

# ETERNITY NE

The Next Generation IP-PBX for  
Small Businesses



User Card

## Making Calls

To an Extension:

- 201 to 214 (SLT) , 301-302 (DKP), 303-318 (SIP)

To a Department Group:

- 391 to 395 (Department Group Number)

To Operator:

- 0 (*users worldwide*)
- 9 (*users in USA*)

To an External Number:

- 0/5/61/62/63/64 (TAC)-External Number (*users worldwide*)
- 9/5/81/82/83/84 (TAC)-External Number (*users in USA*)

To Voice mail:

- 3931

## Making a Second Call

- Speech with Extension - Flash - desired Extension Number - Talk
- 

- Speech with Extension - Flash - Flash - TAC - desired External Number - Talk
- 

- Speech with External Number - Flash - # - TAC - desired External Number - Talk
- 

- Speech with External Number - Flash - Extension Number - Talk

## Receiving Calls

On Single Line Telephones (SLT):

- When your Phone Rings. Lift receiver / Press Speaker Key - Talk

## Abbreviated Dialing

Using Global Directory:

- 8 - Index (100-999)
- 6 - Index (100-999) (*users in USA*)

Using Personal Directory:

- 8 - Index (001-025)
- 6 - Index (001-025) (*users in USA*)

Store Number in Personal Directory:

- 1071 - Index (001-025) - External Number - # \* - TAC

## Account Code

Account Code by Number:

- 1058 - Account Code

## Alarms

Set Once Only Alarm:

- 161 - HH - MM - 1

Set Daily Alarm:

- 161 - HH - MM - 2

Cancel Once Only Alarms:

- 161 - #

Set/Cancel Voice Guided Alarms:

- 163 - Follow voice prompts

## Auto Call Back (ACB)

Set ACB when Busy:

- Dialed Extension busy? - Dial '2' during Busy Tone
- Accessed Trunk busy? - Dial '2' during Busy Tone

Set ACB on No Reply:

- Dialed Extension not responding? - Dial '2' during Ring Back Tone

Cancel ACB:

- 102

## Auto Redial

Set Auto Redial:

- Dialed External Number Busy? - Go OnHook - Go OffHook - Dial 17

Cancel Auto Redial:

- 1070

## Barge-In

- Dialed Extension Busy? - Dial '4' during Busy Tone

## Blind Transfer to Voice Mail

- Speech with Extension - Flash - 1078 - Extension (Transfer Target) - Go OnHook

## Call Chaining

- Speech with Trunk/Extension - Flash - 1050 - Extension (Transfer Target) - Go OnHook

## Call Cost

- 1075 (DKP users only)

## Call Forward (CF)

CF - Unconditional:

- 131 - Extension/Department Group/Voicemail

CF - Unconditional to External Number:

- 131 - TAC - External Number - # \*

CF - If Busy:

- 132 - Extension/Department Group/Voicemail

CF - If Busy to External Number:

- 132 - TAC - External Number - # \*

CF - If No Reply:

- 133 - Extension/Department Group/Voicemail

CF - If No Reply to External Number:

- 133 - TAC - External Number - # \*

CF - If Busy/No Reply:

- 134 - Extension/Department Group/Voicemail

CF - If Busy/No Reply to External Number:

- 134 - TAC - External Number - # \*

Enable Dual Ring:

- 136 - 1

Disable Dual Ring:

- 136 - 0

Cancel Call Forward:

- 130

## Call Forward - Scheduled

**Set CF-Scheduled for Day:**

CF-Scheduled - Unconditional:

- 1175 - 1 - 1 - Destination Number

CF-Scheduled - Busy:

- 1175 - 1 - 2 - Destination Number

CF-Scheduled - No Reply:

- 1175 - 1 - 3 - Destination Number

CF-Scheduled - Busy/No Reply:

- 1175 - 1 - 4 - Destination Number

CF-Scheduled - Dual Ring:

- 1175 - 1 - 5 - 1

*Cancel CF-Scheduled for Day:*

- 1175 - 1 - 0

*Cancel CF-Scheduled Dual Ring for Day:*

- 1175 - 1 - 5 - 0

### **Set CF-Scheduled for Night:**

CF-Scheduled - Unconditional:

- 1175 - 3 - 1 - Destination Number

CF-Scheduled - Busy:

- 1175 - 3 - 2 - Destination Number

CF-Scheduled - No Reply:

- 1175 - 3 - 3 - Destination Number

CF-Scheduled - Busy/No Reply:

- 1175 - 3 - 4 - Destination Number

CF-Scheduled - Dual Ring:

- 1175 - 3 - 5 - 1

*Cancel CF-Scheduled for Night:*

- 1175 - 3 - 0

*Cancel CF-Scheduled Dual Ring for Night:*

- 1175 - 3 - 5 - 0

Cancel CF-Scheduled:

- 1175 - 0

## **Call Follow Me**

Call Follow Me:

- 135 - Your Extension - User Password (from remote Extension)

Cancel Follow Me:

- 130 (from your Extension)

## **Call Hold - Exclusive**

Putting Call on Exclusive Hold, when Global Hold is Disabled:

- Speech with Trunk/Extension - Flash - Go Idle

Putting Call on Exclusive Hold, when Global Hold is Enabled:

- Speech with Trunk/Extension - Flash twice within 1 sec. - Go Idle

Retrieving the held call:

- Go On Hook - Go Off Hook

## **Call Park**

Park a Call:

- Speech - Flash - 115 - Orbit Number

Retrieve Parked Call:

- 116 - Orbit Number

## **Call Pick Up - Group**

- Go OffHook - Dial '4' - Talk

## Call Pick Up - Selective

- Go OffHook - Dial 12 - Number of Ringing Extension - talk

## Call Toggle

- Make 1st Call - 2nd Call - press Flash - 1

## Call Transfer

Transferring call to Extension:

- Speech with Extension - Flash - Extension (Transfer Target) - Go OnHook

Transferring call to Extension:

- Speech with External Number - Flash - Extension (Transfer Target) - Go OnHook

Transferring call to Trunk:

- Speech with External Number - Flash - # - TAC - External Number (Transfer Target) - Flash - #

Transferring call to Trunk:

- Speech with Extension - Flash - TAC - External Number - Go OnHook

## Calling Line Identification Restriction (CLIR)

To enable CLIR : 1031

To disable CLIR : 1030

## Cancel all Features of an Extension

- 1051

## Conference

Conference 3-Party

- 1st call - 2nd call - Flash - 0

## Conference - Dial-In

Schedule a Conference

- 194 - Conference Number - Assign 4-digit Conference Password

Initiate/Join the Conference:

- 195 - Conference Number - Conference Password

Withdraw from the Conference:

- While in active Conference, Go OnHook - Go OffHook - Dial 193

Remove a Party from Conference (DKP users only):

- While in active Conference, Go OnHook - Go OffHook - Dial 192 - Scroll to Select the Party (to be removed) - Press Hold

Terminate the Conference:

- While in active Conference, Go OnHook - Go OffHook - Dial 190

Release Scheduled Conference:

- 196 - Conference Number - Conference Password

## Conference - Multiparty

Multiparty Conference

- First Call - Flash - 191 - Second Call - Flash - 191 - Third Call ... Repeat till you include desired parties - Flash - 191 - 191

Terminate Conference

- 190

Remove a Party from Conference (supported on DKP only)

- While in active Conference, Go OnHook - Go OffHook - Dial 192 - Scroll to Select the Party (to be removed) - Press Hold

Withdraw from the Conference

- While in active Conference, Go OnHook - Go OffHook - Dial 193

## Conversation Recording

- Speech - Flash - 1095 - Speech

## DISA Login

- 1079 - Extension Number - User Password

## Do Not Disturb (DND)

Set DND with DND Message:

- 18 - DND Message Number
    - Do Not Disturb : 18 - 1
    - Unavailable : 18 - 2
    - In Meeting : 18 - 3
    - In Conference : 18 - 4
    - Try on Mobile : 18 - 5
    - On Vacation : 18 - 6
    - On Business Trip : 18 - 7
    - Out of Office : 18 - 8
    - With Guest : 18 - 9
    - Cancel DND : 18 - 0
- (Text Message will be displayed to the DKP Callers only)

## Door Lock

Open Door Lock device:

- Flash - 1173
- Flash - 1103 (*users in Philippines*)

## Door Phone

Routing Mode for Door Phone - Scheduled Mode:

- 1171 - Access Code - 1
- 1101 - Access Code - 1 (*users in Philippines*)

Routing Mode for Door Phone - Manual Mode:

- 1171 - Access Code - 2
- 1101 - Access Code - 2 (*users in Philippines*)

Routing Destination - Manual Mode (to an Extension):

- 1172 - Access Code - 1
- 1102 - Access Code - 1 (*users in Philippines*)

Routing Destination - Manual Mode (to an External Number):

- 1172 - Access Code - 2
- 1102 - Access Code - 2 (*users in Philippines*)

## DND Override

Dialed Extension has set DND? - Dial '4' during Feature Tone

## Dynamic Lock

Set Dynamic Lock - Manual

- 142 - User Password - Minutes (00)

Set Dynamic Lock - Automatic

- 142 - User Password - Minutes (01 to 99)

Toll Control - All Calls:

- 141 - User Password - 0

Toll Control - Local Calls:

- 141 - User Password - 1

Toll Control - National Calls:

- 141 - User Password - 2

Toll Control - No Calls:

- 141 - User Password - 3

## Emergency Call

Go OffHook - Dial Emergency Number OR Dial TAC - Emergency Number

## Flashing on Trunk

- Speech - Flash - \* - PSTN Code (only for Analog trunks)

## Forced Answer

- No response from the Dialed Extension? - Dial '5' during Ring Back Tone (only DKP extensions can be forced)

## Forced Call Disconnection

- Dialed Extension/Accessed Trunk Busy? - Dial '# \*\*' during Busy Tone

## Hold

Put the Party on Hold:

- Speech - Press the Flash button or tap the hook switch.

Retrieve Party on Hold:

- Feature Tone? - Press Flash button or tap the hook switch - Talk
- Error Tone? - Go On Hook - Ring Back - Answer

## Hotdesk

Set Hotdesk, from the remote extension:

- 1091 - Your Extension number - User Password

Cancel Hotdesk, from your extension:

- 1091 - Your Extension number - User Password



## Hotline

Set Hotline to Extension/Department Group/Voicemail

- 151 - Extension/Department Group/Voicemail

Set Hot Outward Dialing:

- 152 - TAC

Set Hot Outward Dialing with Number:

- 153 - TAC - External Number - # \*

Set Hotline Timer:

- 154 - Seconds (000-255)

Cancel Hotline/Hot Outward Dialing:

- 150

## Interrupt Request

- Dialed Extension Busy? - Dial '3' during Busy Tone

## Last Caller Recall

- 1092

## Last Number Redial

- Dial '7'

## Live Call Supervision

- 1098 - Extension

## Meet Me Paging

- 1093 - Paging extension - Talk

## Message Wait

Set Message Wait:

- 1076 - Extension Number - 1

Cancel Message Wait:

- 1076 - Extension Number - 0

Retrieve New Message:

- 1077

## Mute

Mute On/Off (Before Call)

- 1052

Mute On/Off (During the Call)

- Speech - Flash - 1052

## Paging

- 1074 - Page Zone Number - start your Announcement

## Presence

- 104 - User Password - Message
  - Absent : 0
  - Present : 1
  - Auto Detect : 2
  - Away : 3
  - On the Phone : 4
  - Do Not Disturb : 5
  - I am Mobile : 6
  - In Meeting : 7
  - Out for Meal : 8
  - Out of Office : 9

## Raid

- Dialed Extension Busy? - dial '5' during Busy Tone

## Reminder

Set Reminder:

- 162 - DD - MM - YYYY - HH - MM
- 162 - MM - DD - YYYY - HH - MM (*for users in USA*)

Cancel Reminder:

- 162 - #

Set/Cancel Voice Guided Reminder:

- 164 - Follow voice prompts

## Room Monitor

- 1073 - Extension to be monitored (only DKP extensions can be Monitored)

## Selective Port Access

- 69 - Port Type - Port Number
- 89 - Port Type - Port Number (*for users in USA*)

## Trunk Reservation

Reserve a Trunk:

- Accessed Trunk Busy? - Dial '6' during Busy Tone

Cancel Trunk Reservation:

- 102

## User Absent/Present

Set User Absent:

- 104 - User Password - 0

Set User Present:

- 104 - User Password - 1

## User Password

Change User Password:

- 114 - Current User Password - New User Password

## Voice Help

- 1090

## Voice Mail

Accessing Voicemail from Extension:

- 3931

Accessing General Mailbox:

- 1176-Follow VMS prompts

## Walk-In Class of Service

To Walk-In into your Extension from another:

- 111 - 1 - Your Extension Number - User Password

To Walk-Out:

- 111 - 0

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