (- —   - —) and can dial the external subscriber number.

Waiting for the connection you can make other calls without limitations. If your telephone starts ringing to announce you that the called line is free and you fail to

pick up your handset within about 20 seconds, the service will be canceled automatically.

1.21. Reverse Subscriber Line Mode

Normally, after seizing the subscriber line, you get the internal dialing tone (———) and can access the CO line by dialing '0'. If, however, you are a frequent CO line caller, it is more advantageous for you to get access to the CO line directly (without dialing '0') as if you had a direct public line. In fact, when you have seized your subscriber line, the PBX will search and assign to you the first free CO line immediately.

On the contrary, **to get the internal dialing tone** (in order to make an internal subscriber call or select a service), you have to press 'FLASH' or 'R' on your tone telephone set or tap on the hook switch on your pulse telephone set after you seize your subscriber line. In this way, you get the internal dialing tone and can dial any PBX services including '0' - access to the CO line. This function is called Reverse Subscriber Line Mode.

To call internal subscribers or select PBX services:

📞	Pick up your handset

With a tone telephone set:	
[FLASH R]	Press "FLASH" nebo "R"
nn	Dial the internal subscriber number or a service.

With a pulse telephone set:	
	Tap on a hook switch.
nn	Dial the internal subscriber number or a sevice

If you, having seized the reverse subscriber line, get the busy tone, then all CO lines are occupied. Hang up and try later.

1.22. User Groups, DAY / NIGHT Modes

User Groups

Your 2N OMEGA 48 PBX can define 2 groups of users. Suppose that the PBX is located in a building shared by two companies, or a family house occupied by 2 families. The user group then includes all internal telephones belonging to one company or one family. It is the PBX software that defines which telephones belong to which group. Each group can:

- have a PBX operator of its own;
- have a fax and answering / recording machine of its own (unless it uses the 2N OMEGA 48 voice mail);
- have a DAY / NIGHT mode of its own (independently of the other group);
- keep its telephone call costs separately;
- have an 2N DOOR COMMUNICATOR doorlock system of its own;
- have their own CO lines, etc.

Department

The PBX can define up to 6 independent departments with numbers 10, 20, 30, 40, 50, and 60. Every internal subscriber can be part of one or more departments, but of one group only.

DAY / NIGHT Modes

The 2N OMEGA 48 PBX is equipped with a lot of software applications to optimize your telephone calling. The option to define the DAY / NIGHT modes is one of them. In the DAY mode, all staff are expected to be present, and in the NIGHT mode, on the contrary, it is necessary to transfer all fax calls automatically to the fax machine and use voice mail or an answering and recording machine for other calls. Moreover, CO line access rights should be restricted in the NIGHT mode, because there are often cleaners, security staff, etc. in the building at night.

This is why your PBX is equipped with independent DAY / NIGHT modes for each of the two user groups that relate to:

- processing of incoming CO line calls;
- CO line call barring.

The DAY / NIGHT modes are set by the PBX software and can be switched as follows:

- Automatically if the pre-programmed DAY or NIGHT mode switching time is reached. It can be set that the DAY and NIGHT modes are not switched on Saturdays and Sundays.
- Manually by dialing the „Manual DAY / NIGHT Mode Switching" service.

1.23. Automatic DAY / NIGHT Mode Switching

To enable the automatic DAY / NIGHT mode switching for your group at set times:

📞	Pick up your hand set and wait until you can hear the internal dialing tone (————)

With a tone telephone set:

#801	Dial "#801"

With a pulse telephone set:

7801	Dial "7801"

Further, in either case:

📞	Listen to service performing.
📞	Hang up.

To disable the automatic DAY / NIGHT mode switching in your group at set times:

📞	Pick up your hand set and wait until you can hear the internal dialing tone (————)

With a tone telephone set

#800	Dial "#800"

With a pulse telephone set

7800	Dial "#7800"

Further, in either case:

📞	Listen to service performing.
📞	Hang up.

1.24. DAY / NIGHT Mode Setting by Your Telephone Set

To set the DAY / NIGHT mode of your PBX for your group:

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

With a tone telephone set:

#81	Dial "#81" to set the DAY mode for your group, or
or #82	dial "#82" to set the NIGHT mode for your group.

With a pulse telephone set:

781	Dial "781" to set the DAY mode for your group, or
or 782	dial "782" to set the NIGHT mode for your group.

Further, in either case:

📞	Listen to service performing message
📞	Hang up

2. Mobility Extension

Mobility Extension function (hereinafter ME) enables telephones (preferably GSM telephones to share internal line services (switching, dialing PSTN,..) outside the PBX.

Simply put, if an internal line rings it enables simultaneous ringing of e.g., cellular telephone, and if a call is answered with the cellular telephone you can do anything with the call what you could on the respective internal line. The fixed telephone connected to the PBX stops ringing at that moment. In the case of an incoming call from the respective cellular telephone the tone one hears in the handset is the set PBX dialing tone that the user knows when picking up the handset on the internal line, and the same tasks can be carried out as if picking up the handset on the internal line (calling another VL, calling PSTN,…).

The primary setup is made by the PBX administrator by setting on the specific internal line the number (preferably a cellular telephone number), to which calls should be made if the Mobility Extension service is activated. After this, using this service is fully up to the user.

2.1. Mobility Extension – permanent

If you want to use the service permanently without time limit (DAY/NIGHT mode):

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

With a tone telephone set:

# 1 7 1	If you want to activate ME right after the ringing on the internal line starts
or # 1 7 2	If you want to activate ME after the first ring after the ringing on the internal line starts
or # 1 7 3 to 9	If you want to activate ME after the second to eighth ring after the ringing on the internal line starts

With a pulse telephone set:

7 1 7 1	If you want to activate ME right after the ringing on the internal line starts
or	If you want to activate ME after the first ring after the ringing on the internal line starts

⑦①⑦②

or

⑦①⑦③ to ⑨ — If you want to activate ME after the second to eighth ring after the ringing on the internal line starts

Further, in either case:

📞 Listen to the service execution message

📞 Hang up

If you are activating the service from a cellular telephone (the telephone, to which the Mobility Extension service is routed):

📞 Call the number of the PBX external line (typically a GSM gateway)

Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter
(————)

#①⑦① If you want to activate ME right after the ringing on the internal line starts

or

#①⑦② If you want to activate ME after the first ring after the ringing on the internal line starts

or

#①⑦③ to ⑨ If you want to activate ME after the second to eighth ring after the ringing on the internal line starts

📞 Listen to the service execution message

📞 Hang up

If you want to deactivate the Mobility Extension service:

📞	Pick up the handset and wait until you hear the internal dialing tone (————)
With a tone telephone set:	
#170	If you want to deactivate the ME service
With a pulse telephone set:	
7170	If you want to deactivate the ME service
📞	Listen to the service execution message
📞	Hang up

If you want to deactivate the Mobility Extension service from a cellular telephone:

📞	Call the number of the PBX external line (typically a GSM gateway)
🔑	Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter (————)
#170	If you want to deactivate the ME service
📞	Listen to the service execution message
📞	Hang up

2.2. Mobility Extension in DAY mode

If you want to use the Mobility Extension (ME) service when the PBX is in the DAY mode:

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

With a tone telephone set:

# 1 8 1 1	If you want to activate ME right after the ringing on the internal line starts
or # 1 8 1 2	If you want to activate ME after the first ring after the ringing on the internal line starts
or # 1 8 1 3 to 9	If you want to activate ME after the second to eighth ring after the ringing on the internal line starts

With a pulse telephone set:

7 1 8 1 1	If you want to activate ME right after the ringing on the internal line starts
or 7 1 8 1 2	If you want to activate ME after the first ring after the ringing on the internal line starts
or 7 1 8 1 3 to 9	If you want to activate ME after the second to eighth ring after the ringing on the internal line starts

Further, in either case:

📞	Listen to the service execution message
📞	Hang up

If you are activating the service from a cellular telephone (the telephone, to which the Mobility Extension service is routed):

	☎	Call the number of the PBX external line (typically a GSM gateway)
	🔒	Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter (————)
# 1 8 1 1		If you want to activate ME right after the ringing on the internal line starts
or # 1 8 1 2		If you want to activate ME after the first ring after the ringing on the internal line starts
or # 1 8 1 3 to 9		If you want to activate ME after the second to eighth ring after the ringing on the internal line starts
	☎	Listen to the service execution message
	☎	Hang up

If you want to deactivate the Mobility Extension service:

📞	Pick up the handset and wait until you hear the internal dialing tone (————)
With a tone telephone set:	
# 1 8 1 0	If you want to deactivate the ME service in the DAY mode
With a pulse telephone set:	
7 1 8 1 0	If you want to deactivate the ME service in the DAY mode
📞	Listen to the service execution message
📞	Hang up

If you want to deactivate the Mobility Extension service from a cellular telephone:

📞	Call the number of the PBX external line (typically a GSM gateway)
🔒	Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter (————)
# 1 8 1 0	If you want to deactivate the ME service in the DAY mode
📞	Listen to the service execution message
📞	Hang up

2.3. Mobility Extension in NIGHT mode

If you want to use the Mobility Extension (ME) service when the PBX is in the NIGHT mode:

	📞⬆	Pick up the handset and wait until you hear the internal dialing tone (————)
With a tone telephone set:		
	#1821	If you want to activate ME right after the ringing on the internal line starts
or	#1822	If you want to activate ME after the first ring after the ringing on the internal line starts
or	#182 3 to 9	If you want to activate ME after the second to eighth ring after the ringing on the internal line starts
With a pulse telephone set:		
	71821	If you want to activate ME right after the ringing on the internal line starts
or	71822	If you want to activate ME after the first ring after the ringing on the internal line starts
or	7182 3 to 9	If you want to activate ME after the second to eighth ring after the ringing on the internal line starts

Further, in either case:		
	📞)))	Listen to the service execution message
	📞⬇	Hang up

If you are activating the service from a cellular telephone (the telephone, to which the Mobility Extension service is routed):

	📞	Call the number of the PBX external line (typically a GSM gateway)
	🔒	Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter (————)
# 1 8 2 1		If you want to activate ME right after the ringing on the internal line starts
or # 1 8 2 2		If you want to activate ME after the first ring after the ringing on the internal line starts
or # 1 8 2 3 to 9		If you want to activate ME after the second to eighth ring after the ringing on the internal line starts
	📞	Listen to the service execution message
	☎	Hang up

If you want to deactivate the Mobility Extension service:

☎	Pick up the handset and wait until you hear the internal dialing tone (————)
With a tone telephone set:	
# 1 8 2 0	If you want to deactivate the ME service in the NIGHT mode
With a pulse telephone set:	
7 1 8 2 0	If you want to deactivate the ME service in the NIGHT mode
☎	Listen to the service execution message
☎	Hang up

If you want to deactivate the Mobility Extension service from a cellular telephone:

☎	Call the number of the PBX external line (typically a GSM gateway)
🔒	Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter (————)
# 1 8 2 0	If you want to deactivate the ME service in the NIGHT mode
☎	Listen to the service execution message
☎	Hang up

2.4. Mobility Extension – passive calls

A passively initiated Mobility Extension call is such that the respective internal line, which has the Mobility Extension service activated, rings, i.e., that the respective cellular telephone rings (typically) simultaneously with it:

📞	Your cellular telephone is ringing
📞	Pick up the "handset"
📞	Speak

If you need to transfer the call dial:

7 ✳	"FLASH" simulation
nn	Dial the number of the internal PBX subscriber

After the transfer is completed:

📞	Hang up

Or dial

9 #	"Withdrawing from the call"
nn	Dial the number of another internal PBX subscriber or the number of a service

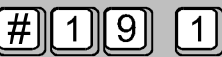If you did not answer the cellular phone you received an SMS with the information on the previous call. So-called. SMS at no answer. The default SMS text: "You have a missed call from: *"caller identification".* The SMS is sent if the caller ID has been determined.

2.5. SMS AT NO ANSWER

Sending SMS at no answer can be allowed:

	📞	Pick up the handset and wait until you hear the internal dialing tone (———————)
With a tone telephone set:		
	# 1 9 1	If you want to activate sending SMS at no answer
With a pulse telephone set:		
	7 1 9 1	If you want to activate sending SMS at no answer
	📞	Listen to the service execution message
	☎	Hang up

If you want to activate the service of sending SMS at no answer from a cellular telephone:

	📞	Call the number of the PBX external line (typically a GSM gateway)
	📞	Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter (———————)
	# 1 9 1	If you want to activate sending SMS at no answer
	📞	Listen to the service execution message
	☎	Hang up

If you want deactivate the service of sending SMS at no answer:

📞	Pick up the handset and wait until you hear the internal dialing tone (————)
With a tone telephone set:	
#190	If you want to deactivate sending SMS at no answer
With a pulse telephone set:	
7190	If you want to deactivate sending SMS at no answer
📞	Listen to the service execution message
📞	Hang up

If you want deactivate the service of sending SMS at no answer from a cellular telephone:

📞	Call the number of the PBX external line (typically a GSM gateway)
🔒	Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and enter (————)
#190	If you want to deactivate sending SMS at no answer
📞	Listen to the service execution message
📞	Hang up

2.6. Mobility Extension – active calls

An actively initiated Mobility Extension call is such that you are calling the PBX, an external line (typically a GSM gateway) from a cellular telephone (typically) whose GSM number is allocated to one of the internal lines as Mobility Extension:

☎📶 ☎🔒	Call the number of the PBX external line (typically a GSM gateway) Depending on the administrator settings you may be asked to enter a password (the same as the password of the respective internal line), otherwise wait until you hear the dialing tone and: (————)
nn	Dial the number of a PBX internal subscriber
☎	Speak
☎	Hang up to end the call, or dial
7 *	"FLASH" simulation
nn	Dial the number of an internal PBX subscriber or the number of a service
☎	Speak or
☎📶	Listen to the service execution message
☎	Hang up or dial
9 #	"Withdrawing from the call"
nn	Dial the number of another internal PBX subscriber or the number of a service
☎	Speak or
☎📶	Listen to the service execution message
☎	Hang up or………

At the moment when dialing is expected the time supervision is "running". If no dialing took place within approximately 15s you will hear an intermittent tone. To return when the PBX receives the dialing:

7 *	Dial "FLASH" simulation
nn	Dial the number of an internal PBX subscriber or the number of a service
📞	Speak or
📞	Listen to the service execution message
📞	Hang up or ….

3. 2N OMEGA 48, Your Answering, Recording, and Fax Machine

Studies made by telecommunications companies estimate that 40% of incoming telephone calls are not successfully made (the called party is absent or busy). Therefore, your 2N OMEGA 48 PBX, in cooperation with the Messaging Server, can create a virtual answering and recording machine for each internal subscriber to record and transfer to LAN all messages. All functions related to voicemail, fax server, www server, etc. are conditioned by the installation of the Messaging Server.
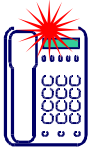
You are informed of any received voice message by Internet, an SMS message on your GSM telephone, or by e-mail. If your PC is off while you are away, you will be advised upon return of any new message by a LED flashing on your telephone set.

You can play your new voice message on your PC. What you need is to click twice on the incoming e-mail window. Or you can hear your new voice message from your internal telephone set or any other telephone set anywhere (using your password).

By applying voice mail in your 2N OMEGA 48 communication system, you will make sure that any and all of your telephone calls will be received, heard and processed regardless of whether you absent or busy. Note that your customers' calls are the most valuable assets you have!

The same applies to the fax server. Your 2N OMEGA 48 PBX creates a virtual fax with a separate number for each internal subscriber, records all fax messages and transfers them to the LAN. Again, you are advised of any received fax message and can view or print it using your PC. The system is 100% compatible with conventional fax machines. You do not have to send pages repeatedly, all of your fax messages will be sent automatically. To cut costs, fax messages can be sent at night and from the PC that is the closest to the fax recipient.

3.1. „Answering and Recording Machine" Activation

Sometimes you cannot answer your calls in person. Here are some examples:
1. You are leaving your office or have an important meeting and want to forward your calls to the answering and recording machine.
2. You expect a lot of calls to come and want them to be recorded if you are busy.
3. You often leave your office for a short time and want the PBX to forward your calls automatically to your answering and recording machine after several seconds of ringing unless you answer the call in person.
4. You want to use services 2 and 3 at the same time.

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

With a tone telephone set:

#1189	1. To forward <u>all of your calls</u> to your answering and recording machine, dial"#11 89", or
or #1289	2. to forward your calls to your answering and recording mechine only if <u>your line is busy</u>, dial "#12 89", or
or #1389	3. to forward your calls to your answering and recording mchine only if you <u>do not answer your phone</u> within several seconds, dial"#13 89", or
or #1489	4. to forward your calls to your answering and recording machine only in case <u>your line is busy</u> or in case <u>you do not answer your phone</u> within several seconds, dial"#14 89".

With a pulse telephone set:

71189	1. To forward <u>all of your calls</u> to your answering and recording machine, dial "711 89", or
or 71289	2. to forward your calls to your answering and recording machine only <u>if your line is busy</u>, dial "712 89", or
or 71389	3. to forward your calls to your answering and recording machine only if <u>you do not answer your phone</u> within several seconds, dial "713 89", or
or 71489	4. to forward your calls to your answering and recording machine only in case <u>your line is busy</u> or in case <u>you do not answer your phone</u> within several seconds, dial"714 89".

Further, in either case:		
	📞	Listen to service performing message
	☎	Hang up

3.2. „Answering and Recording Machine" Message Retrieving

With an internal tone telephone set (this service is not available with pulse telephone sets):

📞	Pick up your handset and wait until you can hear the internal dialing tone (————)
8 9	Dial "89"
nn	Wait until the voice mail system answers and dial your subscriber line number.
🔒	Enter your „answering and recording machine" password

With a tone telephone set anywhere in the world (this service is not available with pulse telephone sets):

📞 r…r	Pick up your handset and call your 2N OMEGA 48 PBX
8 9	Using DISA service with '89' code get access to your answering and recording machine (for DISA service refer to the User Manual - Services for PBX Operator, chap. Disa Service).
nn	Wait until the voice mail system answers and dial your subscriber line number.
🔒	Enter your „answering and recording machine" password.

3.3. „Answering and Recording Machine" Deactivation

To disable all types of your „answering and recording machine" recoding:

📞	Pick up your telephone.
📞	In case of permanent forwarding, the voice message announces you that your call has been forwarded.

With a tone telephone set:

#10	Dial '#10'.
📞	Listen to the service performing message.
📞	Hang up.

With a pulse telephone set:

710	Dial "710"
📞	Listen to the service performing message.
📞	Hang up.

4. 2N OMEGA 48, Your Cost Saving Machine

Your 2N OMEGA 48 PBX helps you cut your telephone call costs significantly, namely by:

GSM Telephony

It is more cost-efficient for you to call to a mobile telephone from another mobile telephone rather than from a conventional fixed network. If two PBXs communicate with each other via a mobile network, it is cheaper in many cases than long-distance calls. This is what the GSM telephony built-in your 2N OMEGA 48 PBX offers.

Cost Saving Machine

Your PBX includes a sophisticated program - Cost Saving Machine - to facilitate your deciding whether to use the conventional network, the GSM network or Internet. It finds the best solution on the basis of a telephone call cost table.

5. 2N OMEGA 48 and Your LAN

2N OMEGA 48 is not only a PBX but a genuine communication system that can be fully integrated with your LAN. The system may include:

Voice Mail
Each subscriber has a voice mail box of its own for messages. You can retrieve your messages either using a telephone set or e-mail on the PC.

Fax Server
Allows to send and receive fax messages from and into your PC. Each user has a virtual fax number of its own so that the fax message comes to its electronic mail directly.

SMS Message Sending
SMS messagesl can be sent to GSM telephones.

PBX Configuration and Monitoring
Your 2N OMEGA 48 PBX can be programmed and configured by any PC of your LAN. The PC also receives messages on the PBX operation.

6. Power Outage

In case of power outage, you can be switched to the CO line directly. As many subscribers can be switched only as there are CO lines connected to the PBX.

If your telephone set uses a different type of dialing than that accepted by your PBX, you have to change it. Otherwise, the public exchange will ignore your dialing. Upon power recovery, you should switch your telephone set to the original type of dialing.

7. Other Options and Accessories

2N COMFORT DOOR COMMUNICATOR COMFORT

A doorlock communication system using your PBX telephone sets and distribution systems. Every PBX user can communicate with visitors at the entrance door using its desk telephone set.

2N ACCOUNT

Software for filing, sorting and processing of call data of each line.

2N GSM GATEWAY

Independent equipment for direct connection of a common telephone set or PBX to the GSM network.
- CLIP
- AoC

8. Table of Services

Services	Dial		Refer &
	with a tone telephone set	with a pulse telephone set	
Calls			
CO line call	0...	0...	10
Subscriber line call	10-69	10-69	10
PBX buffer number call	80...	80...	10
External call via trunk 1-8	81-88...	81-88...	10
Voice mail call	89	89	52
PBX operator call	9	9	10
Private call	#71...	771...	12
Private call from another telephone set	#72...	772...	14
Private call from another telephone set or a virtual line	*	8	15
Subscriber / CO line reservation	#4	74	29
Call Forwarding			
Forward all calls to line nn	#11nn	711nn	21
Forward all calls in case of busy line to line nn	#12nn	712nn	21
Forward all calls in case of absence to line nn	#13nn	713nn	21
Forward all calls in case of busy line or absence to line nn	#14nn	714nn	21
Forward calls to PTN			23
Do you want to cancel all call forwarding settings	#10	710	21
Call Take-Over			
Another telephone set is ringing	# *	723	23
Telephone set nn is ringing	#24nn	724nn	23
Call Transfer			
Return to the transferee	*	9	16
Conference connection	F #0	70	26
Call alternating	F #5	75	15
2N DOOR COMMUNICATOR			
2N DOOR COMMUNICATOR 1 call	#21	721	19
2N DOOR COMMUNICATOR 2 call	#22	722	19
Others			
Automatic DAY/NIGHT Mode Switching disable	#800	7800	33
Automatic DAY/NIGHT Mode Switching enable	#801	7801	33
DAY mode switching	#81	781	34
NIGHT mode switching	#82	782	34
Personal password entering	#79...	779...	13
Transfer to fax	F #9	79	28

Notes:
F   press 'FLASH' or 'R'

r   <u>not available</u> 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 48 communication system.