Trouble Shooting for Orchid Telecom PBX308+ & PBX416+
Notes: Programming is always done from the 1st extension. The factory default is **011234# beep
The customer must wait for the beep before continuing. If they do not get a beep they need to start again.

	Problem	Solution
1.	Get the Engaged Tone No Incoming Calls Can't get a line	Reset the PBX for the number of lines connected: **PBX308+** For One Line: On Ext 21 Dial: Password (Beep) * 3 1 1 # (Beep) Hang up For Two Lines: On Ext 21 Dial: Password (Beep) * 3 1 1 2 # (Beep) Hang up For Three Lines: On Ext 21 Dial: Password (Beep) * 3 1 1 2 3 # (Beep) Hang up **PBX416+** For One Line: On Ext 201 Dial: Password (Beep) * 3 1 1 # (Beep) Hang up For Two Lines: On Ext 201 Dial: Password (Beep) * 3 1 1 2 # (Beep) Hang up For Three Lines: On Ext 201 Dial: Password (Beep) * 3 1 1 2 3 # (Beep) Hang up For Four Lines On Ext 201 Dial: Password (Beep) * 3 1 1 2 3 4 # (Beep) Hang up
2.	Dead or Noisy Line	This is often nothing to do with the PBX, especially if it has been working OK before. You need to test the actual line (eg Telefonica): Switch off the system via the rocker switch on the side. This takes the PBX out of the equation and the phones are going direct to line as follows: Ext 1 to line 1, Ext 2 to Line 2, Ext 3 to line 3 etc. Now test the lines by lifting the different handsets in turn. If you still get the same problem ie: no dial tone or noisy line, you have a faulty line, you will know which one it is and you need to report it to Telefonica. NB – if you switch the system off you will not lose existing programming.
3.	Have tested the lines (see 2) but still have a dead or noisy line	If one of the Telefonica lines is <u>not</u> faulty it may be a PBX problem: **Reset the PBX as follows**: From Ext 1 lift the handset and dial **011234# beep *6000# wait for beep. Replace handset after beep. **Now reset the lines** – see 1 above If you do not reset the PBX for the number of lines connected after *6000# it will not work.
4.	Some of the Extensions do not work	Check the power supply. Check the power LED is on, if not check the mains power cord is plugged in and switched on, also check the rocker switch on the side of the PBX is switched on. Check the extension cables are firmly plugged in to the correct extension sockets on the PBX. The factory default is for the first 4 extensions to ring on all incoming calls. If you want different ones to ring or more, refer to page 8 of the full user guide. Check the ringer on the phone is switched on If this is all correct you need to reset the system – see 3 above
5.	Unable to Program the PBX	Are you on the 1st extension? – to check lift the handset and dial #*9 – the extension number will be announced in English. Are you waiting for the Beep? You must wait for the beep before going to the next stage. Make sure the phone is set to Tone and not Pulse dialling.
6.	Forgotten the Password	If you have changed the password and forgotten it you need to reset to factory default: From the 1st extension dial * 030303 # then hang up.
7.	Unable to Transfer Calls Or other extensions can hear the call	Are you using a Recall or 'R' button when transferring calls? So Recall/R followed by the extension number Some phones have a TBR-ELR switch on the base. Make sure it is set to TBR Make sure you are not pressing Recall * followed by extension number as this sets up a conference call.
8	Unable to dial numbers	You need to dial 9 to get a line. If you want to change this you can program for direct dial: From the 1st extension enter the password wait for the beep then dial *810# hang up. All extensions will now be direct dial – no need to dial 9. If you are still having problems reset the system and lines, see 3 above.