

# ***BiaX*** COMMUNICATIONS

## **BUSINESS TELEPHONE SYSTEMS**

P.O. Box 1369 Campbell, California 95009-1369 (408) 866-BIAX

75 Dillon Avenue Campbell, California 95008131

CONTRACTOR'S LICENSE # 444834

## **MITEL SX50 DIGITAL TELEPHONE SYSTEM**

**MANUALS**

**FOR**

**You property**

**address**

**(408) 866-2429**

**date**

# ***Biax*** COMMUNICATIONS

## **BUSINESS TELEPHONE SYSTEMS**

### **TABLE OF CONTENTS**

TO ANSWER AN INCOMING LINE .....	1
TO TRANSFER AN INCOMING CALL TO A ROOM .....	1
TO ANSWER A RECALL .....	2
TO SET UP/CANCEL MESSAGE WAITING .....	3
ANSWER AN EXTENSION WITH MESSAGE WAITING .....	4
ATTENDANT FUNCTIONS .....	5
TO RESTRICT/UNRESTRICT A ROOM & ROOM STATUS .....	7
TO SET UP/CANCEL CALL BLOCKING .....	8
TO BUSY OUT/UNBUSY A TRUNK .....	9
TO IDENTIFY/ RESET/ UNBUSY AN ALARM .....	10
BELL ON/OFF .....	10
NITE SERVICE ON/OFF .....	10
SET UP/CANCEL AUTO WAKE-UP .....	11
ADJUST DATE/TIME .....	11
BUSY OVERRIDE .....	12
SPEED DIALING .....	12
TRUNK ANSWER FROM ANY EXTENSION (TAFAS) .....	14
TO TRANSFER TO ANOTHER ROOM .....	14
IN CASE OF TROUBLE .....	15
NOTES	

---

Especially prepared for Biax Website

No copies may be reproduced without BIAX's permission.

FOR SERVICE CALL BIAX COMMUNICATIONS: (408) 866-2429

### **TO ANSWER INCOMING LINE**

- 1) Lift handset
- 2) Press ANSWER button
- 3) Talk into the handset
- 4) Place handset on cradle
- 5) Press RELEASE button

NOTE: If the display is showing TAFAS, dial TAFAS code to answer this call. See page 14.

### **TO TRANSFER AN INCOMING CALL TO A ROOM**

- 1) Lift handset
- 2) Press ANSWER button
- 3) Talk into the handset
- 4) Dial room number
- 5) Place handset on cradle
- 6) Press RELEASE button

## **TO ANSWER A RECALL**

Recall is when an incoming call has been transferred to a room but no one has answered the phone. The call then has returned to the console. This time-out is normally 45 seconds.

- 1) Lift handset
- 2) Press ANSWER button

Display shows:

XXX	XXXr (r means recall)
Calling	Called
Party	Party

## **TO CANCEL A RECALL**

- 3) Press CANCEL button
- 4) Press RELEASE button
- 5) Replace handset

## **TO SET UP/CANCEL MESSAGE WAITING ON SX-20 SYSTEM**

- 1) Press and hold down MESSAGE button
- 2) Dial room number

XXX -	Y
Room	Indicates
Number	M.W. status

Y= OFF	means no message waiting
Y= ON	means has message waiting

- 3) Dial 1 to set up message waiting

OR

Dial 0 to cancel message waiting

\* when message waiting is set up the room phone bell will sound three short rings.

\* when the guest calls the console and his call is answered from the console the MESSAGE WAITING will be cancelled automatically.

## **TO DISPLAY ALL ROOMS WITH MESSAGE WAITING**

- 1) Press and hold down MESSAGE WAITING button.  
The display shows all the rooms with message waiting on.

NOTE: Message waiting is suspended when the console is in NITE SERVICE mode.

## **TO SET UP/CANCEL MESSAGE WAITING ON SX-50 SYSTEM**

- 1) Press and hold down MESSAGE button
- 2) Dial room number

XXX -	Y
Room	Indicates
Number	M.W. status

Y= OFF	means no message waiting
Y= ON	means has message waiting

- 3) Dial 1 to set up message waiting

OR

Dial 0 to cancel message waiting

\* when message waiting is set up the room phone red bulb will blink.

\* when the guest calls the console and his call is answered from the console the MESSAGE WAITING will be cancelled automatically.

## **TO DISPLAY ALL ROOMS WITH MESSAGE WAITING**

- 1) Press and hold down MESSAGE WAITING button.  
The display shows all the rooms with message waiting on.

NOTE: Message waiting is suspended when the console is in NITE SERVICE mode.

**TO ANSWER AN EXTENSION WITH MESSAGE WAITING**

- 1) Lift handset
- 2) Press ANSWER button
  - \* If the display shows the room number and MSG, then caller was set up for message waiting.
  - \* Message waiting will be canceled at this point automatically.

## ATTENDANT FUNCTIONS

- 1) Dial \* (or press FUNCTION button)
- 2) Dial codes (see below)

<u>Attendant Function:</u>	<u>Codes</u>
Nite Service - On	11
Nite Service - Off	12
Identify and reset Alarms	13
Set 12 Hour Clock	14 + 2 digit Hours & 2 digit Minutes in 24 hour clock
Access Trunk By Equipment No.	19 + Trk Equipment
Flexible Nite Service	21 + Trunk Equipment No. + New Nite Answer Point Extension Number
Message Registration/ Restrictive Station Control	22 + Extension Number
Call Block - On	23
Call Block - Off	24
Busy out trunk	41 + Trk Eqpt. No.
Unbusy trunk	51 + Trk Eqpt. No.
Automatic Wake-Up:	
Assign	71 + Ext.# + hhmm
Display	72 + Ext #
Cancel	71 + Ext # + 9999

- 5) Press RELEASE button

## **TO RESTRICT/UNRESTRICT A ROOM FROM ACCESSING “9” OR “8”**

- 1) Press and hold down MESSAGE REGISTER button
- 2) Dial room number

XXX -	0000
Room	Unrestricted
Number	

XXX -	9999
Room	Restricted
Number	

- 3) To restrict: dial 9

To unrestrict: dial 0 (This also resets the counter to zero)

NOTE: When a rooms is restricted the guests CAN NOT make ANY calls outside of the property.

**ROOM STATUS: Maid Code =**

Room Status provides means to control

- 1) Guest rooms allowed calling level  
(Denied, Allow1, Allow2, Allow3)
- 2) Set guest rooms to Vacant or Occupied
- 3) Set guest rooms to Out of Service
- 4) Find maids in rooms
- 5) Find Clean or Dirty guest rooms

**To make changes to the status of a room**

- 1) Press ROOM STATUS button
- 2) Dial the guest room number
- 3) Press appropriate buttons to make changes  
(The 5 buttons are located on the very top of the key board and are not labeled)

**To use the ROOM STATUS System:**

- 1) Upon renting the guest room
  - A) Set the room as OCCUPIED/CLEAN/ALLOW 1 (2,3)  
At midnight all rooms that are set to CLEAN automatically changes to DIRTY
  - B) When guest checks out, change the status from OCCUPIED to VACANT. This will identify the vacant rooms and ALLOW will change to DENY preventing outgoing calls to be made from the room and other rooms can not call this room.
- 2) Upon maid entering the room, the maid dials(Code) +1. This will allow you to find rooms with maid in them.
- 3) When the room is ready to be rented the maid dials(Code)+3. This changes the room status from DIRTY to CLEAN.

Press TRUNK/BAR button to change ALLOW setting

	9+ local,	9+1+Long Distance	8+0+Number
<b>ALLOW1:</b>	<b>Allowed</b>	<b>Denied</b>	<b>Allowed</b>
<b>ALLOW2:</b>	<b>Allowed</b>	<b>Allowed</b>	<b>Allowed</b>
<b>ALLOW3:</b>	<b>Denied</b>	<b>Denied</b>	<b>Allowed</b>

---

Especially prepared for Biax Website

No copies may be reproduced without BIAX's permission.

FOR SERVICE CALL BIAX COMMUNICATIONS: (408) 866-2429

## **TO SET UP CALL BLOCKING**

Press CALL BLOCK button

Or

- 1) Dial \*
- 2) Dial 23
- 3) Press RELEASE button

Note: When CALL BLOCK is displayed the rooms  
can not call each other.

## **TO CANCEL CALL BLOCKING**

Press CALL BLOCK button

Or

- 1) Dial \*
- 2) Dial 24
- 3) Press RELEASE button

**TO BUSY OUT A TRUNK**

- 1) Dial \*
- 2) Dial 41
- 3) Dial trunk equipment number
- 4) Press RELEASE button

<b>LDN</b>	<b>TRUNK EQUIPMENT NUMBER</b>	<b>TRUNK ACCESS CODE</b>
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

**TO UNBUSY A TRUNK**

- 1) Dial \*
- 2) Dial 51
- 3) Dial trunk equipment number
- 4) Press RELEASE button

**TO IDENTIFY AND REST AN ALARM**

- 1) Dial \*
- 2) Dial 13
- 3) Press RELEASE button

**TO CLEAR AN ALARM**

- 1) Dial \*
- 2) Dial 31
- 3) Press RELEASE button

**TO UNBUSY ALL EQUIPMENTS**

- 1) Dial \*
- 2) Dial 32
- 3) Press RELEASE button

**TO TURN OFF THE CONSOLE RINGER**

- 1) Press and release BELL button  
Display shows MUTE

**TO TURN ON THE CONSOLE RINGER**

- 1) Press and release BELL button  
MUTE is not displayed

**TO TURN ON NIGHT SERVICE**

- 1) Press and release NIGHT button  
Display shows NIGHT

**TO TURN OFF NIGHT SERVICE**

- 1) Press and release NIGHT button  
NIGHT is not displayed

## **TO SET UP AND CANCEL AUTO WAKE-UP**

- 1) Press and hold down AUTO WAKE-UP button
- 2) Dial room number
- 3) Dial wake-up time in 24 hour clock
- 4) Press RELEASE button

## **TO CANCEL AUTO WAKE-UP**

- Repeat steps 1,2
- 3) Dial 9999

NOTE: Auto wake-up is automatically canceled when the guest answers the wake-up call.

NOTE: In case of power failure and restoration the clock must be adjusted, otherwise auto wake-up system will not operate.

## **TO ADJUST DATE**

- 1) Dial \*
- 2) Dial 80
- 3) Dial 2-digit day + 2-digit month + 2-digit year
- 4) Press RELEASE button

## **TO ADJUST TIME**

- 1) Dial \*
- 2) Dial 14
- 3) Dial 2-digit hour + 2 digit minute in 24 hour clock
- 4) Press RELEASE button

## **BUSY OVERRIDE**

This feature allows you to break into an existing call for emergency message.

- 1) Dial room number, busy tone is heard
- 2) Press and hold down OVERRIDE button
- 3) Now connection can be established with the busy extension.

NOTE: Can not break into an extension phone that is off hook.

## **SPEED DIALING**

This feature allows you to automatically dial phone numbers up to 32 digits long.

- 1) Dial \*65
- 2) Dial memory location number (10-69)
- 3) Dial 9\*1
- 4) Dial phone number (including area code if any)
- 5) Press RELEASE button

## **TO SPEED DIAL**

From any phone or console

- 1) Lift handset
- 2) Dial 55+memory location number (10-69)  
Example: 5512 for memory 12

\*\*\* FOR EXTENSIONS ONLY \*\*\*

**TAFAS (Trunk Answering From Any Station)**

- 1) Lift handset
- 2) Dial \_\_\_\_
- 3) Replace handset

**TO TRANSFER TO ANOTHER ROOM**

- 1) Lift handset
- 2) Dial \_\_\_\_
- 3) Press and release hook switch  $\frac{1}{4}$  to  $\frac{3}{4}$   
of seconds (intermittent dial tone is heard)
- 4) Dial room number
- 5) Replace handset

# **BiaX** COMMUNICATIONS

## **BUSINESS TELEPHONE SYSTEMS**

Page 15

### **IN CASE OF TROUBLE**

- 1) To manage an alarm:  
Dial \*32. If alarm returns dial \*13  
Record the alarm number.  
Call for service.
- 2) System inoperable, console dead:  
Check for existence of power  
at the PABX. Reset circuit breaker  
at the wall panel.
- 3) No incoming calls:  
Check if the Nite Service is on.  
Turn off Nite Service.
- 4) One room phone is dead:  
Replace phone.
- 5) One room can not call outside:  
Unrestrict the room.

BIAX Communications provides 24 Hour EMERGENCY SERVICE.  
**EMERGENCY SERVICE** is categorized as a problem  
that effects **majority** of the system.

Example: No one can call out.  
No incoming calls.  
Console inoperable.

NON EMERGENCY problems are minor problems such as:

Example: One room phone is dead.  
One telephone line dead.  
One room phone bell does not work.

To receive service for non emergency problems, please  
call during our normal business hours.

BIAX SERVICE (408) 866-2429  
Mon-Fri 9AM to 5PM

---

Especially prepared for Biax Website

No copies may be reproduced without BIAX's permission.

FOR SERVICE CALL BIAX COMMUNICATIONS: (408) 866-2429

# ***BiaX*** COMMUNICATIONS

## **BUSINESS TELEPHONE SYSTEMS**

\*\*\* NOTES \*\*\*

<b>EXTENSION NUMBER</b>	<b>LOCATION</b>