Operating / Programming Manual & Warranty Document
PBX Model: *8120X*

We extend a warm welcome to you on becoming a part of the CCL Epabx family.
Our service support Engineers shall be working hard through our channel partners to ensure your satisfaction with the product and after sales services.
We welcome your feedback / query at info@cclepabx.com

Contents

NOTE- CCL Epabx reserves the right to alter equipment specifications and description contained herein and makes no commitment to update or keep current the information herein. All information herein is subject to change at any time without notice. No part of this publication shall be deemed to be part of any contract or commitment whatsoever.

- Product specifications and features are subject to changes without prior notice due to our constant endeavor to improve the product.
- All features mentioned in this manual are not part of standard systems. Some features need optional hardware/software up-gradation.
- Not every feature in this manual is likely to have been installed in your system or extension.

Introduction

All Junction lines of the PBX are Disabled in default. To enable them refer heading "Junction Line - Enable / Disable"

Model	Junction Lines	Extensions	Door Phones	Door Locks
8120X	Numbered as 1 to 8 having access code as #11, #12, #13, #14, #15, #16, #17, #18	- Numbered as 6001 to 6120 - 6002 is the Operator. - Programming can be done from 6001, 6002, 6003, 6004, 6005, 6006, 6007 & 6008	2 1 Door Phone consumes 1 Extension port.	1 Locks

Installation

Cabling
- All cables of the EPABX should be at least 6" away from the electrical cables.
- They should be at least 12" away from the area of high frequencies like tube light chokes, Electric Motors, etc. If it is not possible to avoid, then use shielded cables and earth the shield.
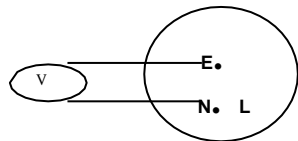- Maximum length of extension wires can be 400 mtr from PBX with 0.5mm Copper conductor cable.

Earthing
Earth connected to the EPABX should not have more than 5 volts on it.

| 3 PIN AC Plug | GOOD EARTHING | BAD EARTHING |

GOOD EARTHING
Voltmeter reading between N & E must be more than 100mV and less than 5V

BAD EARTHING
If voltmeter reading between N & E is more than 5V, do not run the CCL Epabx System on it.

Location
- The PBX should be installed in a well-ventilated area and at a place where there is no chance of liquid spilling over it or moisture getting into it (Like in the Bathrooms etc).
- Direct sun light should not fall on the PBX.
- The PBX should be installed on the wall at a minimum of 2 ft height from the floor.

Note**:** The Company's warrantee voids if the above points are not followed.

Front Panel Indications
LED Name   Description
POWER   Blinking means PBX is working on Mains AC or Battery.

Connections
The PBX has the following connectors on its side panel:

Connectors   Description

Door   - In default this connector is configured for Door Lock Operation.

- It can optionally be used for Paging through an external PA Amplifier or to record communication of one Extension/Junction at a time. This Option has to be mentioned while placing order with the company.
- For Door Lock operation, insert the 3 Pin stereo Plug here. The Shield point of the Plug is the common point. Whenever, Door Lock operation command is given by any Extension, the "Shield Point" shorts with the following points of the Jack**:**

Tip point of the Plug – in case of the 2nd Door Lock
Next to the Tip point of the Plug – in case of the 1st Door Lock
The above shorting acts as a simple switch.

Note**:** 2nd Door Lock operation is Optional.

Music For connecting External music for Music on Hold, insert the 3 Pin stereo Plug of the external Music source, here.

Paging For connecting PA system, insert the 3 pin stereo Plug of PA system.

COM   The Battery Lead provided with the system is to be connected here.
Connect 12V 7AH SMF rechargeable Battery. The RED wire is to be connected to the +ve Terminal of the Battery and Black to the –ve Terminal.
The battery connections are on Pin number 5 & 6. Pin 5 = Gnd and Pin 6 = + 24V DC.

CO 1 – CO 8   Terminate up to 8 Junction Lines here through a RJ Connector.

EXT 6001 – EXT 6120   Terminate up to 120 Extension wires over here through a RJ Connector.

RJ45 Connections for first 8 ports:
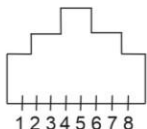
1, 4 = SLT
5, 8 = SLT
1, 2, 3, 4 = KTS
5, 6, 7, 8 = KTS

AC 220V   Connect the 3 pin main lead here. Make sure that the EARTH wire connected to it is coming directly from the point where EARTH is created.

Switch at the Bottom of the PBX
It is for switching the PBX ON / OFF. In OFF position the Batteries keep charging.

Note**:** The PBX is supplied RJ Connectors with short leads for terminating the cables to RJ Sockets. It is recommended to crimp RJ connectors directly to the cables in order to maintain the aesthetics.

Precautions:

- The Mains AC socket from where the PBX is given 220 V AC, should be separately made by taking direct connections from the MCB Box and no other Electrical appliance should be connected on this point.

Terminologies Used

JUNCTION LINES   -   Telephone Lines provided by the Department of Telecom.
EXTENSION LINES   -   Extension Lines mean the EPABX extension lines.

Programming the PBX

To program most of the feature mentioned in this manual, programming Password is to be entered from any of the first 8 extensions (6001, 6002, 6003, 6004, 6005, 6006, 6007 & 6008) through the following command:

        #∗0000   (Here, 0000 is the default Password)

In case of any mistake while programming, dial ∗ to reset or else keep the Handset down and pick up again.

Whenever a correct input is entered, PBX will give one single acceptance tone and when wrong input is given, it will give three tones.

Alarm

An Extension user can set an Alarm, when alarm time matches current time of PBX, extension will ring. Once extension is offhooked ring will stop and alarm is cleared.

To set Alarm Dial: #85 A/P HH MN #
                Where HH= Hour (01-12)
                        MN= Minute (00-59)
                        A/P= 0 for AM, 1 for PM.
To clear Alarm: # 85 #

Allowed Table

Numbers to be allowed to extensions whose L = 0, are to be defined in this table. For value of L refer "Junction Dialing Controls".

This table has 16 Locations.

Procedure: Dial #∗0000 + 43 QQ ABCD#
                Where QQ= 01 to 16 (16 Locations of the Table)
                        ABCD= The starting 4 digits of the Tel numbers to be allowed to extension.
                        For less than 4 digits, dial # at the end of digits.
To clear this Table: Dial #∗0000 + 43 #
To clear a particular location of this table: Dial #∗0000 + 43 QQ #

Auto Call Back

From Busy Junction Lines

To get a call back when any of the busy Junction lines get free, following is the procedure:

        Dial 0/8
        Get engaged tone
        Dial #
        Keep the handset down.

As soon as any one of the busy Junction lines gets free, the Extension will ring. It will ring once and the user can pick handset within 10 secs to get connected to the Junction line.

From Busy Extensions

To get a call back when any of the busy Extension gets free, following is the procedure:

        Dial Extension Number
        Get engaged tone
        Dial # and Keep the handset down.

As soon as the busy Extension gets free, the called and calling Extensions will ring simultaneously. User can pick handset within 10 secs to get connected to each other.

Auto Call Disconnection

Selected extensions can be programmed to disconnect Out going Junction call after talking for a set time.

Procedure: Dial #∗0000 + 6 NNNN TT #
                Where, NNNN= Last 3 digits of the Extension Number.
                        TT= 01 to 99. Time in minutes after which the Junction call is to be disconnected.
Note: In default there is no restriction.
        : This auto call disconnection is not applicable on incoming Junction calls.
To cancel this feature: Dial #*0000 6 NNNN 00 #

Auto Attendant Operations

When the PBX is operated in this mode, the Junction caller gets a welcome message.
By default, built-in auto attendant is called "Internal".

SD card can be used to provide multi-layer auto attendant feature for up-to 2 layers.
Three types of messages can be recorded for the following 3 conditions:

> Welcome Message (10 sec)
> Busy Message (5sec)
> No Answer Message (5 sec)

Auto Attendant Enable/Disable:
To set Junction in Auto Attendant Mode:
>   Dial #*0000 10J#   Where J= Junction number (1-8)
To set Junction in Direct Ring mode:
>   Dial #*0000 11J#   Where J= Junction number (1-8)

Set Auto Attendant Msg Type-
#* 0000 + 25 J N #
Where J= junction number (1-8)
>   N=0, for Normal auto attendant (Internal) (Default)
>   N=1, for Multilayer auto attendant msg 1 (SD_CARD-1)   (Refer to SD Card programming)
>   N=2, for Multilayer auto attendant msg2 (SD_CARD-2)   (Refer to SD Card programming)

Note: In default all the Junction lines are in Direct Ring Mode
>   : When a junction is set in "Auto Attendant Mode", "Direct Ring Mode" automatically gets cancelled.

Busy Message ON/OFF:
The facility of playing busy message can be turned ON or OFF.
To turn ON Busy Message: Dial #*0000 124#
To turn OFF Busy Message: Dial #*0000 + 134#

Ring Time Setting:
This is the time for which call will ring on dialed extension.
>   Dial #*0000 + 496 TT #   where TT is time duration in seconds (01-99)

Extension Number Dial Timeout:
After the welcome message is played, the user must dial an extension number within this time period.
If no extension number is dialed, then the message can either be repeated or call can be transferred to an extension.
>   Dial #*0000 + 160 TT #   where TT is time duration in seconds (01-10)

Auto Attendant Mode Settings
1. Options when caller doesn't dial any number / dials a wrong number:
>   a) **Disconnect Junction Line:** # * 0000 160 #
>   b) **Transfer the call to Operator:** # * 0000 161 #
>   If operator is busy, call will ring as per programmed junction landing in Simultaneous/ Round Robin.
>   c) **Transfer the call as defined in Junction Landing:** # * 0000 1616 #
>   **Default**: Call is transferred to Operator.

2. Options when called extension in busy or not answered:
>   a) **Disconnect Junction Line:** # * 0000 166 #
>   b) **Transfer the call to Operator:** # * 0000 1660 #
>   If operator is busy, call will ring as per programmed junction landing in Simultaneous/ Round Robin.
>   c) **Transfer the call as defined in Junction Landing:** # * 0000 1666 #
>   d) **Play Welcome Message again:** # * 0000 1665 #
>   **Default**: Call is transferred to Operator.

Auto Attendant Ring Time if Not Answered

If Incoming call is not answered within 40 secs, the call is released by PBX. This time can be changed by Ring time setting for Auto attendant Voice message mode ringing time.

Auto Attendant Night Message

When PBX is set in Night Mode and SD Card and Auto Attendant feature is enabled, a night mode message can be played to the caller on junction.

In SD Card, night message is to be store with the following name :
>   " 022-Night msg.mp3"

Programmable option exists if incoming call is to be disconnected after message is played, or ring is to be sent according to junction landing programming.

#(0000 + 44 JK M #

Where J = Junction number 1 – 8

      K = 0 (Night Message Disabled) , 1 (Night Message Enabled)

      M = 0 (Disconnect call after message played)

          1 (Ring as per programmed Simultaneous/ Round Robin)

Note : PBX to be in night mode for this message.

Auto Attendant Voice message

There is two source of auto attendant playing mode; both can be used simultaneously for playing msg at 2 junctions-

    1- Internal

    2- SD-Card (Optional) *(Also Refer to SD Card programming for enabling and mode setting)*

NOTE: To use *SD-Card* as auto attendant, refer to SD Card programming for enabling and mode setting.

For Internal Mode-

Three types of messages can be recorded for the following 3 conditions**:**

        Welcome Message (10 Secs)

        Busy Message (5 Secs)

        No Answer Message (5 Secs)

Procedure to record messages

    Dial #∗0000 + 12 M #

    Here, M = 1 for Welcome Message (10 Secs)

          2 for Busy Message (5 Secs)

          3 for No Answer Message (5 Secs

    Recording starts after a confirmation beep. There will be a second beep for recording end.

To listen to the recorded message**:**   Dial #∗0000 + 13 M # - listen to the message

To delete all messages**:**   Dial #∗0000 + 11 #

For SD-Card Mode-

For Normal Auto attendant-

(Also Refer to SD Card programming for enabling and mode setting)

Set SD-Card playing mode as normal auto attendant mode-

#* 0000 + 25 J 0 #

Where J= junction number (1-8)

Format SD-Card with FAT16/FAT32 format and make a folder named- **01**

Put these 3 files with File name in folder 01-

- 001-welcome msg.mp3   (20secs)

- 002-Busy Msg.mp3   (8secs)

- 003-No answer msg.mp3   (8secs)

Note- File name before - (dash) is fixed after that it can be any name and file extension must be **.mp3**

Multilayer auto attendant setting (Optional, Can be used only when SD-Card is installed)-

Set SD-Card playing mode as normal auto attendant mode-

#* 0000 + 25 J N#

Where J= junction number (1-8)

    N=1, for Multilayer auto attendant msg 1

    N=2, for Multilayer auto attendant msg 2

Set Auto Attendant dialed key functions for level 1 and level 2 -

#* 0000 + 27 L K xx #

Where L= Auto attendant level (1-3)

    K=Dialed digit (0-9)

    xx=00, for ext dialing (only for level 1 and 2)

    xx=(01-32) for one termination ext

    xx=33 for default termination (operator)

    xx=34 for UCD group 1 termination

    xx=35 for UCD group 2 termination

    xx=(36-51) for level 2 msg1 to msg16 (only for level 1 and 2)

Step1- Set SD_CARD play mode as auto attendant.
Step2- Set auto attendant mode for junction as multilayer1 or multilayer2.
Step3- Define UCD group if needed.
Step4- Program the key operation for level 1, level 2 and level 3.

For Multilayer Auto attendant-
Format SD-Card with FAT16/FAT32 format and make a folder named- **01**
Put these files with File name in folder 01-

- 004-Multi layer AA msg1.mp3   (60secs)
- 005-Multi layer AA msg2.mp3   (60secs)
- 006-AA Level2 msg1.mp3   (23secs)
- 007-AA Level2 msg2.mp3   (23secs)
- 008-AA Level2 msg3.mp3   (23secs)
- 009-AA Level2 msg4.mp3   (23secs)
- 010-AA Level2 msg5.mp3   (23secs)
- 011-AA Level2 msg6.mp3   (23secs)
- 012-AA Level2 msg7.mp3   (23secs)
- 013-AA Level2 msg8.mp3   (23secs)
- 014-AA Level2 msg9.mp3   (23secs)
- 015-AA Level2 msg10.mp3   (23secs)
- 016-AA Level2 msg11.mp3   (23secs)
- 017-AA Level2 msg12.mp3   (23secs)
- 018-AA Level2 msg13.mp3   (23secs)
- 019-AA Level2 msg14.mp3   (23secs)
- 020-AA Level2 msg15.mp3   (23secs)
- 021-AA Level2 msg16.mp3   (23secs)
- 022-Night msg.mp3   (23secs)

Note- File name before - (dash) is fixed after that it can be any name and file extension must be **.mp3**

Auto Day/Night Mode

Enable Auto Day/Night mode for particular day-
Dial- #* 0000 + 56 D X#
Where D= Day (1for Sun, 2 for Mon, …. 7 for Sat)
        D= 0 for Enable/Disable for all days
        X = 0 for Disable, 1 for enable

Setting time for Auto Day/Night mode-
Dial- #*0000 + 57 D A/P HH MN + A/P HH MN #
Where D= Day (1for Sun, 2 for Mon, …. 7 for Sat)
        A/P – 0 for AM, 1 for PM
        HH- Hour (01-12)
        MN- Minute (00-59)
1st A/P HH MN is for Day mode time, 2nd A/P HH MN is for Night mode time.

Barge-In

Extension number 6001 and 6002 has the facility to barge into any Extension or Junction Line and over hear or talk in conference.
#*0000+22 NNN# to add a Ext Number in barge in allowed table. (Maximum 5 extns) default is 6001,6002
#*0000+22# to reset it default 6001 and 6002.
To listen to a Junction line, dial # 7 J (J = 1 to 4, the Junction to be barged into)
To listen to an Extension, dial # 79 Ext Number

Call Forward

There are two types of Call Forwarding:
Call Forward Always
An extension can divert all incoming calls to another extension by dialing #81 XXXX from its own extension. Where XXXX is the extension number where calls are to be diverted. XXXX can be 1-4 digits flexible number.
To clear this Call Forward Always feature: Dial #81#
This feature can also be programmed from any of the Programming Extensions as explained below:

Dial # 26 NNN XXXX

        Where, XXXX= Extension number where Calls are to be forwarded. Flexible number (1-4 digits long)

        NNN= the last 3 digits of the original Extension.

Dial # 26 NNN # (To clear the feature of NNN Extension from any of the programming Extension)

Dial # 26 # (To clear the Call Forward Always feature of all the extensions. To be dialed from any of the progm. Ext)

Call Forward When Busy / No Answer (This can also be used as Round Robin feature - Refer "Junction Line Ring Assignment")

If calls are to be diverted only when the Extension is busy or is not answering, then:

    Dial # 82 XXX from its own extension. XXX= Extension where calls are to be Diverted.

To clear this Call Forward**:** Dial #82#

This feature can also be programmed from any of the Programming Extensions as explained below**:**

    Dial # 27 NNN XXXX

        Where, XXXX= Extension number where Calls are to be forwarded. If flexible numbering is done then enter the Flexible number. **If the Flexible number is say 26 then XXXX will be = 26 & not 026.**

        NNN= The last 3 digits of the **original Extension number (Not the flexible number**)

    Dial # 27 NNN # (To clear the feature of NNN Extension from any of the programming Extension:

Note**:** To cancel all type of Call Forwarding, DND, Auto Call Back, Alarm clock of own Extension:

    Dial # 80 from its own extension

  : To cancel Call Forwarding Busy / No Answer of all the extensions**:**

    Dial # 27 # from any of the programming Extensions.

  : To cancel all type of Call Forwarding of all the extensions:

    Dial # 25 # from any of the programming Extensions.

  : To retain the Call Forwarding programming after the PBX is switched ON/OFF,

    Dial #∗0000 + 171 #   (This is the default setting in the PBX)

  : To lose the Call Forwarding programming after the PBX is switched ON/OFF,

    Dial #∗0000 + 170 #

Ring Time change in Call Forward When Busy / No Answer

The ring time on extension, in case of Call Forward, can be changed using the following program:

   Dial #∗0000 + 184 TT #

     Where, TT= 01 – 99 Ring Time in seconds

Default value = 20 secs

Note: The time entered here, should be less than the Internal Call Ringing Time.

Call Pick-Up

PBX has various codes for call pick up as detailed below:

    Dial 5 or Dial # 9 - To pick up an incoming Junction call ringing on another extension,.

      It will pick the calls in following priority

        Junction call being transferred

        Alerting Call

        Incoming Junction Call ringing

        Parked Call

        Junction Call on Hold

        Door Phone Call

        Internal Call

    Dial # 3 XXX - To pick the call ringing on a particular Extension.   Here, XXX = Extension Number

    Dial # # - To pick the parked call. The 1st parked call gets picked first. This same code is also used for parking a Junction call.

Note- Call Pick up by 5 will work only when there is no flexible numbering is starting by 5. If any flexible numbering is done which is started with 5 then call Pick up by 5 gets automatically cancelled.

Call Parking

One or more Junction calls can be parked from any extension.

Procedure**:**   Dial FLASH + # # - While talking on a Junction line, to park the call.

    One or more Junction calls can be parked from any extension by dialing FLASH + ##

    Dial # # - from the same extension or from any other extension, to retrieve the first parked call.

    Dial # 9 from the same extension or from any other extension, to pick up calls in the following sequence:

        Junction call being transferred

        Incoming Junction Call ringing

        Parked Call

        Junction Call on Hold

        Door Phone Call

Internal Call

Call Parking Hold time can be changed through the following program**:**
Dial #∗0000 + 186 TT #   Where, TT= 01 to 99. (01 means 10 Secs and 99 means 990 secs)
In default the value is 10 i.e., 100 secs.

Checking Extension Number + PBX Version

To know the extension number of an extension or PBX date or PBX time, do the following**:**
From SLT extension having CLI Telephone Set
Dial # 62 and keep the handset down.
The extension will ring and its number shall be displayed on the CLI phone. The display may show a 5 digit number. In that case the last 3 digits would be the Extension number.

Dial # 64 – To see the **PBX version**
In case of SLT phone 1st 4 digits are for Main card version & next 4 digits are for CLI card Version.
If a card is not present or its version status is unavailable then 0000 will displayed.
In case of KTS phone system version is displayed as given below-
SYS Version (3 digits)/CLI version (3 digits)

From SLT extension having Telephone Set w/o CLI
Dial # 60 – to know the last 3 digits
Hear tones denoting 2 digits of Extension number.
Example**:** If the extension number is 6001, you will hear 10 Tones and then 1 Tone with a gap of 1.5 secs.
10 Tones indicate digit number 0 and 1 Tone indicates digit 1.

CLI (Calling Line Identification)

The incoming Junction call telephone number is displayed on the LCD of the CLI phone on which the defined Junction call rings. This feature will work with Telephones having CLI feature.

CLI Transferable / Internal CLI

When a Junction call is transferred from an extension to another extension, the external telephone number is displayed on the LCD of the CLI phone. When an extension calls another extension, Extension number is displayed on the LCD of the CLI phone.

CLI – Digits addition

Some CLI Telephones caNNNot display less than 4 digit numbers. In that case if the PBX extension numbers are less than 4 digits then additional dummy Zeros need to be added by the PBX.
Procedure**:**
To Enable, Dial #∗0000 + 180 1 #
To Disable, Dial #∗0000 + 180 0 #
Note- If CLI digit addition is enable then if extension is of 2 digits then 2 dummy zeros are added before extension number and if the extension number is of 3 digits then a zero is added before the extension number.
Default: Disabled

CLI Receiving Mode (DTMF / FSK)

The system senses CLI on Junction lines in DTMF mode or FSK mode.
NOTE : Make sure the jumper SIP2 on CLI card is shorted. There will be no CLI received from Junction without it.
Procedure**:**
Dial #*0000 + 181 J 0# for FSK mode
Dial #*0000 + 181 J 1# for DTMF mode
Where J is Junction number 1,2,3,4,5,6,7,8
To read CLI before ring-
Dial #*0000 + 1812#   for DTMF mode
Dial #*0000 + 1813#   for FSK mode
Default: FSK mode

CLI Transmitting Mode (FSK)

The PBX generates CLI on Extensions in FSK mode in default.
For other modes, program is**:**   Only FSK CLI Transmit mode.

Conference – Internal

An extension user can establish a conference with other extensions.
All extensions can come into conference as well, there is no limitation of users.
Process: **Dial *1 + Ext No** to dial the first extension of conference.
Now any of the two can directly dial an Ext No to take that extension into conference.

An extension can be allowed or Disallowed to initiate conference.

Procedure: #*0000 890 NNN X#   Where, NN= the last 3 digits of the original Extension

                                    X= 0 - To Disallow

                                      1 - To Allow

Conference with 1 Junction & 1 Ext

An extension user can establish a conference with an extension and a Junction line.

Process**:** During conversation with a Junction line, Hook-Flash from SLT or **HOLD** Key from KTS to hold the line.

      Then dial ∗ Ext No from SLT/KTS

       Or Press **CONF** key and dial Ext No. from KTS

Conference with 2 Junctions

An extension user can establish a conference with 2 Junction Lines**:**

        Process**:** During conversation with a Junction line - Hook-Flash from SLT or **HOLD** Key from KTS - ## (To park the Call) – 0 – Tel No (who is to

            be included in conferencing) – Hook Flash - # ∗ - Now all 3 party can talk to each other.

            When Ext keeps the Handset down, the conference ends.

Date and Time setting

To set Date and Time-

Dial- #*0000 + 28 YY MM DD A/P HH MN D #

Where YY- year

        MM- Month (01-12)

        DD- Date (01-31)

        HH- Hour (01-12)

        MN- Minute (00-59)

        A/P- 0 for AM, 1 for PM.

        D- Day (1for Sun, 2 for Mon, …. 7 for Sat)

Day / Night Mode

The PBX can be configured in 2 sets of programming. One for the day mode and one for the night mode.

To change the system to Day Mode, Dial # 20

To change the system to Night Mode, Dial # 21

Default**:** Day Mode.

Note**:** The command can be given from the programming extensions only i.e., 6001, 6002, 6003, 6004, 6005, 6006, 6007, 6008.

Denied Table – A

Numbers to be disallowed to extensions whose L = 4, are to be defined in this table. For value of L refer "Junction Dialing Controls".

This table has 16 Locations.

Procedure**:**   Dial #∗0000 + 41 QQ ABCD#

                  Where QQ= 01 to 16 (16 Locations of the Table)

                      ABCD= The starting 4 digits of the Tel numbers to be denied to extension.

                      For less than 4 digits, dial # at the end of digits.

To clear this Table: Dial #∗0000 + 41 #

To clear a particular location of this table: Dial #∗0000 + 41 QQ #

Denied Table – B

Numbers to be disallowed to extensions whose L = 5, are to be defined in this table. For value of L refer "Junction Dialing Controls".

This table has 16 Locations.

Procedure**:** Dial #∗0000 + 42 QQ ABCD#

            Where QQ= 01 to 16 (16 Locations of the Table)

                ABCD= The starting 4 digits of the Tel numbers to be denied to extension.

                For less than 4 digits, dial # at the end of digits.

*To clear this Table***:** Dial #∗0000 + 42 #

*To clear a particular location of this table***:** Dial #∗0000 + 42 QQ #

Do Not Disturb (DND)

In DND mode, no one can call the DND extension

PROCEDURE:

 From SLT phone- Dial # 83

        To cancel DND, simply lift Handset.

For KTS phone DND can be activated/deactivated by pressing FWD/DND button. When FWD/DND key is pressed 1st time DND will be activated and LED of DND button is red, when DND is activated and FWD/DND button is pressed then DND will deactivated and LED of DND button is OFF.

Default: Normal Mode

Door Phone

Upto 2 Door Phones can be connected to the PBX.

Open the back cover of the Door Phone and connect 2 wires on the Terminal block.

These 2 wires are to be connected to any of the Extension port (from 6001 to 616) of the PBX.

To define the Extension as the first Door Phone extension, program as below:

    Dial #∗0000 + 80 NNN #

      Where, NNN= 01 – 32 (Representing the Extension numbers from 6001 to 632)

To define the Extension as the second Door Phone extension, program as below:

    Dial #∗0000 + 81 NNN #

      Where, NNN= 01 – 32 (Representing the Extension numbers from 6001 to 632)

To make the first Door Phone extension as a normal Extension, program as below:

    Dial #∗0000 + 8000 #

To make the second Door Phone extension as a normal Extension, program as below:

    Dial #∗0000 + 8100 #

Door Phone ring assignment

    Dial #∗0000 + 82 NNN # - To assign extensions to ring when Door Phone calls.

        Where, NNN= 03 – 32 (Representing the Extension numbers from 6003 to 632)

      Repeat the program for up to 6 Extensions maximum.

    Dial #∗0000 + 82 # - To clear all programmed extensions for Door Phone calls.

Default: Extension 6001 and 6002 are assigned Door Phone Calls and these extensions caNNNot be removed from Door
      Phone Calls ringing.

Note: Maximum 8 Extensions can be defined for Door Phone call. Out of these 8, two extensions 6001 and 6002 are fixed.

    : Extensions caNNNot initiate call to talk to Door Phone.

Door Lock

The PBX has Stereo Jack marked as "Door". Although Stereo Pin has 3 connections but only 2 connections are used. The Shield point and any of the other 2 points.

These 2 points of the Jack basically work as a switch to complete the circuit for supply to Door Lock.

To set the Time duration for which the Door Lock circuit is to be operated, program as below:

    Dial #∗0000 + 185 TT #

       Where, TT= 01-99 (04 means 0.4 Secs)

Default: TT= 04

Operating Procedure:

The door Lock can be operated in 2 modes.

1. While talking to the Door Phone, Press ∗1 for the first Door Lock, *2 for second Door Lock
2. Directly:

    Lift Handset and dial #10 (Door Lock 1) / #19 (Door Lock 2)

Emergency Call

When any extension dials # 88, all extensions start ringing. All extensions get connected to the extension who had dialed the Emergency code. All can talk in conference.

Ethernet Card for Call Details on PC

Ethernet Card can be connected to the PBX to view the Call Record / Program the PBX from any Computer present on the LAN network.

Enable Ethernet Card in PBX :

    #(0000 + 889 + X + #

        Where X = 0 to Disable Ethernet Card

           1 to Enable Ethernet Card

Set IP Address of Ethernet Card :

IP address of ethernet card is to be set according to the Network IP Address Series.

This IP address should be unique. No other device in the same network can have the same IP Address.

    #(0000 + 886 + xxxyyyzzzaaa + #

        Where xxxyyyzzzaaa = IP address to be set

        E.g. If IP address to be set = 192.168.1.200 then programming is as below:

#(0000 886 192168001200 #

Set Gateway IP Address of Ethernet Card :
Gateway IP address of ethernet card is to be set according to the Network Gateway IP Address.

    #(0000 + 887 + xxxyyyzzzaaa + #

        Where xxxyyyzzzaaa = IP address to be set

        E.g. If IP address to be set = 192.168.1.100 then programming is as below:

           #(0000 887 192168001100 #

Setting up the Computer Application
The Computer Application can be downloaded from **http://www.**cclepabx.com

Once running, the IP Address of the Ethernet Card is to be added in the Computer Application.
Restart the application and the connection should be established on it's own.

Note: The PBX will store a maximum of 2500 call records in its memory.

Extension to Extension call

Extension numbers in default are from 6001 to 6120 and can be changed to 2 digits, 3 digits or 4 digits numbering as explained under the heading "Flexible Numbering".

Extension to Extension Call Barring / Hotel Version

Any extension can be programmed to be an Admin ext. On doing so, remaining extns can only call Admin extns, and cannot call any other extns. Whereas, Admin extension can call any extension.
This feature can be used in Hotels, where the Admin extension can be that of Hotel Reception, Kitchen, etc.

Procedure: Enable Feature: #*0000 87 X #   where, X = 0 to Disable Hotel version

                                  = 1 to Enable Hotel version

        Setting an ext as Admin: #*0000 891 NNN X #

                            where, NNN = Last three digits of original extension number

                                  X = 0 to Disable ext as Admin

                                    = 1 to Enable ext as Admin

Flash Time setting

The Flash time of the PBX can be changed as described below:
Dial #*0000 + Dial 00 L #

        Here, L= 1 (for 0.8 secs)

                 2 (for 1.0 secs)

                 3 (for 1.2 secs)

                 4 (for 1.5 secs)

                 5 (for 1.8 secs)

Default: 0.4 Secs

Flexible Numbering

Extension numbers can be changed to a desired number of 2 digit, 3 digit or 4 digits from 11 – 9999.
The numbering can either be 1digit, 2digit, 3 digits or 4 digits in any combination.
The flexible number cannot begin with digits 0.
Procedure**:**

    Dial #*0000 9000 # (This also resets all the flexible numbering of the PBX)

    Dial #*0000 9 NNN ABCD #

                Where, NNN = Last 3 digits of the original extension number (This original number always remains the one that is printed on the MDF, even if flexible numbering is done).

                    ABCD = The new Extension number. For less than 4 digits, dial # at the end Of Extension Number.
Note: If a 3 digit flexible number is made, ensure that numbering of all 120 extensions is changed to 3 digits. Otherwise there will be a four second delay while dialing to some extensions.

If all the new numbers to be made in sequence then following programming can be done with single program. This avoids lengthy programming:

    Dial #*0000 + 9000 L K #

                    Where, L = Length of new numbers – 4 digits

                        K = First digit of the new numbering. If K=2 then the numbering will become 2001

                          Onwards. Then all those Numbers can be changed through the following programming.
Default: 6001,6002, to 6120

Hold Music

There are 3 type of Hold Music in the PBX. Any one of them can be assigned or they all can be assigned to play.
Internal Hold Music
This is default setting for Hold Music.
SD Card Hold Music (Optional) (*Also Refer to SD Card programming for enabling and mode setting*)
Hold music can be played via SD card, for setting see SD Card Playing Modes
Format SD-Card with FAT16/FAT32 format and make a folder named- **02**
Put the file with File name in folder 02-

- 001-Hold Music.mp3   (This file will play in loop continuously)

Note- File name before - (dash) is fixed after that it can be any name and file extension must be **.mp3**

External Hold Music
External Hold music can be connected to the PBX by terminating the external source on 3 Pin Stereo Jack marked as "Music" on the PBX side panel. On inserting a 3 Pin Stereo Jack, the internal source gets disconnected.

Hot Line to Junction

Some or all extensions can be programmed to get Junction Line on lifting the Handset.
To dial internal numbers, dial ∗ on lifting the Handset. You will get internal dial tone of the PBX.
To program an extension to get a free Junction line on lifting handset,

Dial #∗0000 + 20 NNN#

Where, NNN= last 3 digits of Extension numbers that is to be programmed for Direct Junction Access.

Dial #∗0000 + 20 # - To convert all Extensions in "Hot Line to Junction" mode
Dial #∗0000 + 21 NNN # - To convert NNN Extension in normal mode.
Dial #∗0000 + 21 # - To convert all Extensions in normal mode.

Note**:** When all Extensions are converted to Hot Line then to get into the Programming mode, lift Handset – dial ∗ # ∗ 0000 + Whatever Programming to be done.
Default: Normal Mode

Hot Line to Extension

Some or all extensions can be programmed to get connected to an Extension, on lifting the Handset.
To dial internal numbers, dial ∗ on lifting the Handset. You will get internal dial tone of the PBX.
To program an extension in this mode,

Dial #∗0000 + 883 NNN XXXX#

Where, NNN= last 3 digits of Original Extension numbers that is to be programmed for this feature.

XXXX = Extension number to which call will land in Hotline feature..

Dial #∗0000 + 883 # - To convert all Extensions in "Hot Line to Extension" mode. This also sets hotline landing extension to Operator.

Dial #∗0000 + 884 NNN # - To convert NNN Extension in normal mode.
Dial #∗0000 + 884 # - To convert all Extensions in normal mode. .

Note**:** When all Extensions are converted to Hot Line then to get into the Programming mode, lift Handset – dial ∗ # ∗ 0000 + whatever Programming to be done.
    In Default, if Hot Line to Extension mode is set then all hotline calls will land on operator.
Default: All extension is in Normal Mode.

Junction Access Codes / Change

Junction lines can be accessed in rotation by dialing 0.
To access a particular Junction line, dial #11, #12, #13, #14, #15, #16, #17, #18 (#11 represents the first junction Line and #18 the last one) from SLT or KTS.

Or one touch junction access using KTS by pressing corresponding CO Key.

Junction Access in Circular / Sequential Mode

In case of dialing out on the Junction Lines, PBX can be configured to work in either of the following 2 modes:

Mode	Description
Circular	When an extension dials 0, the PBX will allot Junction numbers 01. Next time any Extension dial 0, Junction number 02 will be allotted. Then 03 Then 08 …..Then 01.
Sequential	When an extension dials 0, the PBX will allot Junction numbers 01. Next time any Extension dial 0 and if Junction 01 is free then Junction 01 will be allotted. Junction number 02 will be allotted only when Junction 01 is engaged.

Programming**:** To program in Circular mode, Dial #∗0000 + 0620 #
                To program in Sequential mode, Dial #∗0000 + 0621 #
Default: Circular Mode

Junction Access Control

Every Extension can be programmed to access one or all of the 4 Junction Lines.
The access to each Extension can be different in Day mode and Night mode.
Procedure**:**

  Dial #∗0000 + 70 J NNN X # (For Day Mode access)

  Dial #∗0000 + 71 J NNN X # (For Night Mode access)

    Where, J = 1, 2, 3, 4, 5, 6, 7 or 8 representing the 1st, 2nd, 3rd, 4th , 5th, 6th, 7th & 8th Junction Line.

        NNN = Last 3 Digits of Extension Number

        X   = 0 to allow Junction access

           1 to Disallow Junction access.

Dial #∗0000 + 70 J X # (To allow/disallow all extensions to access "J" Junction in Day Mode)

Dial #∗0000 + 71 J X # (To allow/disallow all extensions to access "J" Junction in Night Mode)

Dial #*0000 + 70 NNN X# (To allow/disallow all junction for NNN extension in Day Mode)

Dial #*0000 + 71 NNN X# (To allow/disallow all junction for NNN extension in Night Mode)

Default: All extensions are allowed to access all the 8 Junction Lines in both Day and Night mode.

Junction Dialing Controls

Junction dialing facility can be controlled Extension wise as below**:**

    Dial #∗0000 + 40 NNN L #

    where, NNN= Last 3 digits of Extension number.

           L = 0 - The Extension can dial only the numbers starting with digits defined in "Allowed Table"

              1 - The Extension can dial all numbers.

              2 - The Extension can dial all numbers except for ISD numbers.

              3 - The Extension can dial all numbers except for STD numbers.

              4 - The Extension can dial all numbers except for the numbers starting with digits defined in "Denied Table-A"

              5 - The Extension can dial all numbers except for the numbers starting with digits defined in "Denied Table-B"

              6 - The Extension caNNNot dial out but can make internal calls.

To give all extensions the same L value: Dial #∗0000 + 40 L #

Note**:** In default: all extensions are in L = 1 mode.

Junction Call Hold + Transfer + Making multiple calls

To transfer a Junction line to another extension, FLASH and dial the Extension number while talking on the junction line.
Now there can be following 4 conditions:
1.   When called extension lifts, calling extension can converse and then keep the Handset down. The Junction call will then get transferred.
2.   Called extension lifts but doesn't want to talk then he may keep the Handset down.
     The call will come back to the transferring extension.
3.   The called extension is ringing but not lifting the Handset. Keep the Handset down.
     The call will ring on the called extension for 25 secs and if not answered it will ring back on the transferring extension. Now if the Transferring extension is busy, the Junction call will keep waiting for the Transferring extension to get free.
4.   On dialing an engaged extension user would get engaged tone. During the engaged tone user can FLASH and get Connected to the Junction line, This is the default setting in the PBX.

    Alternately the user can change to the following mode**:** If the called Extension is engaged, the user will hear 2 tones. Now FLASH from SLT/ Press **HOLD** key form KTS to get back to the Junction line. If FLASH from SLT/**HOLD** key is not pressed form KTS is not done within 10 secs, the Junction line will get connected.

    Programming**:**   Dial #∗0000 + 830 #

    To shift back to the default setting, Dial #∗0000 + 831 #

Making two or more Junction calls from SLT

While talking on one Junction line,

    FLASH from SLT/ Press **HOLD** key form KTS

    Dial ## - To park the call

    Dial 0 to take another Junction

    Dial the required Telephone number

    FLASH from SLT/ Press **HOLD** key form KTS

    Dial ## - To retrieve the first parked call

    Similarly, more calls can be made.

Junction Dialing Delay Time

This is the time after the last digit dialed by an extension on Junction Line.
It is 7 secs in default.
The PBX assumes call maturity from after the lapse of this time.
The FLASH from SLT/ Press **HOLD** key form KTS function to hold an Incoming Junction call starts working after the lapse of this time.
To change this delay time: Dial #∗0000 + 03 TT #   Where, TT= 01 to 99 secs. Default value = 07 (7 secs)

Junction Grouping

Two set of Junction groups can be made. One group can be accessed say by dialing 0 and the other group of Junction lines by dialing 8.
Programming:

Dial #∗0000 + 50 J G #

Where, J = 1 - 8 Junction number to be set in Junction Group.. More than one Junction can be defined in a group by repeating this program. By default, all junctions are in Group 1 (accessed by 0).

G = 0 or 8. Group 0 is accessed by dialing 0; group 8 is accessed by dialing 8.
By Default all Junction Lines are in Zero group.

Other Options
Programming procedure

Dial #∗0000 + 54 1 # - PBX will allot other Group Junction line if all Junctions of accessed Group are busy.
Dial #∗0000 + 54 0 # - PBX will allot engaged tone if all Junctions of accessed Group are busy.
Default: PBX will allot other Group Junction line if all Junctions of accessed Group are busy.

Junction Line Ring Assignment

Junction lines incoming ring can be set in the following 2 modes**:**
Auto Attendant Mode (PBX gives Welcome message. Refer "Auto Attendant Mode Setting" for this.)
Direct Ring Mode (Calls land on Operator or defined extensions in Simultaneous Ring mode or Round Robin Ring mode)

Direct Ring Mode (Simultaneous / Round Robin)

To set Junctions in Direct Ring mode, following are the programs**:**
Dial #∗0000 + 11 J # (To set selected Junctions in Direct Ring mode)
Here, J= 1 to 8 (Junction in Direct Ring Mode)
Note**:** When a junction is set in "Direct Ring Mode", "Auto Attendant Mode" automatically gets cancelled.
Now to define Junction landing in Simultaneous or Round Robin mode, do the following programming:

Simultaneous Ring

In this mode, incoming Junction lines ring on one or more Extensions.
Incoming ring of Junction Lines can be programmed separately for Day and Night modes as described below:

Dial #∗0000 + 3 J M 0 + NNN^1 + NNN^2…..+NNN^{16} #
Where J = 1 to 8 junction numbers
M = 0 for Day mode/ 1 for Night Mode
NNN^1….NNN^{16} = Here NNN is the last 3 digits of Original extension number.
Maximum 16 extensions can be set for Simultaneous ringing.
Example: To assign Extension numbers 6001, 6002 & 6005 to ring for incoming calls on Junction number 2, in *Day Mode*:
Dial #∗0000 + 3100 001 + 002 + 005 #

Round Robin Ring

In this mode, the incoming Junction call lands on one extension. If that extension is busy or doesn't respond within few rings then the call shifts to another extension.
Programming**:**

Dial #∗0000 + 3 J M 1 + NNN^1 + NNN^2…..+NNN^{16} #
Where J = 1 to 8 junction numbers
M = 0 for Day mode/ 1 for Night Mode
NNN^1….NNN^{16} = Here NNN is the last 3 digits of Original extension number. **(Not the**

Flexible

Number)
Maximum 16 extensions can be set for round robin ringing.
Ring will first land on NNN^1 extension and then NNN^2 and so on.

When all assigned extensions are busy

When the extensions assigned for the Junction incoming call are busy, The assigned extension when busy, will hear a waiting call beep after every 5 seconds. On flashing ext will get connected to incoming junction call.

Default: All the Junction Lines land on Extension number 6001 and 6002 in Simultaneous Mode.

Junction Line - Enable / Disable

If less than 3 Junction lines are connected to the system then lock the unused Junction Line.
Procedure**:**
To Enable one Junction Line at a time, Dial #∗0000 + 060 J #
> Here, J = 1, 2, 3, 4, 5, 6, 7 or 8 representing the 8 Junction Lines

To Disable one Junction Line at a time, Dial #∗0000 + 061 J #
> Here, J = 1, 2, 3, 4, 5, 6, 7 or 8 representing the 8 Junction Lines

Note **:** In default all Junction Lines are Disabled.

Junction to Junction Forwarding (Optional)

There are 2 types of Junction to Junction Transfer:
1. Incoming Junction Call on Ext to be transferred to another Tel Number/Cell number.
2. Making 2 Junction lines talk to each other while Ext remains out of the conversation.

Incoming Junction Call on Ext to be transferred to another Tel Number/Cell number
Any of the Extension can feed in a Telephone Number or Cell number on its extension whereby the incoming calls on its extension would get diverted to those numbers.
While talking a tone will be heard after 2 minutes and if ∗ is pressed then the call would get extended for another 2 minutes. Like this user can keep extending the talk time. If ∗ is not pressed then the calls will disconnect. If user wishes to disconnect in between then # need to be pressed.
Programming**:**
   Dial from your own Extension #84* Tel No (where calls are to be diverted to) #
   Increasing or decreasing the Talk time in such forwarded calls**:**
> #84TT
>> Where, TT= 01 to 99.
>> In default TT = 09 x 10 = 90 Secs (80 secs talk time and 10 secs Alert Time)
   To cancel the feature, dial from your own Extension #84#

Making 2 Junction lines talk to each other while Ext remains out of the conversation.
> Process**:** During conversation with a Junction line - Hook-Flash - #6 (To park the Call) – 0 – Tel No (who is to
>> be connected to the previous Junction call) – Hook Flash - # ∗ - Now all 3 party can talk to each other.
>> but Ext can keep Handset down. The 2 Junction lines will hear a tone after 2 minutes and if any of them
>> presses * then they can talk for another 2 minutes. Like this they can keep extending the talk time. If * is
>> not pressed then the calls will disconnect. If they wish to disconnect in between then any of them need to
>> dial #.

KTS Enable/ Disable

To enable KTS, do following programming:
   Dial # * 0000 29 K N #
   Where, K= KTS Number (1-8)
         N= 0 to Disable
            1 to Enable

KTS DSS Key Setting

DSS Keys of KTS are programmable, they can be used as one touch CO access or Ext dialing.
To set CO Key as ext, Dial: #*0000+ 23 K NN XXX#
To set CO Key as Junction, Dial: #*0000+ 23 K NN J#
To reset all CO keys of KTS 'K', Dial: #*0000+ 23 K#
To clear particular CO Key of KTS 'K', Dial: #*0000+ 23 K NN#
Where K = 1-8 (KTS number)
NN = 01-12 (CO number)
XXX = 01-120 (Ext number)

Default: All Keys are for Junctions

KTS Call Details

The incoming and outgoing call record of KTS can be viewed from the KTS. System stores 10 outgoing and 10 incoming call details for each KTS.

Outgoing Call Details
        With KTS on-hook, press key '2'
Incoming Call Details
        With KTS on-hook, press key '8'

LCR (Least Call Routing) – Manual

This feature allows the user to dial out telephone numbers through the cheapest Junction line.
In this mode, the user can pick particular Junction lines (of a Group) to make Junction calls.

Programming Procedure:
Dial #∗0000 + 51 X #
<div style="text-align:center">

Where X = 0 To enable Manual LCR mode
X = 1 To Disable LCR mode
</div>

Dial #∗0000 + 51 0 # - To enable Manual LCR mode
Dial #∗0000 + 51 1 # - To disable Manual LCR mode
Dial #*0000 + 53 J X1*X2*………*X16# - To add codes in LCR table for a Junction
<div style="text-align:center">

Where J = 1-8 for Junction Number
X1…X16 = Max 4 digit code for storing in LCR table.
16 set of codes can be stored each with a max length of 4 digits.
If code is less than 4 digits, press * after the dialing the code for next code entry.
</div>

Dial #*0000 + 55 J# - To clear LCR table for a Junction.
<div style="text-align:center">

Where J = 1-8 for Junction Number
</div>

When LCR Junction are busy-
Dial #*0000 + 54 1 # To allot other junction
Dial #*0000 + 54 0 # to give engage tone when LCR Junction is busy
Default: Allot engage tone when LCR Junction is busy

Dial #∗0000 + 52 NNN1 NNN2 NNN3…..NNN5 # - To leave extensions out of LCR mode
<div style="text-align:center">

NNN1…NNN5 = Last 3 digits of original Extension Number to be left out.
Max 5 extensions can be kept out of LCR.
</div>

Default: LCR mode is disabled.

Memory Dialing

The PBX has memory for 60 telephone number that can be dialed from an extension by dialing 2digit codes. However if the ext is given only local dialing facility, then it caNNNot dial STD number of the memory.

Storing Telephone number in memory- Dial #*0000 45 CC J NNN#
Where CC is Memory location (01-60)
J is the junction number to be used. (1-8 for specific junction, 0 for available junction in sequence)
NNN is Telephone number maximum 16 digits

Deleting memory codes-
To delete a particular dialing code-   Dial #*0000+ 45 CC#
To delete all memory dialing code-   Dial #*0000+ 46#

Memory Dialing Enable/Disable for extensions with dialing controls-
To Enable   Dial #*0000 + 47 0#
To Disable   Dial #*0000 + 47 1#
Default: Disabled (It will not check Junction dialing control for extension)

To dial a number from memory from SLT Phone- Dial * 7CC
To dial a number form memory from KTS Phone- Press **Auto Dial** Key and CC (memory location)

Operator Extension Setting

In default Extension number 6002 is defined as Operator and this extension can be changed if desired by the user.
When Operator extension is busy and another Junction call lands on it, a warning tone is heard by the Operator.
During this time dial FLASH #9.
The 2nd Call will get connected & the 1st Call will go on Hold.
Now, if required to talk to the first call then dial Flash + #9
To disconnect any of the 2 calls, keep handset down while talking to that Junction line.
Similarly 3rd Junction call can also be picked by the Operator by dialing Flash + #9. When 3 Calls are picked by Operator and put on Hold, then on dialing Flash + #9 the first call on Hold will get retrieved first.
To change the Operator Extension,   Dial #∗0000 + 15NNN#
<div style="text-align:center">

Where, NNN = Last 3 digits of Extension which is to be made the Operator.
</div>

Default: Operator Extension is 6002

Paging   (Optional)

Connect a PA system to paging port of PBX.
On Dialing **∗0**, an extension can broadcast his message through his handset on Paging Port.

Password

There is only one Password for the whole PBX programming and this Password can be changed by the user. The default Password is 0000.

Process to change the Password**:**   #∗0000 + 09xxxx#   Here, 0000 = Default password
                                                                xxxx = New Password

To reset default Password: #*#*#*#

Redial

To redial Telephone number on Junction Line, Dial **

Remote Programming

The PBX can be programmed by a caller while talking to any of the 4 extensions (6001, 6002, 6003 or 6004) through a Junction Line.

Procedure**:** Caller (Say A) calls on Junction line of the PBX and is talking to Extension 6001(Say B).

During communication, B presses FLASH - #0. At this time, if 3 beep tones are received then repeat the process of FLASH-#0.

Now A dials the 4 digits of the PBX password (Do not dial #∗ before the PW) & starts doing the required programming. During B should not hang up. When B hangs up, the call is disconnected.

Resetting the PBX programming

To reset all the program of the PBX except Flexible numbering & Junction Enable/Disable to default values,
                     Dial #∗0000 + 0000 + #
To erase only flexible numbering of the PBX, Dial #∗0000 + 9000 + #

Ring Time Settings

Two type of ringing time can be configured as explained below**:**
Junction Ring to be sensed as disconnected
The PBX senses the Junction line as disconnected after 7 secs of the last ring voltage. This time can be reduced or increased by using the following program:
          Dial #∗0000 + 182 TT #
                     Where, TT= 70 in default for 7 secs delay. Reducing this time could give problem in CLI.
Internal Call Ringing Time
This is the time for which an extension keeps ringing when an Extension call another Extension.
Program**:**   Dial #∗0000 + 494 TT #
                     Where, TT= 01-99 secs (Default Value = 99 secs)

Auto Attendant Voice Message mode ringing time
This is the time for which an extension rings when the out side caller dials an Extension number in Auto Attendant Voice Message mode. Then the call shifts to Operator or as defined under the heading "Auto Attendant Voice message of 8 Secs" or "Auto Attendant Voice message of 20 Secs"
Program**:** Dial #∗0000 + 496 TT #
                Where, TT= 01-99 secs (Default Value = 40 secs)
                          01 to 10 stands for 1 Sec to 10 secs

SD-Card and Paging Card Enabling (Optional)

When ONLY 4 Junctions are installed in system, Paging Card and SD Card can be installed.

Dial #* 0000 + 885 X #
Where X = 0: SD Card + Paging Card can be used with 8 Junctions installed (Default)
          X = 1: SD Card can be used with ONLY 4 Junctions installed.

SD-Card Playing mode (Optional)

To set SD-Card Playing mode-
Dial #* 0000 + 24 X #
Where X = 0 for None/Not Available (Default)
          = 1 for Auto Attendant
          = 2 for Hold Music

UCD Group

Two UCD group can be set for termination in case of multilayer auto attendant. To set UCD group-
#* 0000 + 26 G NNN1,NNN2,….,NNN5 #
Where G= group number (1-2)
          NNN1 - NNN5, - last two digit of ext number (Max 5 ext can be defined in a UCD group)

Troubleshooting

Problem	Solution
There is no ring on any extension	Press RESET Switch (next to the relay) on the SMPS card of the PBX, twice.
The Power LED on the front panel Is ON but there is no dial tone on any extension.	Re-insert the connectors of the lead that connects the SMPS card to the main card of the PBX. Re-insert the connectors at both ends of the lead.

Testing & Debugging *(For Service Engineer)*)

Test all Ports: # * 0000 188 N #   where, N= 0 to Disable

= 1 to Enable

Note: This setting gets disabled automatically after power off.

On enabling, every extension gets a short ring after every on-hook.

Debugging on Serial Port: # * 888 N #   where, N= 0 to Disable debug mode

= 1 to Enable debug mode

Note: This setting gets disabled automatically after power off.

Testing code is transmitted on serial port for de-bugging on site.

Technical Specifications

Switching	Space Division Multiplexing
Power Supply	SMPS type
Input	AC 80V to 260V
Wattage at 220V	50W
Extension Loop Resistance	Less than 600 Ohms
Ambient Temperature	+5°C to +45°C
Ambient Humidity	95% Maximum
Recommended Batteries for Battery Backup	Rechargeable 12V 7AH Maintenance Free Lead Acid battery
Telephone Sets	Pulse or DTMF dialing Phones
Cabling	2 Core from every Telephone set to the PBX

Warranty claim details

This manual is also your Warranty document and should be preserved along with Invoice copy for claiming warranty.

Model Number as per the Invoice: . . . . Product S.No.: . . . .

Date of purchase: . . . .   Purchaser Name: . . . .

Purchaser's Contact No: . . . . Purchaser's Address: . . . .

. . . .

CCL Epabx warrants that this product is manufactured under stringent quality standards, making it free from defects inmaterial and workmanship, as per the following terms and conditions:

1. The limited warranty for the system is valid for a period of twelve months from the date of purchase or fifteen months from the date of manufacture which ever is earlier.
2. The limited warranty extends only to the original consumer/ purchaser of the product and is not assignable or transferable to any subsequent purchaser/end user.
3. During the limited warranty period, CCL Epabx or its authorised service network will repair or replace, at CCL Epabx. Ltd. option, any defective product or parts thereof with a new or factory rebuild replacement items and return the product to the consumer in working conditions. No charge will be made to the consumer for either parts or labour in repairing or replacing the product. All replaced parts shall become the property of CCL Epabx.
4. Repaired product will be warranted for a balance of original warranty period.
5. Upon request from CCL Epabx. or its authorised service center, the consumer must provide purchase receipt or other information to prove the date and place of purchase.
6. The consumer shall have no benefit or coverage if any of the following conditions are applicable:
   a) The product has been subjected to abnormal use, abnormal condition, improper storage, exposure to moisture or dampness, exposure to excessive temperature or fire etc., unauthorised modifications, unauthorised connections, unauthorised repairs including but not limited to use of unauthorised spare parts in repairs, misuse, neglect, abuse, accident, alteration, improper installation.
   b) CCL Epabx. was not notified by consumer of the alleged defect or malfunction of the product during the limited warranty period.
   c) The product was used with or connected to equipment not fit for use with CCL Epabx. system or used in other than its intended use.
   d) **THE SYSTEM IS NOT CONNECTED TO A PROPER EARTH OR INCASE HIGH VOLTAGES APPEAR ON EARTH.**
   e) **THE DAMAGE IS CAUSED BY LIGHTENING ON EXTENSIONS/ JUNCTION LINES/ OR SPIKES/ SURGES/ HIGH VOLTAGES FROM AC MAIN SUPPLY.**
7. The consumer may contact the authorised dealer to call the service persoNNNel for carrying out repairs or maintenance and the same would be attended within a reasonable response time assigned to the dealer.
8. The consumer will be billed for parts or labour charges not covered by this limited warranty.
9. If the product is brought to CCL Epabx. for repairs, after the warranty period CCL Epabx. normalservice policy shall apply and

customer shall be charged accordingly.

10. In no event shall CCL Epabx. or their authorised dealer be liable for special or consequential damages or any delay in the performance of this warranty due to causes beyond their control. CCL Epabx. shall not be liable for incidental or consequential damage or a loss of anticipated benefits or profits, loss or impairment of privacy of conversation, work stoppage or loss or impairment of data arising out of the use or inability to use the product.

11. CCL Epabx. neither assumes nor authorises any authorised service center or any person or entity to assume for it any other obligation or liability beyond what is expressly provided by this limited warranty. All warranty information, product features and specifications are subject to change without prior notice.

12. Any dispute arising out of this warranty shall be subjected to jurisdiction of the arbitrator within the city of Delhi.

13. The decision of CCL Epabx., on defects, damages etc shall be final and binding on the parties and no dispute regarding this, could be agitated before any civil court.

14. If the product is purchased online through Amazon or other web portals, then in case of repair, the system is to be sent to the mentioned company address in Delhi. One-way delivery charge will be borne by company, and one-way will have to be borne by the user.

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CCL Epabx

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