

EDEHALGOSTAR Training Center

Subject : Basic knowledge of PBX

Prerequisite : None

Course duration : 2 days

Course syllables :

1. Telecom History
2. STANDARD COLOR CODE FOR TELECOM CABLE
3. private branch exchange (PBX)
4. PBX functions
 - a. Auto attendant
 - b. Auto dialing
 - c. Automatic call distributor
 - d. Automatic ring back
 - e. Call accounting
 - f. Call blocking
 - g. Call forwarding on busy or absence
 - h. Call park
 - i. Call pick-up
 - j. Call transfer
 - k. Call waiting
 - l. Camp-on
 - m. Conference call
 - n. Customized Abbreviated dialing (Speed Dialing)
 - o. Busy Override
 - p. Direct Inward Dialing
 - q. Direct Inward System Access (DISA) (the ability to access internal features from an outside telephone line)
 - r. Do not disturb (DND)
 - s. Follow-me
 - t. Interactive voice response (IVR)
 - u. Music on hold
 - v. Night service
 - w. Voice mail
 - x. Voice message broadcasting
 - y. Welcome Message

5. Interface standards
6. Interfaces for connecting extensions to a PBX include:
 - a. POTS (plain old telephone service)
 - b. DECT - a standard for connecting cordless phones.
 - c. Internet Protocol - For example, H.323 and SIP.
7. Interfaces for connecting PBXs to each other include:
 - a. proprietary protocols
 - b. ISDN PRI
 - c. QSIG - for connecting PBXs to each other, usually runs over T1 (T-carrier) or E1 (E-carrier) physical circuits.
 - d. Internet Protocol - H.323, SIP and IAX protocols are IP based solutions which can handle voice and multimedia (e.g. video) calls.
8. Interfaces for connecting PBXs to trunk lines include:
 - a. standard POTS (plain old telephone service) lines
 - b. ISDN - T1 or E1 physical connections.
 - c. Internet Protocol - H.323, SIP, MGCP, and Inter-Asterisk eXchange protocols operate over IP and are supported by some network providers.
9. Interfaces for collecting data from the PBX:
 - a. Serial interface
 - b. Network Port
10. Panasonic hybrid System – TE Series Configuration