

Call Handling Guide for phones connected to an Orchid PBX System
(PBX308+ ~ PBX416+ ~ PBX816)

Your PBX system includes a full hold function allowing you to transfer incoming or outgoing calls and to put a call on hold whilst you answer another call.

1) To Transfer an INcoming or OUTgoing call

To Transfer an INcoming or OUTgoing call Press the RECALL button (R or Flash on some phones) then Dial the Extension number you want to transfer to. (You must dial the Extension within 10 seconds).

When the extension answers, announce the Caller, if the Extension wants to take the call HANG UP and the call will automatically be transferred to them. If they do not want to take the call the extension should HANG UP and you will be connected back to the call.

If the Extension does not answer just HANG UP and in a few seconds you phone will ring and you will be connected back to the caller. OR press and release the hook switch and then Dial *7. You will then be connected back to the caller.

You can Automatically Transfer a call by pressing RECALL followed by the Extension number and HANG UP. If the Extension does not answer within 25 seconds your Extension will ring and you will be connected back with the Caller.

NB: If the extension you wish to transfer a call to is engaged, you will hear the engaged tone for 1-2 seconds and the call will automatically revert back to you.

2) To Place a Call On Hold

Incoming or outgoing calls can be put ON HOLD enabling you to answer another incoming call or go to another office for information or access files etc etc..

To put a call ON HOLD press RECALL then dial # # # then HANG UP.

To RETRIEVE a call that has been put on HOLD, lift the handset on your Extension or any Extension and dial # # *

(Ideally program the above hold on and hold off codes into 2 x one touch memory buttons)

If another extension is ringing whilst you are on the phone, you can put the existing caller on hold and answer the new caller as follows:

Press Recall # # # then hang-up (or press and release the hook switch), lift the handset and dial #9, you will now be connected to the new caller. Once this call is complete you can retrieve the call on hold as above. (Dial # # *)

If your phone is not set to ring for all incoming calls and another phone is ringing, you can still answer by dialing * 7

Please note a call can only be put on hold for a maximum of 3 minutes in-between each contact with the caller ie.: if you were to speak to the caller to reassure them or ask a question whilst they are on hold, the 3 minute timer will restart. Whilst on hold the caller will hear the built in intermittent comfort tone, or you may wish to install our music on hold system (Orchid MOH1) you're own company message using the external music input socket.