INTERNAL COMMUNICATION: For internal communication please pickup the handset and dial the desired extension no.

DID (Direct Inward Dialing) – The telephone exchange of IIT Guwahati has DID facility. With this facility any caller from outside the campus can call an extension by prefixing the DID number 258 to the extension. For example, if your intercom number is XXXX than a person dialing from outside the campus will have to dial (0361)258XXXX.

A list of the features available in our EPABX system and their access code is tabularized below

Feature Access Codes		
Sl. No.	*Feature*	*Code* *Analog Phone*
1	Operator Access	9
2	Outgoing Call(Local Land Line)	0
3	Outgoing Call(Mobile)	00
4	Call Transfer	Flash72
5	Conference	Flash72
6	Automatic Callback Registration	8
7	Call Forward Registration	70
8	Call Forward Cancel	70 + Own Ext. No.
9	Direct Call Pickup	71
10	Access Last Number Dialed	*66/Redial
11	Group call Pickup.	76
12	Call Park Registration	77
13	Call Park Answer	78

1. OPERATOR ACCESS: To get Operator assistance dial 9.

2. OUTGOING CALL (Local Land Line): To make an outside call dial 0 and the number. Don't wait for BSNL dial tone.

3. OUTGOING CALL(Mobile): To make an outside call dial 00 and the number. Don't wait for BSNL dial tone.

4. CALL TRANSFER: To transfer a call to another extension press FLASH72 or Trnsfr Key followed by extension number. Talk to the person and disconnect.

5. CONFERENCE: This feature allows the caller and the receiver to add a third party for a three party conference. On the speech path press FLASH72 or Conf key followed by third party's extension number. Talk to the person and again press FLASH or Conf key to start conference. In conference mode if the first party press FLASH/CRADLE or Conf key again third party will be disconnected. The system allows users to establish as many as 8 party conference (Internal, External or Mix).

6. AUTOMATIC CALLBACK: This feature allows the caller to get a ring tone from the system if the extension is busy or the caller gets no answer.

AUTOMATIC CALLBACK BUSY (for analog phones): When the dialed extension Number is busy, press FLASH/CRADLE key followed by Automatic Callback Registration Code 8. When the called extension gets free the caller will get a ring back. On lifting the hand set, the ring will extend to the camped extension.

AUTOMATIC CALLBACK NO ANSWER (for analog phones): When the caller gets no answer from called party, then he can book the call by pressing FLASH key / CRADLE Switch followed BY Automatic Callback Registration Code 8. When the called party lifts and put the handset once, the caller will get a ring back. On lifting the hand set the ring will extend to the camped extension.

For DTMF phones press the Menu-> Next-> AutCB Key

7. CALL FORWARDING: This feature enables you to forward your call temporarily to another extension. Lift the handset and dial Call Forward Registration code 70 followed by the destination extension number. A registration confirmation tone (3 beep tone) will be heard. Now anyone dialing your number will land at the forwarded extension.

8. CALL FORWARD CANCEL: Lift the handset and dial the Call Forward Cancel Code 70 & its own Extension Number for cancellation. A release tone identical to the registration tone will be sent.

9. DIRECT CALL PICKUP: To pick up the call of any ringing extension, dial the Direct Call Pickup Code 71 followed by the number of the ringing extension number.

10. ACCESS LAST NUMBER DIALED: To redial the last number you had dialed press the Access Last Number Dialed Code *66/Redial.

11. GROUP CALL PICKUP: To pick up the call of any other ringing station which is in the same group, dial the Group Call Pickup Code 76
Note: Call pick up groups need to be set up by the Administrator.

12. CALL PARK: If you receive a call which is for a third party (in the same room) and who is busy right now, you can park the call after informing him. By parking the call, the caller will get hold on music and when the third party is free he can answer the park call. To park a call press FLASH/CRADLE key followed by Call Park Registration Code 77.

13. CALL PARK ANSWER: To answer the parked call dial Call Park Answer code 78 followed by parked extension number.

MUTE: Mute key is used to disable the microphone of the instrument. This prevents your speech from being transmitted to the other end.

CALL HOLD: To place a call on hold press HOLD button and the party on hold receives music. To take back the call, press HOLD key again.