

Detailed Description of Programming

Your EPABX is a multi-featured user-friendly EPABX. Certain features are non-programmable (fixed) and common to all extensions. Some features are programmable and can vary for each extension. These features can be set using any one of the telephone extensions at site with programming capability and extension 30, in a short time. However, in such a case, the user must use a Password before keying in any programme. The system's initial Password is #*1234. This can be changed as described later.

Note: The Password should be kept confidential to prevent misuse. One or two responsible persons only should be aware of Password and be allowed to re-program if the need arises. The initial programming will be done by an Authorised Personnel at the time of installation. A new programme will automatically erase the earlier programme.

There are three types of System Programme such as, Exchange Status, Trunk Status and Extension Status. The programming of both exchange and all extension can be done from any of the extension at site with programming capability & by extension 30, having Tone (DTMF) dialling instrument.

Programmer, while programming should take care of following points.

1. Password should be keyed in before entering programming mode. The extension will remain in programming mode till programmer hangs of cradle completely exceeding flash time or otherwise programmer can proceed without re-entering password by just flashing on busy tone or else.
2. After correct password is keyed in, dial tone of the system will return indicating entry of correct password. Wrong password entry will give busy tone.
3. Direct access of feature should be used for the extension barred from '0' Group or '9' Group or both. The off feature will be effective if particular extension is allowed to make local calls from Junction Lines.
4. While programming for Restricted Table and Denied Table, clear the tables as per codes given. Password + 15 * and Password + 16 *.

Note : 1 * # (System reset) will load default tables.

5. While programming all extensions should be on hook condition (not in use). It is desirable to programme the system by just connecting one extension. Co-junction lines and extension can be hooked up subsequently.
6. For EPABX used as 206, 412, or 514, the remaining extensions must be put out of service. For example, for 206 dial, Off hook # * 1234 50 36 0, on dial tone, 50 37 0 on hook. This will make extension 36 & 37 out of service.
7. The Alpha Series EPABX have same Programme Coding as SAMEX except mentioned specifically.

1 Exchange Status Programming

1.1 Manual Mode Selection :

Your EPABX can be used in either the Normal (day) mode or Night mode.

- a) **Normal Mode** : In this mode an in-coming call on any of the trunk lines will ring up to 4 extensions, one after the other. This sequence of ringing for each trunk line depends on STD detect setting of that trunk line and the ringing extension are according to their programming. The ring switch count after no reply of this extensions are decided by extension ring switch programme.
- b) **Night Mode** : In this mode an in-coming call on any of the trunk lines will make specified extensions (maximum 3) will ring simultaneously. The extension which should ring is described in Night mode ring Termination.

To select either Normal or Night Mode, lift the handset and dial :

 Password + 10+0/1 + Hang up.

 100 will select Normal and 101 will select Night Mode.

1.2 Auto Night Mode :

Your EPABX also has an Auto Night Mode selection. In this mode the user can set the time of office hours along with the Lunch time. The system will convert the operation to Night mode after the office hours automatically, and will change to Normal Mode at the time of opening of the office. During Lunch Timing, if programmed, the system will operate in Night mode, applicable only for those days for which auto night mode timing are set. In case of Night Mode Ring requirement during Day Time and Day mode Ring in Night time, programme evening time first and morning time second, this will switch the system in Night mode during office Hours and in Day mode during Night Hours.

Apart from this, the programme coding allows programmer to use wild code ('*') for setting and resetting programming for all days or individual day. In order to set this, Key in :

For Auto Night Mode Reset

 Pass-Word + 11 + * + *

This will reset Auto-night mode with Lunch time.

For Auto Night Mode Reset of a particular Day or Lunch

 Pass-Word + 11 + D/L + *

Where D=0-6, for Sunday to Saturday respectively and L=7 for Lunch time.

This will reset Auto-night mode for a particular Day or Lunch time.

For Auto Night Mode Time Programming of all Days

 Pass-Word + 11 + * + AP + HH + MM + AP + HH + MM

This will programme timing for auto day night mode for days except lunch time.

For Auto Night Mode Time Programming of any Day or Lunch time

 Pass-Word + 11 + D + AP + HH + MM + AP + HH + MM

This will programme timing for auto day night mode for particular day or lunch time.

Where,

D=0 Sunday
 D=1 Monday
 D=2 Tuesday
 D=3 Wednesday
 D=4 Thursday
 D=5 Friday
 D=6 Saturday
 D=7 Lunch
 AP=0 A.M.
 AP=1 P.M.
 HH Hours (00-11)
 MM Minutes (00-59)

For example, if on Monday the working hours are between 9.30 A.M. to 5.00 P.M. then dial : Password + 11 + 1 + 0930 + 1 + 0500

If auto night mode is required during Monday to Saturday then programme timings for all days first and reset Sunday programming afterwards, this will save programming time.

Note : If battery Back-up is not connected to the system and power fails, then manual mode setting has to be done, if switching time falls in between programmed time. Manual setting will precede auto setting after switchover time is skipped, till next auto switching timing, and is also useful for public holidays during the week.

1.3 Time Setting :

Your system have Real Time Clock in built which works even on power failure. The complete software reset or hardware jumper removal for RAM reset, will keep RTC timing intact and no need to re-programme the same.

To Key-in the current time, dial :

Pass-Word + 13 + 0/1 + HH + MM + SS + Hang up.
 0 A.M.
 1 P.M.
 HH Hours
 MM Minutes
 SS Seconds

For example, if the current time is 15 minutes and 45 seconds past 3 O'clock in the afternoon, then dial :

Password + 13 + 1 + 03 + 15 + 45 + Hang up.

Note: This sets the clock for the exchange and not for any extension. Alarm setting for extension has been described in the User Manual.

1.4 Date Setting :

Your system have Real Time Clock in built which works even on power failure. The complete software reset or hardware jumper removal for RAM reset, will keep RTC timing intact and no need to re-programme the same. The Date setting is used for Daily alarm day finding, Auto-night mode Day finding and for SMDR.

To Key-in date, dial :

Pass-Word + 14 + YY + MM + DD + hang up.
 YY Current Year 00-99

MM Current Month of the Year 01-12

DD Current Day of the Month 01-31

For example, if current date is 1st September, 2002 then dial :

Password + 02 + 09 + 01 + Hang up.

1.5 Restricted Tables :

The restricted table is created to allow STD/Local/ISD on a selective basis, i.e. instead of full STD/ISD dialling facility few selected STD/ISD dialling will be allowed on these extensions. However, that extensions should programmed separately for restricted mode dialling in Day or Night mode. To programme this operate as follows,

Pass-Word + 15 + Area Code + Hang up.

Area Code The starting digits of local number of the STD/ISD code.

The code can be max. 5 digits. Maximum of 26 codes can be put in the restricted table.

For programming more than the one area code, you need not hang up after feeding in the first area code. Instead, do hook flash (HF) and continue the setting.

To clear the restricted table operate as follows,

Pass-Word + 15 + * + Hang up.

For example, if you want all local calls to be allowed and STD calls only to Delhi, Madras and Calcutta then key in :

Pass-Word + 15 + 2 + HF + 15 + 3 + HF + 15 + 4 + HF + 15 + 5 + HF + 15 + 6 +
HF + 5 + 7 + HF + 15 + 8 + HF + 15 + 011 + HF + 044 + HF + 15 + 033
+ Hang up.

Here we have assumed that all local numbers in your city start with any of the digits between 2 to 8 and the STD codes for Delhi, Madras & Calcutta are 011, 044 & 033 respectively. Maximum 26 area codes can be accepted. Each code should not exceed 5 digits.

1.6 Denied Table :

This table basically defines the starting dialling codes Local, STD or ISD which are not permitted for dialling out by extensions that are in denied mode. The procedure for programming is same as the restricted table except the following :

Pass-Word + 16 + Area Code, hang up.

Before creating Restricted and Denied table always clear the initial factory set table by 15* and 16*. The initial factory set denied table is 0 & 95 while the restricted table is cleared. In this condition the extensions put under denied table will be denied S.T.D. and numbers starting with digit '1' as per the factory set tables.

To clear the Denied table operate as follows,

Pass-Word + 16 + * + Hang up.

For example, if you want all local calls to be allowed and want to restrict STD, 95, Cellular and WLL numbers to dialed from extensions 33, 34 and 37 then key in :

Pass-Word + 15 + * + Flash, Clears the table

Pass-Word + 15 + 98 + HF + 15 + 3 + HF + 15 + 0 + HF + 15 + 95 + Hang up.

This will have, 98, 95, 0 and 3, in Denied table. (Assuming 98 & 3 are Cellular and WLL operators starting numbers). Now put extension 33, 34 and 37 in Denied Mode by using Day and Night Mode Toll call control using 51 & 52 Coding respectively.

1.7 **Abbreviated Dialling (Global Dialling) :**

This feature provides a Memory Bank for Dialling frequently required Telephone Nos. The three digit codes for storing these nos. being with 700 and goes till 789. The programmer can reset entire Memory or individual Memory, by programming as follows,

Pass-Word + 17 + * and Hang-up.

This will erase entire Memory and for Individual Memory,

Pass-Word + 17 + N and Hang-up.

Where N (00-89) is memory number.

The Memory should have trunk access code preceding telephone number when used for outside number. The memory can also have extension number for the requirement of flexible numbering from 700 to 789 allotted to extensions, so the extension can be dialed by memory number or by direct extension number access. This done as follows,

Pass-Word + 17 + N + Trk. + Area Code + Tel. No. + hang up.

N 00 to 89 being the code for global dialler.

Trk Trunk Access code.

Tel. No Telephone number to be memorised.

Area Code STD or ISD code preceding telephone number.

Note : Area Code + Tel. No. can be up to 24 digits. If there is another number to be memorised, then instead of hanging up, do hook flash (HF) and continue the setting.

For example, if the numbers to be memorised are 6230055, 011512198, 033-632198 then key in :

Pass-Word + 17 + 00 + 0 + 6230055 + HF + 17 + 01 + 0 + 011512198 + HF + 17 + 02 + 0 + 033632198 and so on.

Now, when you lift the handset and dial 700, the exchange will dial 6230055 and, when you dial 702, it will dial 033-632198.

For memorising Extension number as a global Memory do as follows,

Pass-Word + 17 + N + Ext. and hang-up.

Where N (00-89) is memory number.

1.8 **Global Memory Banking :**

The global Memory can be divided in to two banks, uniformly applicable to all extensions, in multiples of ten e.g. 0/90, 10-80, 60/30 or 90/0. The lower bank access is to all extensions irrespective of class of service for that extension, but for upper memory the class of service is checked and accordingly the extension can access the dialing. The banking can be programmed as follows,

Pass-Word + 17 + 9 + B and hang-up.

Where B can be from 0-9.

For dividing memory into 20-70 partition, dial as follows,

Pass-Word + 17 + 9 + 2 and hang-up.

This enable access for all extension 700 to 719 and will check class of service for memory numbers 720 to 789.

However, for personnel memory dialing class of service is always checked. The class of service is checked along with dynamic lock and walk-in class of service, means if extension 30 is allowed for all calls and locked self extension for STD numbers by dialing # 22 1 PPPP (PPPP is 30's personnel password) then memory number 720, which if STD number, and with banking of 20-80, will not be allowed to be dialed by 30. However, if extension 30 user goes to extension 37 which is restricted to dial external numbers, the user can dial memory number 700-719 without opening the lock but have to dial first # 2 EX (30) PPPP to activate the walk-in class of service, and then can dial memory number 720 which is a STD number.

1.9 CLID Local Number Table :

This table is used when STD detect is enabled for the trunk line, with CLID facility activated for that trunk, as the STD call from ring cadence cannot be identified from first two ring cadence, which are small in nature, and during that period only the CLID number is issued on the trunk line, so STD call is detected by this CLID Local number table for comparison of STD call. This table can be erased by programming as follows,

Password + 18 + * and hang-up will clear the table.

This table can have ten codes, each of five digit length maximum for local service providers starting numbers as it comes on CLID Phones. This can be programmed as follows,

Password + 18 + CCCCC and hang-up.

Where CCCCC is code.

For example, for Mumbai if programmer wants to store local service providers numbers then programmer is required to store numbers for MTNL, Private, Cellular and WLL Operators which are 222, 225, 98 and 223 respectively. To store this programme as follows,

Password + 18 + 222 + Flash + 18 + 225 + Flash + 18 + 98 + Flash + 18 + 223 +
Flash and hang-up.

This will store this number in the table.

The calls coming with this starting numbers in day mode will terminate normally or DISA mode, if DISA enabled for the Trunk, and any other numbers not starting with this digits will be considered as STD numbers, if STD detect is enabled for the trunk, and DISA, if DISA enabled for the Trunk, will be bypassed and call will terminate as per STD termination in Day mode with STD ring cadence. In Night Mode DISA will be bypassed but the ringing extension will be Night mode ringing extensions only, while ring cadence will be STD cadence. If the table is not programmed, all incoming calls will be treated as Local calls only.

1.10 STD Number Table for Dynamic Lock :

This table is used along with dynamic lock activation by extension for STD numbers. This table can be erased by programming as follows,

Password + 19 + * and hang-up will clear the table.

This table can have ten codes, each of five digit length maximum, for STD numbers starting digits. This can be programmed as follows,

Password + 19 + CCCCC and hang-up.

Where CCCCC is code.

For example, for Mumbai if programmer wants to restrict all other user from dialing high pulse rate numbers from dynamically locked extensions then programmer need to store STD, Cellular and WLL Operators numbers which are 95, 0, 98 and 3 respectively. To store this programme as follows,

Password + 19 + 95 + Flash + 19 + 0 + Flash + 19 + 98 + Flash + 19 + 3 + Flash and hang-up.

This will store this number in the table.

Once the extension is dynamically locked by dialing # 22 1 PPPP or # 22 0, the extension can not be used to dial numbers starting with this digits which eventually prevents other users to dial this high pulse rate numbers from that locked extension.

1.11 Complete Reset :

The complete reset of the system can be done in three ways and this reset will keep intact the Real Time Clock timings and Date setting, so no need to re-programme the same. The complete reset will bring system status to default factory setting.

1. To reset the system completely by programming can be done as follows,

Password + 1 + * + # and hang-up.

2. To reset the system completely by hardware is done by pressing switch beside the battery on CPU card momentarily while system power is ON.

3. To reset the system completely by hardware is done by removing the jumper beside the battery on CPU card momentarily while system power is OFF.

1.12 Extension Data Reset :

The individual Extension data reset can be done as follows,

Password + 1 + * + Ext and hang-up.

Ext Extension Number for which the data is to be resetted.

For example to reset the data of Extension 31 dial as follows,

Password + 1 + * + 31 and hang-up.

This will reset the data of extension 31.

1.13 Trunk Data Reset :

The individual Trunk data reset can be done as follows,

Password + 1 + * + Trk and hang-up.

Trk Extension Number for which the data is to be resetted.

For example to reset the data of Trunk 28 dial as follows,

Password + 1 + * + 28 and hang-up.

This will reset the data of Trunk 28.

1.14 Changing Password :

The pass-word too can be changed. It should be changed from time to time in order to maintain confidentiality and prevent misuse and should be different from user programming password and personnel password. To change pass-word, dial as follows,

Pass-word (old) + 2 + * + New Pass-Word and hang up.

Now, after programming this, all programming can be done by new password, once extension is out of the programming mode.

Note: The new pass-word should be of four digits (like 4321, 7777, 1111, 0404 etc.)

2 Trunk Status Programming

2.1 Trunk Group Programming :

Trunk line can be accessed by extension by dialling `0', `9' or Direct Access (24...29). The trunks can be allocated to either group `0', group `9', Direct Access or Reserved Incoming. For example trunks 27 can be allotted to group `0', trunk 28 to group `9' and trunk 29 to Direct Access `29'. This means when a user dials `0', user can access trunks 27, when user dials `9', user can access trunk 28 and when user dials `29', user gets trunk `29', provided all such access is allowed to that extension. The same trunks can not be allocated to both `0' and `9' groups, while `0' and `9' group trunk can be allotted to direct access by 57 programming to a particular or all extensions. The Direct Access grouping to any trunk will not be accessed by `0' or `9' Dial. For simplicity, the trunk lines (normally one) allocated to this group `9', we shall call reserved lines. Access to reserved incoming lines for outgoing call is restricted. To programme this feature, dial :

Pass-Word + 20 + Trk + 0/1/2/9 and hang up

Trk.	Trunk Access Code
0	Group `0'
1	Reserved Incoming
2	Direct Access
9	Group `9'

For example, if trunk 27 is allocated to group `9', then dial :

Pass-word + 20 + 27 + 9 + hang up.

When user dials `9' he will receive dial tone to trunk 27.

Note : Care should be taken in allocating Nos. to trunk lines as Per the Model e.g. for 204, 206, 308, Trunk lines are 27,28,29. For 412, 514, 616, Trunk lines are 24,25,.....29. The Direct access grouping of all trunks can virtually create as many groups as trunks, the direct access to any extension can be allowed individually as per trunk.

2.2 STD Call Ring Termination in Day Mode :

In the Day mode, an in-coming call on programmed trunk lines will make a different set of extensions ring one after the other, the trunk can be programmed for detecting STD call from Ring cadence or CLID on CLID Detect enabled trunk. Each extension rings, with a different cadence, for number of rings programmed for that extension as ring switch count, before another takes over. This set of extensions (max. 4) can be different for each trunk line and is called STD Call Service Group for that trunk line. To programme a service group dial :

Pass-Word + 21 + Trk. + Ext. + Ext...., hang up.

Trk. Trk. access code i.e. 27, 28....etc.

Ext. Extension.

For example, if you want extension 31, 33 and 35 to ring in sequence when there is an incoming call on trunk no. 27 which is STD call, then dial :

Pass-word + 21 + 27 + 31 + 33 + 35, hang up.

When there is an incoming call on trunk line 27, the call will first ring extension 31, if it is busy it will automatically go to extension 33 which, if free will start ringing. If nobody picks up till ring switch period for that extension, the ring will go to extension 35, and then back to 31, and so on. Similarly, service groups can be set for the other trunk lines.

The STD detect can be programmed by 233 programming and in this mode the DISA is bypassed for that trunk. The CLID direct termination will precede the STD Detection by CLID and the call will be terminated to CLID direct termination extension. In case all extension are busy in a service group the will terminate as a parked call or In-coming trunk queuing on the first extension in the list with no call parked on it.

Note : Care should be taken in allocating Extn. Nos. as per the exchange model i.e., for 204, 206,....616 the Nos. are 30,31,32...45.

2.3 Day Mode Service Group Programming :

In the normal mode, an in-coming call on any of the trunk lines will make a set of extensions ring one after the other. Each extension rings for seconds before another takes over. This set of extensions (max. 4) can be different for each trunks line and is called Service Group for that trunk line. To programme a service group dial :

Pass-Word + 22 + Trk. + Ext. + Ext....., hang up.

Trk. Trk. access code i.e. 27, 28....etc.

Ex. Extension.

For example, if you want extension 31, 33 and 35 to ring in sequence when there is an in-coming call on trunk no. 27, then programme as follows,

Pass-word + 22 + 27 + 31 + 33 + 35, hang up.

When there is an incoming call on trunk line 27, the call will first ring extension 31, if it is busy it will automatically go to extension 33 which, if free will start ringing. If nobody picks up till ring switch period for that extension, the ring will go to extension 35, and then back to 31, and so on. Similarly, service groups can be set for the other trunk lines. In case all extension are busy in a service group the will terminate as a parked call or In-coming trunk queuing on the first extension in the list with no call parked on it. In DISA mode failure the call will terminate to same set of extensions.

Note : Care should be taken in allocating Extn. Nos. as per the exchange model i.e., for 204, 206,....616 the Nos. are 30,31,32...45.

2.4 Night Mode Service Group Programming :

If your EPABX is in Night mode, an incoming call on any trunk line will make specified maximum three extensions ring simultaneously. These specified extensions are called the Night Ring Group. To programme lift the handset and dial :

Pass-word + 12 + Trk + Ext. 1 + Ext.2 +..... max. 6 extns.

For example, if you want extensions 30, 33, 37 to ring when there is an in-coming call on 27 trunk in the Night Mode, then dial :

Pass-word + 12 + 27 + 30 + 33 + 37 + hang up.

During night mode STD detect is enabled then on STD call the ring cadence will be different while the set of extensions remain the same. In DISA mode failure the call will terminate to same set of extensions.

2.5 DISA Programming for the Trunk in Day/ Night Mode :

The DISA feature is highly flexible with lot of option for both day and night mode and each mode can have different set of parameters. The DISA is disabled automatically when STD detect on trunk is enabled, without or with CLID (CLID Local table programmed) and the received call is STD call. The DISA is also disabled when the received call

identified by CLID table as a specified one in table and the call will terminate directly to specified extension provided extension is not busy or do not disturb not set on that extension.

The DISA for individual Day or Night Mode and for individual trunk can be configured, without voice guidance in Basic SEMAX series and with voice guidance port-1 or voice guidance port-2 or any free voice guidance port, having voice guidance card attached to the system. The DISA with Voice Message, if programmed along with Call termination after voice guidance over (Code 462) with zero wait period, no DTMF dialing will be accepted, which can be used for giving only welcome message on a Trunk line, disabling DISA.

To disable the DISA programme as follows,

Password + 23 + D/N + */Trk + 0 and hang up where,

D/N 0-Day Mode / 1-Night Mode

*/Trk *-All Trunk / Trk = Particular Trunk

To configure DISA programme as follows,

Password + 23 + D/N + */Trk + 1 + P and hang up.

D/N 0-Day Mode / 1-Night Mode

*/Trk *-All Trunk / Trk = Particular Trunk

P 0 – DISA without Voice Guidance

1 – DISA with Voice Guidance Port 1

2 – DISA with Voice Guidance Port 2

3 – DISA with any available Voice Guidance Port

For example, DISA on 27 Trunk with Voice Port-2, DISA on 29 without Voice Guidance and on Trunk 29 without DISA is required during Day mode then programme as follows,

Password + 23 + 0 + 27 + 1 + 2 and hang up

Password + 23 + 0 + 28 + 1 + 0 and hang up

Password + 23 + 0 + 29 + 0 and hang up

Here Voice Port-1 is not used and can be either used for Night Mode Voice Message or for Security Break Alert for Auto Dialer message.

For Alpha Model Programme as follows,

To configure DISA programme as follows,

Password + 23 + D/N + */Trk + 0/1 and hang up.

D/N 0-Day Mode / 1-Night Mode

*/Trk *-All Trunk / Trk = Particular Trunk

0 – DISA Cancelled

1 – DISA without Voice Guidance

2.6 Flash Time Programming for Trunk :

The Flash on Trunk is given while flashing on conversation with trunk and on getting dial tone, dialing *. This used for activating call waiting facility on Trunk, Telephone exchange registration of the call for malicious call and Trunk cascaded on PBX. The Flash time range is 400 to 990 milliseconds can be programmed individually for each Trunk. The flash time can be programmed for all Trunk or individual Trunk as follows,

Password + 232 + */Trk + TT and hang-up.

Where TT is time in millisecond x 0.1 and * for all trunk or trunk number for Trk.

For example, Trunk 27 is to be programmed for 550 milliseconds dial as follows,

Password + 232 + 27 + 55 and hang-up

For all Trunk time is 650 then dial as follows,

Password + 232 + * + 65 and hang-up
This will programme flash time for all extension, 650 m.sec.

2.7 STD Call Detection Programming:

The PBX can identify STD call from either ring cadence or CLID when CLID is available for a trunk line from CLID local number table. In day mode when this feature is activated for a trunk line then different ringing extension can be programmed, while in night mode the extension will remain same but in both mode the ring cadence will be different while call is terminated or transferred. The DISA feature is bypassed when the identification is activated and call is STD, which enables the caller to save on call charges and call gets attended quickly. To programme this feature dial as follows,

Password + 233 + */Trk + 0/1 and hang up
* All trunk
Trk Particular trunk from 24 to 29 depends on configuration
0 Disable STD detection
1 Enable STD detection

For example, to enable STD detect facility on trunk line 28 programme as follows,
Password + 233 + 28 + 1 and hang up.

2.8 Caller ID Detect on Trunk Programming:

This programming is to enable the detection of incoming calls Caller ID number to the system, when the CLIP facility is availed from the telephone exchange and CLID card is attached to the system. The CLIP is given to enabled extension (with CLIP phone) as it comes from trunk line. To programme this feature dial as follows,

Password + 234 + */Trk + 0/1 and hang up
* All trunk
Trk Particular trunk from 24 to 29 depends on configuration
0 Disable CLID detection
1 Enable CLID detection

For example, to enable CLID detect facility on trunk line 29 programme as follows,
Password + 234 + 29 + 1 and hang up

2.9 Trunk Status Programming :

The Trunk line status Tone / Pulse or Out of service must be clearly programmed. Original setting is all Tone lines. To set trunk status programme as follows,

Pass-word + 235 + */Trk + 0/1/2
* All trunk
Trk Particular trunk from 24 to 29 depends on configuration
0 Out of service.
1 Tone.
2 Pulse.

For e.g. trunk line 29 out of service then dial,
Password + 235 + 29 + 0 + hang up.

Note: Always make out of service for the trunk that are not present in the configuration.

3 EXTENSION STATUS

3.1 Extension Out-of-Service :

If any of the extension has not been connected to the system then it is deemed to be out of service. This status must be programmed into the exchange otherwise the system will keep giving a ring-back tone if such extension is dialled. To programme dial :

Pass-Word + 50 + Ex + 0/1 + hang up

Ex Extension

0 Out of service

1 In service

For example if extension 36 is out-of-service, then dial :

Pass-Word + 50 + 36 + 0

Now if anybody dials 36 he will get an engage tone. When, subsequently, an instrument is connected to extension 36 then its in serviced status needs to be programmed, and is done by dialling :

Pass-Word + 50 + 36 + 1 + hang up.

3.2 616 Line Card Disable:

This programme is used to disable 616 upper line card, when removed from the system, while 616 CPU card is attached on main CPU card. As removal of 616 CPU card will reset the system completely and only line card is to be repaired or for up gradation purpose, is to be removed from the system this programming is to be done before removal. In case this programming is not done and upper line card is removed, keeping 616 CPU card, the system will assume line card is connected and abrupt functioning will occur. Once the upper line card is connected, always enable it again. To programme this dial as follows,

Password + 50 + * + 0/1 and hang-up where 0/1 will disable/enable respectively

Note: This Programme is not effective for Alpha Series PBXs.

3.3 Toll Call Control Day Mode (Or Local/STD/ISD Call Restriction) :

Toll calling means making control on the outgoing calls on the trunk lines when the system is operating in day mode. Four different status conditions can be programmed for each extension. To programme this feature, dial as follows,

Pass-Word + 51 + */Ex + 0/1/2/3 + hang up

* All extensions

Ex Extension

0 All allowed

1 Denied table numbers not allowed

2 Restricted table numbers allowed

3 Intercom and lower memory bank numbers are allowed

For example, to programme extension 30 for all calls, 31 & 32 in denied mode and rest all in intercom only, during day mode, dial as follows,

Password + 51 + * + 3 + 51 + 30 + 0 + 51 + 31 + 1 + 51 + 32 + 1 and hang up

Here, by * programming one can reduce programming coding. Now extension 30 can dial all numbers but user still have option to use dynamic locking of extension, when not present on extension to avoid misuse and at the same time can dial from other extensions by using walk-in class of service. The extensions 31 & 32 will be only allowed to dial

number whose starting digits are not in denied table and the numbers in lower memory bank as well in upper bank, but their digits not same as denied table digits, they can still use dynamic locking. While all other extensions are allowed to use intercom and memory numbers in lower bank. By default all extensions are allowed for all calls.

3.4 Toll Call Control Night Mode :

In this normal or day mode the toll calls is governed by the programme as given above. While in the Night mode operation of the system, the toll call is controlled by Night Call Control, which has same programming but the initialisation code is 52 as explained below,

Pass-Word + 52 + Ex + 0/1/2/3 + hang up.

3.5 Call Pick-Up Group :

Your PBX has the facility for providing different pick-up groups for incoming calls. The extensions can be put in up to 10 groups and an extension can be in more than one group. All extensions can also be in single group. This programming is useful to create departmental grouping for call pick-up. To programme this feature dial as follows,

Pass-Word + 53 + G + Ex + Ex +... Ex and hang up

To reset all groups dial,

Pass-Word + 53 + * and hang up

To reset particular group dial,

Pass-Word + 53 + G + * and hang up

G Group number

Ex Extension number

For example, to put extension 30 and 31 in pick-up group-1 and 32 and 34 in group-2, dial :

Pass-Word + 53 + 1 + 30 + 31 + HF + 53 + 2 + 32 + 34 and hang up.

Now extension 30 & 31 are in group `1' while 32 & 34 are in group `2'.

A ring on extension can be picked up by another extension which is in the same pick-up group, by dialling `8'. To pick up an extension of a different pick-up group you will have to dial 8 + Ex. no.

3.6 Extension Barge-in Level Programming :

The barge-in feature is used to listen talks of an extension with other extension or trunk, and when an extension is barged-in conference is established. Barge-in cannot be done to already existing conference. The barge-in is level based and each extensions can have one of the four levels. The call privacy feature is absent only as the barge-in is level based so executive users can have call privacy always activated. The levels are 0-1-2 & 3, level 0 extensions cannot barge-in to any body but can be barged-in by level 1 & 2 extensions users. The level-1 extensions users can barge-in to level-0 extensions users without tone and level-1 extensions users with tone, but cannot barge-in to level 2 and 3 extensions users. The level-2 extensions users can barge in to level 0 and 1 extensions users without tone, level-2 extensions users with tone, but cannot barge in to level-3 extensions users. The level-2 users also have privilege of different ringing pattern when they call any other extensions. The level-3 is created specifically for data and fax extensions, level-3 extensions cannot barge-in to anybody or cannot be barged-in by anybody. This feature is programmed as follows,

Pass-Word + 54 + */Ex + L + hang up.

* All extensions

Ex Extension

L Level of the extension 0 to 3

For example, if extension 35 (fax extension) is to be kept at level-3, extensions 31 & 32 are executive extensions are to be kept at level-2, extension 30 at level-1 and rest in level-0 then programming is to be done as follows,

Password + 54 + * + 0 + 54 + 30 + 1 + 54 + 31 + 2 + 54 + 32 + 2 + 54 + 35 + 3 and hang up.

This will enable extensions 31 & 32 to barge-in to anybody without tone, each other with tone and 35 cannot be barged-in, with executive ring cadence when they dial other extension numbers. The extension 31 can barge-in to all extension without tone except extensions 31, 32 & 35. Always remember to programme * (for all extensions) programming first and different extension specific programming later, or the extension specific programming will be overwritten.

3.7 Trunk Group `0' On/Off :

The trunk lines are grouped for '0', '9', Direct access or Reserved incoming and the '0' lines access control to extensions is done by this programming. To programme '0' group trunk line access to extensions dial as follows,

Password + 55 + */Ex + 0/1 and hang up.

* All extensions

Ex Ext. No.

0 Access `Off'

1 Access `On'

For example, if extension 33 is to be barred from access to trunk lines in group `0' then dial,

Password + 55 + 33 + 0 and hang up.

This status can be changed if you programme :

Pass-Word + 55 + 33 + 1 + hang up.

Now extension 33 can dial `0' and access trunk lines of this group. By default '0' access is allowed to everybody.

3.8 Trunk Group `9' On/Off :

The '9' access group is reserved group and the access to extensions can be given in same way as '0' group explained previously, but with different coding as follows,

Pass-Word + 56 + */Ex + 0/1 and hang up.

* All extensions

Ex Ext. No.

0 `9' Access `Off'

1 `9' Access 'On'

For example, if extension 37 is to be barred from access to trunk lines in group `9', then dial,

Pass-Word + 56 + 37 + 0 and hang up.

Now when extension 37 dials `9' instead of getting dial tone of trunk lines on this group user will get an engage tone.

This status can be changed if you programme,

Pass-Word + 56 + 37 + 1 + hang up.

Now extension 33 can dial '9' and access trunk lines of this group. By default '9' access is disallowed to everybody.

3.9 Direct Access :

In addition to accessing trunk lines by dialling '0' and '9' it is also possible to access the trunk lines, directly by dialling the trunk numbers 27, 28 or 24, 25. The direct access can be given on selective basis as per individual extension and individual trunk line. The direct access will remain ineffective even '0' or '9' access is given to extensions and direct access can still be given to extensions even the trunk lines are in '0' or '9' group, but not for reserved incoming group trunk lines. To programme this dial as follows,

Pass-Word + 57 + */Ex + */Trk + 0/1 and hang up.

* First '*' is for all extensions and second '*' is for all trunks

Ex Extension number

Trk Trunk line number

0 Direct access off

1 Direct access on

For example, if extension 35 is to be given direct access of trunk line 27 & 28 and extension 31 is to be given direct access facility for trunk line 29 in 308 system then programme as follows,

Password + 57 + 35 + * + 1 + 57 + 35 + 29 + 0 + 57 + 31 + 29 + 1 and hang up

For 616 system do not programme as above as here 35 extension will have access to 24, 25 & 26 lines as well, so programme individually for each trunks and each extensions.

Now when extension 35 dials 27 or 28 and extension 31 dials 29, the extension user will get access to the respective line. By default all extensions are barred from using direct access.

3.10 Time out Programming for Extension :

This feature is incorporated to limit and aware the extension user for the time of talks on trunk lines for both incoming and outgoing calls, with time out twin beeps before the time limit is reached, on the time out enabled extensions. The time out duration can be programmed for an extension from 01 to 99 minutes with options of disconnecting the call or without disconnecting the call but beeps will always precede 10 seconds ahead of the timeout and will be repeated for extensions without disconnection feature. This can be programmed as follows,

Password + 58 + */Ex + TT + 0/1 and hang up

* All extensions

Ex Extensions

TT 01 to 99 Minutes

0 without disconnection

1 with disconnection

When the time out is programmed as 00 minutes this feature will get inactivated for that extension. To disable the feature for an extension dial as follows,

Password + 58 + */Ex + * and hang up

For example, the time out to be set for extension 34 as 3 minutes with disconnection, for extension 31 previously programmed for a time out is to be disabled, and for extension 36 as 5 minutes without disconnection, then programme as follows,

Password + 58 + 34 + 03 + 1 + 58 + 31 + * + 58 + 36 + 05 + 0 and hang up

This programming will disconnect all external incoming and outgoing calls for extension 34 after 3 minutes of talk time with preceding beeps. The extension 36 will get beeps ahead of 10 seconds, for every five minutes interval on all external incoming and outgoing calls. By default this feature is deactivated

3.11 DISA Call Receive Programming :

The extensions can be programmed not to receive DISA calls, when DISA on the trunk is active, and caller dials that deactivated extension number. The default setting is DISA call receive disable for all extensions, hence the programmer have to programme desired extensions DISA enable, while programming DISA activation on the trunk. This can be programmed as follows,

Password + 590 + */Ex + 0/1 and hang up

* All extension

Ex Extension

0 DISA receive disable

1 DISA receive enable

For example, the extensions 31, 32 and 34 are executive where the DISA calls should not come without screening and for rest extensions DISA call should be received, then programme as follows,

Password + 590 + * + 1 + 590 + 31 + 0 + 590 + 32 + 0 + 590 + 34 + 0 and hang up

3.12 DOSA Programming for Extension :

This feature activates DOSA capability to the extension user, using personnel password in a DISA call, along with globally DOSA activated in the system. This can be done by programming as follows,

Password + 591 + */Ex + 0/1 and hang-up

* All extension

Ex Extension

0 DOSA disable

1 DOSA enable

For example, the extensions 30 and 31 are required to be programmed for DOSA capability and rest are to disabled then programme as follows,

Password + 591 + * + 0 + 591 + 30 + 1 + 591 + 31 + 1 and hang up

By default all extensions are disabled for DOSA. Always enable global DOSA before activating DOSA for any extension.

3.13 Extension Programming Capability Setting :

This feature enables the extension to configure the system with appropriate password for system and user setting, as well as activating remote programming. The extension 30 & 31 will be enabled by default setting and 30 will always be enabled for programming apart from other extensions enabled by programming this feature. To programme this dial as follows,

Password + 592 + */Ex + 0/1 and hang up

* All extension

Ex Extension

0 Programming disable

1 Programming enable

For example, the extensions 32 and 34 are required to be programmed for programming capability apart from extension 30 then programme as follows,

Password + 592 + 32 + 1 + 592 + 34 + 1 and hang up

3.14 Extension Executive Status Programming :

This feature enables extension user to use most exclusive features of the system, for e.g. recording of extension conversation, listen the premise conversation by remote MICs, electric devices control and usage of these same features from DISA call with personnel password. This feature can be programmed as follows,

Password + 593 + */Ex + 0/1 and hang up

* All extension

Ex Extension

0 Executive features disable

1 Executive features enable

For example, the extensions 31 and 32 are required to be programmed for executive features then programme as follows,

Password + 592 + 31 + 1 + 592 + 32 + 1 and hang up

By default all extensions are disabled from using these features.

3.15 Caller ID Receive Programming :

The CLIP facility on extensions is to be activated when CLID phones are connected to the extensions. The CLID is given to extension irrespective of CLID card connected to the system but the only difference is that with CLID Card connected to the system, user will get CLID on incoming calls which are directly terminated or transferred to extensions, from CLID enabled Trunk line, with the same activated from P & T line, while without CLID card the extensions will get CLID of transferred calls for outgoing calls. The feature can be programmed as follows,

Password + 594 + */Ex + 0/1 and hang up

* All extension

Ex Extension

0 CLIP receive disable

1 CLIP receive enable

For example, the extensions 34 and 35 are having CLID phones are required for activation of this feature then programme as follows,

Password + 594 + 34 + 1 + 594 + 35 + 1 and hang up

Always enable this feature to extensions when CLID phones are connected to that extensions or the system resources are wasted and the ring cadence for the first ring will be different. By default all extensions are disabled for this feature.

3.16 Personnel Password Reset :

The extensions are required to use personnel password for many purposes and on first time usage of the extension the password is to be changed from default (5678) to a new password to enable dialing and to access various executive features. The personnel password can be and should be different for each extensions and global passwords. When the user forgets for some reason, the personnel password then programmer can reset the password to default one and user is required to re-programme from user's extension only. This can be done as follows,

Password + 595 + */Ex and hang up

* All extension

Ex Extension

For example, password of extensions 33 is to be reset then do as follows,

Password + 595 + 33 and hang up

3.17 Ring Switch Extension Programme :

This feature is used for switching the ringing extensions when call is terminated on extension in day mode or call is transferred to an extension in any mode. In day mode the incoming call is terminated to first free available extension and after certain ring, on no reply from this extension, the call is switched to another free available extension as per programming. The switching time or the ring count after which this switching is done is determined by this programming. The same is the case when the call is transferred to an extension in any mode, it comes back to transferee, on no reply from transferred extension after the programmed ring count. This feature should be programmed in such a way that the user's with habit of fast picking up the hand set, should have lesser ring count, and the extensions which are placed at a longer distance or with the user's having habit of picking up hand set slowly having more ring counts. This can be programmed as follows,

Password + 596 + */Ex + R

* All extension

Ex Extension

R Ring count 3 to 9 rings

For example, ring count of 3 & 9 is required for extension 31 & 34 respectively and at rest of places the ring count is to be 6 rings then dial,

Password + 596 + * + 6 + 31 + 3 + 34 + 9 and hang up

By default the ring count for all extensions are 7 counts.