

CRYSTAL

Decibel dB 32

V- 4.0

| S.No. | Function | User code | Flexible plan | Remark |
|-------|----------------------------|--------------------------------|--------------------|----------------|
| 1 | Extension No. | 201,202,203,.....onwards | Yes (1 to 3 digit) | System Program |
| 2 | Junction No. Access | 601 to 606 or 0,5 | No | |
| 3 | Redial | Dial # | No | |
| 4 | Auto call Back (Extn / Jn) | Dial 7 | No | |
| 5 | Auto call Back on No reply | Flash + 7 | | |
| 6 | Auto call Back Cancel | Dial 70 | No | |
| 7 | Call pickup (common) | 4 | No | |
| 8 | Call pickup (Selective) | 76 + Extn.no. | No | |
| 9 | Call transfer | Flash + Extn. No. | No | |
| 10 | Call toggle | Flash + 1 | No | |
| 11 | Call Park | Flash + 5 | No | |
| 12 | Call Park Pickup | Random (15*), Selective (15+X) | No | |
| 13 | Conference | Flash + 0 | No | |
| 14 | Call Forward | 721 + Extn. No. | No | User Program |
| 15 | Call Forward on no reply | 723 + Extn. No. | No | |
| 16 | Call Forward on Busy | 724 + Extn. No. | No | |
| 17 | Call Forward cancel | 720 | No | |
| 18 | Call Camp | Functional Way | No | |
| 19 | Call Camp pickup | Functional Way | No | |
| 20 | Do not Disturb | 725 | No | User Program |
| 21 | DND cancel | 720 | No | |
| 22 | Barge in | Dial 83 | No | |
| 23 | Monitor | Dial 80 | No | |
| 24 | Follow me | 722 + Extn. No.+ password | | |
| 25 | Hot line (Extn./Jn.) | 16 +1/2/3/+ Extn / Jn + Delay | No | User Program |
| 26 | Hot line cancel | 16 + 0 | No | |
| 27 | Dynamic Lock | 81 + Self PW + COS + min | No | User Program |
| 28 | Dynamic Lock OPEN | 82 + self PW | No | |
| 29 | Dynamic Lock PW change | 86 + Old PW + New PW | No | |

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|----|----------------------|---|-----|----------------|
| 30 | Global Dial | 88 + 101..5, 201..5,..... 991...5 | No | System Program |
| 31 | Lunch/Day/Night Mode | 85 + 0/1/2 (Manual) & 3 (Auto) (Lunch / Day / Night) | No | User Program |
| 32 | Alarm | 78 + 1/2/3/4 (Duration, One, Daily, Remote) | Yes | User Program |
| 33 | Alarm Cancel | 78 + 0 | No | |
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| | | | | |

Remark: - Pl refer to programming / user section to activate these function's

Caution: -All System Programming can be done only in Main Password mode from any Extn. in tone / DTMF mode at the site.

(1) **INTERCOM Call:** To make an internal call (Extension To Extension)

| Step | Procedure | Tones | Abbreviations |
|------|--|--------------------|-----------------------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial desired extension number | Ring Back Tone | Extn. No. is 201,202,.....onwards |
| 3 | Start talking when other extension answers | | |
| 4 | Hang up when conversation is over | | |

❖ If you get busy tone (i.e. the dialed extn is busy), hang up & try again later or use the "Auto Call Back" function

(2) **TRUNK / JN CALL :** To make an outside call via particular Junction line (L1 means line 1, L2 means line 2.....onwards) or via Random access Junction Group number 0/5.

| Step | Procedure | Tones | Abbreviations |
|------|--|--------------------|--------------------------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial Access code 601 to 606 or 0,5 | Trunk Line Tone | Jn line L1 = 601 to L12=606 or 0 / 5 |
| 3 | Dial desired outside number | Ring Back Tone | |
| 4 | Start conversation when called party answers | | |
| 5 | Hang up when conversation is over | | |

❖ If you get **Busy tone** after dialing JN access code, hang up & try again later or use the "Auto Call Back" function

❖ If you get **Error Tone** that means your extension is locked for OUTGOING calls.

❖ In default mode all Jn. Lines are programmed in "0" group

(3) **LAST NO. REDIAL:** To redial last external dialed out number

| Step | Procedure | Tones | Abbreviations |
|------|--------------|--------------------|------------------------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial # | | Redial last dialed external number |

❖ Do not use "REDIAL" key of your phone to redial the last dialed external number.

(4) **ANSWERING / RECEIVING CALLS:** To answer a call

| Step | Procedure | Tones | Abbreviations |
|------|-------------------|-----------|---------------|
| 1 | Extension ringing | Ring Tone | |

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| | | | |
|---|------------------------------------|--|--|
| 2 | Lift handset | | |
| 3 | Start conversation | | |
| 4 | Hang up, when conversation is over | | |

(5) **CLI (DTMF SIGNAL)** : If you have a caller ID Telephone set, you can avail following three features:

- A) Calling extension number display.
- B) Caller ID number of incoming call (Round Robin / Simultaneous).
- C) Caller ID number of transferred call (Incoming / outgoing)

(6) **CALL PICK UP :**

(A) **COMMON (INTERCOM CALL / TRUNK CALL):** An extension can pick-up any ringing extension, To do so:

| Step | Procedure | Tones | Abbreviations |
|------|---|--------------------|---------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial " 4" to connect to calling extension | | |
| 3 | Start talking | | |
| 4 | Hang up, when conversation is over | | |

- ❖ Simultaneous & Auto call back Ring on an extension cannot be picked by any other extension.
- ❖ First Priority is always given to incoming call ring.

(B) **SELECTIVE (INTERCOM CALL / TRUNK CALL):** To do so

| Step | Procedure | Tones | Abbreviations |
|------|------------------------------------|--------------------|-------------------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial " 76" +XX" | | XX = Ringing Extension number |
| 3 | Start talking | | |
| 4 | Hang up, when conversation is over | | |

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- (7) **AUTO CALL BACK:** If the dialed extension or junction is busy, you need not dial it again and again. Help of this function, you will get automatically call when the busy extension or Junction becomes free.

Auto Call Back on Busy Extension/Intercom call: While called extension found busy & get Busy Tone, then proceed as below to use this facility-

| Step | Procedure | Tones | Abbreviations |
|------|-------------------------------------|--------------------|---------------|
| 1 | Lift the handset | Internal Dial Tone | |
| 2 | Dial desired extension & found busy | Busy tone | |
| 3 | During Busy tone Dial "7" | Confirmation Tone | |
| 4 | Hang up | | |

- ❖ The system will give simultaneously ring on both extensions whenever called extension becomes free Lift the handset and wait for other phone to answer.

Auto Call Back on Busy Trunk Line: While dialed Trunk Line code found busy & get continue Busy Tone, then proceed as below to use this facility-

| Step | Procedure | Tones | Abbreviations |
|------|--|--------------------|------------------------|
| 1 | Lift the handset | Internal Dial Tone | |
| 2 | Dial junction line number & found busy | Busy tone | JN no. 601..... or 0/5 |
| 3 | During Busy tone Dial "7" | Confirmation Tone | |
| 4 | Hang up | | |

- ❖ The system will give automatic ring on your extension whenever dialed junction line becomes free. Lift the handset and dial desired external number.

Auto Call Back on No Reply Call: While called extension found un-answered means No Reply & get continue Ring back tone, then proceed as below to use this facility-

| Step | Procedure | Tones | Abbreviations |
|------|--|--------------------|---------------|
| 1 | Lift the handset | Internal Dial Tone | |
| 2 | Dial desired extension & found un-answer | Ring back tone | |
| 3 | During Ringing Press Flash Key (HF) & Dial "7" | Confirmation Tone | |
| 4 | Hang up | | |

- ❖ The system will give automatic ring on your extension whenever called extension first lift his handset and goes on-hook. Lift the handset and answer it.

| | |
|---|---|
| Cancellation of Auto call back on No Reply | Lift handset & Dial 70, Get confirmation tone |
|---|---|

- (8) **CALL TRANSFER:** You can transfer a call either after conversation with 2ndextn or without consult (blind). To do so:

Call Transfer with Flash (Intercom call \ Junction call):

| Step | Procedure | Tones | Abbreviations |
|------|--|----------------|------------------------------|
| 1 | While talking with caller | | |
| 2 | Press the Flash Key, or Flash the Hook switch | Beep-beep tone | Hold extn. get Music Tone |
| 3 | Dial desired Extension number | Ring Tone | You shall get Ring back Tone |
| 4 A | When other party answers, consult the call with him & hang up to transfer the Call. | | |
| | OR | | |
| 4 B | Hang up before other party answer's. Call will connect automatically as soon as extn answer's. | | |

- ❖ If by mistake you dial the wrong extension number or the dialed extn is busy / goes no reply, Press the Flash key to reconnect back with the external caller.
- ❖ To revert back to the call on hold after conversation with any extn., press Flash +1.
- ❖ If transferred call is not answered than Call will revert back at original extn.

(9) **CALL CAMP: (Junction Incoming Call Transfer to a busy extension):**

You can transfer a incoming call on the busy extension (under conversation either with internal or external call) as Call Camp. The busy extension gets a call waiting beep- beep tone during existing conversation. To do so:

| Step | Procedure | Tones | Abbreviations |
|------|---|----------------|------------------------------|
| 1 | While talking with external caller | | |
| 2 | Press the Flash Key, or Flash the Hook switch | Beep-beep tone | Caller hold & get Music Tone |
| 3 | Dial desired Extension number to transfer | Busy Tone | |
| 4 | Hang up to transfer the Call as Call Camp | | Beep-beep tone to busy extn. |

- ❖ Alternatively, you may Flash the Hook Switch or Press Flash Key again to reconnect with external caller & reply accordingly.

(10) **CALL CAMP PICK UP: (To answer the Camped Call):**

You are in conversation either with internal or external call & getting a Call Camp beep-beep tone then you can pick-up or answer the camped call. To do so:

OPTION 1-

| Step | Procedure | Tones | Abbreviations |
|------|--|-----------|---------------|
| 1 | While listen beep tone every 10 sec | | |
| 2 | Hang up to finish the current conversation | | |
| 3 | Now camped call will ring | Ring tone | |
| 4 | Reply to external caller | | |

OPTION 2-

| Step | Procedure | Tones | Abbreviations |
|------|---|-------|--|
| 1 | While listen beep tone every 10 sec | | |
| 2 | Press the Flash Key, or Flash the Hook switch | | |
| 3 | Dial 1 to Park current call | | Current caller getting hold Music tone |
| 4 | Now camped call will connect with you | | |
| 5 | Reply to external caller | | |
| 6 | Hang up after conversation | | |

- ❖ Dial 15* to revert back the temporarily parked call. Please read function of CALL PARK.

(11) **CALL PARK:** Call parking is a facility to temporarily put aside the present call as CALL PARK and your extension become free.

You may park a current junction call / internal call or multiple calls (2-3) on your extension and retrieve it later at the same extension by random or selective way. To proceed as below to use this facility-

(A) Call Park (Intercom call \ Junction call):

| Step | Procedure | Tones | Abbreviations |
|------|---|----------------|---------------------------|
| 1 | While talking with caller | | |
| 2 | Press the Flash Key, or Flash the Hook switch | Beep-beep tone | Hold extn. get Music Tone |
| 3 | Dial 5 to park the current call | | |
| 4 | Now your extension become free to make / receive another call | | |

- ❖ Any number of internal / external line can be parked ,
- ❖ If you forget to retrieve the parked call then this call automatically returns back after 30 second on same extension.

(B) Call Park Pickup: To retrieve the park call which you parked recently on your extension.

| Step | Procedure | Tones | Abbreviations |
|------|---|-----------|---------------|
| 1 | Lift handset | Dial tone | |
| 2 | Dial 15 * to pick up randomly park call | | |

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| | | | |
|---|--|--|--|
| | Or | | |
| 4 | Dial 15 + X to pick up selectively park call | | X= 1/2/3... respective Jn line 01/02/03... |
| 5 | Hang up after conversation | | |

(12) DO NOT DISTURB (DND): If you do not want to receive any calls ,you can enable this feature. To do so:

| Step | Procedure | Tones | Abbreviations |
|------|--------------|--------------------|---------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial 725 | Confirmation Tone | |
| 3 | Hang up, | | |

Now if any other extension calls your extension, he will get error tone

Note: A broken dial tone is always heard on the extension with this feature enabled.

However you can make outgoing calls normally from this extn.

| | |
|----------------------------|--|
| Cancellation of DND | Lift handset & Dial 720, Get confirmation tone |
|----------------------------|--|

(13) CALL FORWARD:

(A) CALL FORWARD (ALL CALLS): You can forward all calls to any other pre-assigned extension. This is useful when you are moving to Some other extension and do not want your calls to remain un-attended. To do so:

| Step | Procedure | Tones | Abbreviations |
|------|------------------|--------------------|---|
| 1 | Lift the handset | Internal Dial Tone | |
| 2 | Dial 721 + xx, | Confirmation Tone | XX = Extn. No., where the calls are to be forwarded |
| 3 | Hang up, | | |

Now anyone dialing your number shall be connected to this forwarded extension.

Note: A broken dial tone is always heard on the extension with this feature enabled.

However you can make outgoing calls normally from this extn.

(B) CALL FORWARD (if your extn goes no reply) : With this feature, if you do not respond to an incoming call within 20 seconds, the call will be automatically forwarded to the programmed extension. To do so:

| Step | Procedure | Tones | Abbreviations |
|------|------------------|--------------------|---|
| 1 | Lift the handset | Internal Dial Tone | |
| 2 | Dial 723 + xx, | Confirmation Tone | XX = Extn. No., where the calls are to be forwarded |
| 3 | Hang up, | | |

Now in No Reply condition, anyone dialing your number shall be connected to the forwarded extension.

Note: A broken dial tone is always heard on the extension with this feature enabled.

However you can make outgoing calls normally from this extn.

(C) CALL FORWARD (Only if your extn is Busy) : With this feature, only when you are busy and anyone dial your extension, the call will be automatically forwarded to the programmed extension. To do so:

| Step | Procedure | Tones | Abbreviations |
|------|------------------|--------------------|---|
| 1 | Lift the handset | Internal Dial Tone | |
| 2 | Dial 724 + xx, | Confirmation Tone | XX = Extn. No., where the calls are to be forwarded |
| 3 | Hang up, | | |

Now in busy condition, anyone dialing your number shall be connected to the forwarded extension.

Note: A broken dial tone is always heard on the extension with this feature enabled.

However you can make outgoing calls normally from this extn.

| | |
|--|--|
| Cancellation of Any type Call Forward | Lift handset & Dial 720, get confirmation tone |
|--|--|

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- (14) FOLLOW ME:** This is useful when you are already moved at any other extension and do not want your calls to remain unattended. Now utilizes this function to pull up your all calls at any other desired extension. To do so:

| Step | Procedure | Tones | Abbreviations |
|------|--|--------------------|---|
| 1 | Lift the handset of existing other extension | Internal Dial Tone | |
| 2 | Dial 722 + XX + YYYY | Confirmation Tone | XX = Extn. No. to be Followed (i.e. yourself extn. no.) YYYY= Self Password |
| 3 | Hang up, | | |

Now anyone dialing your number shall be connected to this followed extension.

Note: 1) A broken dial tone is always heard on the extension with this feature enabled.

2) Follow me shall function active only after you have changed your personal (default is 1111)

| | |
|----------------------------------|---|
| Cancellation of Follow Me | Lift handset (Self Extension) & Dial 720, get confirmation tone |
|----------------------------------|---|

- (15) BARGE-IN (WITH WARNING TONE):** With this facility you can convey priority message to a busy extension. To do so-

| Step | Procedure | Tones | Abbreviations |
|------|---------------------------------|--------------------|---------------------------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial desired Extension- If busy | Busy Tone | Busy with intercom or trunk call |
| 3 | On Busy tone dial 83 | Warn tone to All | 2 sec Beep Beep tone before intercept |
| 4 | Start conversation | | |

❖ Barge-in shall not work if the busy extension is in Dialing / Ringing / Conference mode.

- (16) CALL TOGGLE:** You can toggle between your current call (Intercom / JN) & a 2nd call on hold .

| Step | Procedure | Tones | Abbreviations |
|------|--|--------------------|---------------------------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial desired Extension- If busy | Busy Tone | Busy with intercom or trunk call |
| 3 | On Busy tone dial 83 | Warn tone to All | 2 sec Beep Beep tone before intercept |
| 4 | Start conversation | | |
| 5 | Now Press Flash + Dial 1 for Call Toggle | | |
| 6 | Hang up when conversation is over | | |

❖ Barge-in shall not work if the busy extension is in Dialing / Ringing / Conference mode.

- (17) MONITOR:** With this facility you can monitor conversation of two extensions without any indication (short beeps) to busy extn.

| Step | Procedure | Tones | Abbreviations |
|------|---------------------------------|--------------------|--|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial desired Extension- If busy | Busy Tone | Busy with intercom or trunk call |
| 3 | On Busy tone dial 80 | No Warning tone | Now you can monitor the call (after 1 sec) |
| 4 | Hang up | | |

- (18) HOTLINE EXTN. / JN :** This feature comes in useful when a particular extension / jn is to be used repeatedly. To do so-

| Step | Procedure | Tones | Abbreviations |
|------|----------------------------------|--------------------|--------------------------------------|
| 1 | Lift Hand set | Internal Dial Tone | |
| 2 | Dial 16 + 1 + XX (Extension No.) | Confirmation Tone | XX = Extn. Number without delay time |

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|---|---|-------------------|--|
| | Or | | |
| 3 | Dial 16 + 2 + XX (Junction No.) + Y (Delay Time) | Confirmation Tone | XX= L1 =01,L2 = 02....., Y= 1 to 9 sec |
| | Or | | |
| 4 | Dial 16 + 3 + XX (Extension No.) + Y (Delay Time) | Confirmation Tone | XX= 201,202,203....., Y= 1 to 9 sec |

Note- Default Delay time is 3 Sec.

(19) HOTLINE FUNCTION: To do operate pre-defined any one Hotline function (1/2/3)

| Step | Procedure | Tones | Abbreviations |
|------|---|--------------------|---------------|
| 1 | Lift hand set | Internal Dial Tone | |
| 2 | Wait for automatic dial as program function (1/2/3) | Ring back Tone | |
| 3 | Start conversation when set caller reply | | |
| 4 | Hang up, when after conversation | | |

| | |
|--------------------------------|--|
| Cancellation of Hotline | Lift handset& Dial 160,Get confirmation tone |
|--------------------------------|--|

(20) CONFERENCE (THREE PARTIES): You can have a conference between yourself and other two parties (either extn. or Jn.). To initiate a conference, proceed as follows with different options –

- 1) All three intercom, 2) Two intercom& one JN call, 3) Two JN call & one intercom

| Step | Procedure | Tones | Abbreviations |
|------|--|---------------------------------|---------------|
| 1 | In speech with Extn / Jn | | |
| 2 | Press Flash Key, to put Extension / Jn. On hold | Music tone to held extension/Jn | |
| 3 | Dial 2 nd Extension / Jn number | | |
| 4 | When extension answer's, Press Flash Key & Dial " 0 " | | |
| 5 | Three party conference is established | | |
| 6 | Hang up, when conversation is over | | |

When the master extension which had originated conference goes On-Hook, conference will be terminated.

- NOTE:** While adding extensions/ junction., you may get
A) Busy Tone – Dial **Flash + 2** and re-start the process.
B) Error Tone – Dial **Flash + 2** and re-start the process.
C) No-Reply–Dial **Flash + 2** and re-start the process.

(21) DAY/NIGHT/LUNCH MODE: To set for Lunch / day / night / auto , landing modes for incoming call

| Step | Procedure | Tones | Abbreviations |
|------|-------------------------------------|--------------------|----------------------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial self password (xxxx) | | Default XXXX is 1111 |
| 3 | Dial 85 + 0 / 1 / 2 for Manual Mode | Confirmation tone | 0= Lunch, 1= day & 2= night mode |
| | OR | | |
| | Dial 85 + 3 for Automatic Mode | Confirmation tone | 3= Automatic mode |

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|---|---------|--|--|
| 4 | Hang up | | |
|---|---------|--|--|

(22) DYNAMICLOCK: An extension can use dynamic lock to protect misuse of outgoing trunk call's from his extn. User extension will be automatically locked as per defined COS (Class of service) level after respective delay time. To do so:

To set Dynamic Lock

| Step | Procedure | Tones | Abbreviations |
|------|---|--------------------|---|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial " 81" + XXXX (self password) + Y (COS level) + MM (Time Delay) | confirmation tone | Default XXXX is 1111, Y = 0 or 1/2 as intercom or STD/ISD level MM = 01 to 99 sec Delay |
| 3 | Hang up | | |

To open Dynamic Lock

| Step | Procedure | Tones | Abbreviations |
|------|-----------------------------------|--------------------|----------------------|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial " 82" + self password (xxxx) | Confirmation tone | Default XXXX is 1111 |
| 3 | Hang up | | |

To Change self password

| | |
|-----------------------|---|
| Dial 86 + XXXX + ZZZZ | XXXX = Old self password ZZZZ = New self Password |
|-----------------------|---|

(23) Alarm:

| Step | Procedure | Tones | Abbreviations |
|------|--|--------------------|--|
| 1 | Lift handset | Internal Dial Tone | |
| A | Duration Alarm To set for extn. to ring at Duration time, Dial 78+1+ XX | Confirmation tone | XX = 01 to 99 minutes |
| B | One Time Alarm To set for extn. to ring at specified one time, Dial 78+2+HHMM | Confirmation tone | HH MM = 24 hr format time |
| C | Repeat / Daily Alarm To set for extn. to ring daily at specified time, Dial 78+3+HHMM | Confirmation tone | HH MM = 24 hr format time |
| D | Remote Alarm To set alarm for some other extn. to get alarm ring one time or daily time, Dial 784+ XX+Y+HHMM | Confirmation tone | XX = any other extn. no. Y = 1 (duration), 2 (one time) 3 (daily) HH MM = 24 hr format time |

Note:- Daily Alarm on your extension shall now ring daily at set specified time till it is not cancelled.

| | |
|---------------------------|----------|
| To cancel all Daily alarm | Dial 780 |
|---------------------------|----------|

(24) Global Memory Dialing: 450 no (90 * 5) of Central Memory Pool (88101 to 88995) for external call can be commonly accessed by all Extensions. Each stored no. can be max.16 digits (including STD / ISD codes and external no).

| Step | Procedure | Tones | Abbreviations |
|------|---|--------------------|--|
| 1 | Lift handset | Internal Dial Tone | |
| 2 | Dial any one memory location (88101 to 88995) | | Particular Memory group location (101 to 105), (201 to 205),..... (991 to 995) |

Note- Refer programming manual to set Global Memory Location.

