



TRUE CALLER ID PABX

008/104/106/108/208/
016/024/032/1+16/1+
24/1+32/216/224/232
)

Programming
&

Operating
Manual

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This Product is completely indigenous Product. All Hardware and Software is the Property of Perfect Solutions. We will introduce to all latest features time to time in our upgraded versions of Products.

There are different types of Tones which are helpful to all Users.

1. Dial Tone

An interrupted tone for 6 seconds. Each digit after first digit will also have same time but without tone. If you didn't dial Ext number within this time period then you will get error tone to show you that your dial time is over.

2. Ring Back Tone

1 second ON and 2 second OFF interrupted tone to show you that dialed ext. is ringing. An Ext will ring for maximum 8 rings.

3. Busy Tone

0.5 second ON and 0.5 second OFF 4 non interrupted tones to show you that dialed Ext is buzzy.

4. Error Tone

6 fast non interrupted beeps to show that you have dialed a wrong code or a wrong Ext Number.

5. Confirmation Tone

You must get a confirmation tone (same as dial tone) after dialing a correct code. If it is a wrong then you will get Error Tone / Busy tone.

Note: -Flash Time is minimum 300ms and maximum 600ms. Less than this it will not be considered as flash as and more than this will be considered as call disconnect.

Important Things

1. System port no. 01 to 32 (for programming purpose only)
2. MDF Numbers. 21 to 52 (for 2DD), 201 TO 232 (FOR 3DD)
100 TO 899 (FOR FLEXIBLE NUMBERS)

LED STATUS OF CARD

RUN LED –

- a) **Slow blinking** (1 time on / off per second) = normal mode, system working well.
- b) **Fast blinking** (5 times on / off per second) = system has captured FSK cli successfully.
- c) **Very fast blinking** (10 times on / off per second) = hardware reset of whole system. Used for clearing if any hardware related glitch occurs, every time a telephone is lifted for calling.

SYSTEM OPERATION

1. EXTENSION TO EXTENSION CALL (EXTN.) :

When one Extension Holder wishes to talk to another Extension.

- Steps:
- Lift handset & hear dial tone
 - Dial Extension No. & hear ring back tone
 - Speak when called party answers

Note: In case the called Extn. is busy, use automatic call back facility

2. TO HOLD A LINE (EXTN. OR CO LINE):

To hold conversation party (Ext. or CO line) on Music

- Steps:
- During conversation hook flash
 - Other party get music on hold
 - Now you can retrieve back the hold **an** external or internal caller. – if you didn't dial any ext number then flash again to get back to hold party. (ex= flash flash)

3. CALL TRANSFER

It facilitates to transfer existing call to any other extension.

The existing call can be transferred to any other Ext. No. by putting the other end at music on hold. In case the called Ext. is unattended then the call automatically returns back to the transferring Ext. after 20 sec.

- Steps:
- During existing call hook flash & get service confirmation tone for few Sec.
 - Dial Ext. No. to which the call is to be transferred & get ring back tone
 - **Disconnect**

if you didn't disconnect and listening RBT then after 8 rings you will be get connected back to the Hold party. if you disconnected from middle and want to get connected back to the party on hold then dial #5_ext. if you disconnected from middle but called ext didn't pick the ringing telephone then party on hold will also be released after 8 rings.

4. REDIAL (Code #71):

Facilitates Ext. Holder to redial the last No. dialed on CO line.

By using this feature the last No. dialed on CO line can be redialed automatically any number of times without hassles of pressing all digits again & again.

- Steps:
- Disconnect previous call (if found engaged) by pressing hook switch for more than 1 second.
 - Lift handset & hear dial tone
 - Dial #71

Caution: Don't use the redial (R) key for redialing the last dialed No. on CO line

5. BARGE-IN WITHOUT WARNING TONE:

To land on busy Extension without giving any warning tone.

Even without the knowledge of called Extn. You can enter quietly into the conversation already going on by virtue of this fantastic feature.

- Steps:
- Lift handset
 - Dial Ext. No. & get busy tone than cut the phone.
 - Dial # 73+extension No
 - Start talking when included in conversation of called Extn. or monitor the Conversation.

6. AUTO-CALL BACK ON BUSY EXTENSION

To be automatically informed when called busy Ext. becomes free.

You need not keep dialing the busy Ext. No. repeatedly. By using this feature as Soon as the busy Ext. becomes free both Ext. Will ring simultaneously keeping Line free.

- Steps:
- Lift handset & hear dial tone
 - Dial Ext. No. and get busy tone
 - Dial #4_Ext no
 -

7. **AUTO CALL BACK ON BUSY TRUNK LINE:**

To be automatically informed when called CO line /all CO lines become free.
You need not keep dialing the busy CO line repeatedly. By using this feature as soon
As the busy CO lines become free you get ring and as you lift the handset you will
Get CO line dial tone & can start dialing the external No.

- Steps:
- Lift handset & hear dial tone
 - Dial CO Line / group 0 & get busy tone
 - Dial #72

8. **CALL FORWARDING**

Facilitates you to receive all your calls at any other pre-assigned Extn. No. This feature is of utmost importance when you are moving from your Ext. your calls do not remain unattended

- Steps:
- Lift handset & wait for dial tone
 - Dial #3+Extn No. to which calls are to be diverted& get service
 - Confirmation tone
 - Disconnect

09. **DO NOT DISTURB**

This feature is of utmost importance when you do not take any call of ext. as well as CO line.

- Steps:
- Lift handset & wait for dial tone
 - Dial *#5 (old version #2)
 - Confirmation tone
 - Disconnect

Note 1: - To clear All Features by Ext. in Self mode like Auto callback, Call Forwarding,Do-not-Disturb

- Steps:
- Lift handset & wait for dial tone
 - Dial *#9
 - Confirmation tone
 - Disconnect

Note 2: - To clear Auto call back, Call Forwarding,Hotline Do-not Disturb for any Ext. by Master Ext./Operator

- Steps:
- Lift handset & wait for dial tone
 - Dial *#9 Ext.
 - Confirmation tone
 - Disconnect
- Example= Dial *#9_Ext.26. Dialed from Ext.21 to clear all features of Ext.26.

10. **SELECTIVE CALL PICK-UP:**

- Instantly pick the call from known ringing Ext. without physically moving to that Extension.
- Steps:
- Lift handset, hear dial tone
 - Dial #51 Ext.
 - Establish conversation

11. **NON-SELECTIVE CALL PICK-UP: -**

- Instantly pick the call of any ringing Ext. without physically moving.
- Steps:
- Lift handset, hear dial tone
 - Dial # 50/ Dial #6 (latest)
 - Establish conversation

Default--- any ringing ext. can pick by #50 only

Note – if more than one phones are ringing at same time then incoming trunk ring will be picked up. If both are internal rings then the call which started ringing first will be picked up.

12. **Paging (in 232 model only)**

- Steps:
- Lift handset
 - Dial #6 to connect paging from any ext. than on hook telephone to disconnect. (#50 will be use in latest (2+32 only) date 15/04/24)

13. Memory Dialing Code: -

Steps: - - Lift Handset
 Dial #2 NN (NN- location of stored No. 00-49)
 Here location from 00 to 39 can only be used by extn which are allowed to dial on trunks. Rest 40 to 49 can be dialed by all extn,

14. Conference

Steps: - Lift Handset
 Dial any internal or external no. During conversation hold the call by flash then park it by #88. You will get dial tone to dial another internal or external no. you can repeat this procedure up to 5 times than Dial #77 for conference.

Note 1 > To Retrieve any Parked Calls Dial (#81 to #85) as per parked sequence, then you can park it again by flash and #88 or disconnect.

Note 2> a party can be parked for 3 mints / 180 seconds maximum. If you didn't take back parked call before 3 mints then system will disconnect / release it.

15. Hotline

Steps: - Lift Handset
 Dial # 55 Ext. No.
 Note- 21" Ext. can not set its Hotline but can cancel the Hotline Feature for all Ext.

16. To Know the EXT. No .and PORT no. on Caller ID Phone:

Steps: - Dial *#2 (To see extension number + flexible number of any extension on hook telephone and wait for a short ring. Phone LCD will display details)

There are 3 types of number system

Port numbers= 01 to 32irrespective of type of dialing 2 / 3 digit or flexible number.
Port numbers are used for programming purpose only.

Ext. numbers= 21 to 52(for 2DD), 201 to 232 (for 3DD and Flexible numbers)

Flexible numbers = can be set from 100 to 899 for any extension. Please Note MDF numbers for Flexible number system will be 201 to 232.

17. Activate Plan Phone feature

Dial #56_ext1_ext2
1st Ext1—Boss Ext., 2nd Ext2—Secretary Ext.

Cancellation Plan Phone Feature

Dial #57_0

18. Executive Ring

Dial #58_Ext._1/0 (activate/deactivate) -Max.3 Ext. can be set.

19. Trunk Access Code

"0" any free trunk access code

#11-Tk1 Direct Access

#12-Tk2 Direct Access

SYSTEM PROGRAMMING

1. SYSTEM PASSWORD

Steps:

- Dial ***#0_Password** to enter programming mode.... like ***#0 123 ... 123** is factory Default Password.

you must dial ***9** to exit Programming mode otherwise your phone will keep ringing until you exit PGM mode.

If you forget Password or want to change old Password first erase old Password by dialing ***#0 000** now enter new Password like ***#0 654**

- **99 system reset. All settings done by customer will be erased and whole system will come to factory default settings. (PW WILL BE RESET to INITIAL *#0 123).**
- **98 flexible number reset. All flexible numbers programmed by customer will be erased and they will come to factory default flexible numbers (301 to 332)**
- **97 SYSTEM OFF/ON**

2. Flexible Number Plan:

Steps:

- Dial **** 70 1/2/3/4 (system has 4 dialing modes)**

****70 1** = 1-digitdialing mode = ext. number will be from 1 to 8. Operator/master ext is 1 which can be accessed by dialing 9 also. (From Intercom104/106/108/208/008 PBX only)

****70 2** = 2-digitdialing mode = ext. number will be from 21 to 52. Operator/master ext. is 21 which can be accessed by dialing 9 also.

****70 3** = 3-digitdialing mode = ext. number will be from 201 to 232 Operator/master ext is 201 which can be accessed by dialing 9 also.

****704** = Flexible number dialing mode = ext. number can be set from 100 to 899. Operator/master ext. (port 01) can be accessed by dialing 9 also.

NOTE-1= after dialing ****704**, program each Ext number by ***#1 port number (01 to 32) Flexible no. 100 to 899**

Example...

***#1 01 301** = 1st ext. number is 301 / 9

***#1 02 302** = 2nd ext number is 302.

***#1 07 307** = 7th ext number is 307.

NOTE-2= after changing/setting dialing mode by ****70 1/2/3/4** all features of all Extensions will be Cleared but Flexible number stored in memory will not be erased. Hence this code works like a system reset code also. (in old version only. New version has separate code for system reset ****99**)

3. COMBINATION OF OPTION FOR AN INCOMING CO LINE

You can set different modes of incoming CO calls for each CO line independently Moreover, each CO line can have one mode in day time and Same/other mode in night. Incoming calls on a CO line can land on one of the following options:

Extension Setting for Incoming Ring: -

Step: - **(New Version)**

1st Trunk- Dial ****810** (Port1—Port4) Round Robin FOR **Day Mode**

Dial ****811** (Port1—Port4) Round Robin FOR **Night Mode**

2nd Trunk-Dial ****820** (Port1—Port4) Round Robin FOR **Day Mode**

Dial ****821** (Port1—Port4) Round Robin FOR **Night Mode**

(Previous Version)

1st Trunk -Dial****81 PPPP PPPP** = P is port no. (01 to 24) = set round robin for day (first four pppp) And night (second four pppp)

2nd Trunk-Dial****82 PPPP PPPP** = P is port no. (01 to 24) = set round robin for day (first four pppp) And night (second four pppp)

4. Class Of Service (LOCAL/STD/ISD CALL RESTRICTION) :

Steps: -

Dial ****80 _ port no (01 to 32) _ 0/1/2/3** =pnt access mode

You will do this program me for all extensions.

0 means both Trunk are accessible

1 means only 1st

2 means only 2nd is accessible

3 ALL OFF

#11-Tk1 Direct Access

#12-Tk2 Direct Access

“0” Access Code for all trunk in circular mode.

5. CO caller ID Mode – DTMF/FSK

Steps: - Dial ****83 _ 01 / 00 = 01** means DTMF/FSK in Auto Sensing, 00-DTMF/FSK through “0” port, on 1st round robin ext. (**1st Trunk**)

Dial ****84 _ 01 / 00 = 01** means DTMF/FSK in Auto Sensing, 00-DTMF/FSK through “0” port, on 1st round robin ext. (**2nd Trunk**)

6. SETTING OPTIONS FOR MANUAL DAY NIGHT MODE:

The modes for incoming CO calls can be switched to different setting through DAY/NIGHT

MODE. This DAY/NIGHTMODE of the system can be switched in following modes

Steps: - Dial ****72 0/1** = Day / Night mode **0=day / 1=night**.

This mode changes round robin extensions for day and night. Max 4 extensions can be set for each mode.

7. BARGE-IN WITH WITHOUT WARNING TONE ALLOW/DISALLOW

Steps: - Dial ****73_Port No_0/1**

0 for Disallow

1 for Allow

8. Trunk Port Reset

Steps: -Dial ***#3** for TK1 after PW

Dial ***#4** for TK2 after PW

9. BARGE-IN (SILENT MODE)

Steps: -Dial ****73 port no (01—32)- 0** for off /1 for On

10. MEMORY DIALING NO. STORAG

Steps: - Dial ****6 (00 to 49) Telephone no.#**

Example ****6_12_1234567890_#**

Hotel Features

11. Room to Room Barring: - Guest cannot call to another Room. He can call to service Reception only

Steps: - Dial **** 71 0/1** = RTRB (room to room bar) mode 0=off 1=on. In RTRB mode, only

extension 21 is free to dial but rest all are restricted to dial 9

(21) Only. in RTRB mode all ext can only call operator by dialing 9

But operator/master ext (21) is free to dial any ext number or any code.

12. Operator “9” hunting group

Steps: - Dial ****4 (P1-P3) (Access code for all ext. “9” only)**

Note- *9 = to exit all programming mode

Note = Don't forget to exit programing Mode otherwise any other ext. can change system programing (old version).

Don't forget to exit programing Mode otherwise your phone will keep ringing you exit PGM mode. (New Version)

Feature changes and upgradation is the property of Perfect Solutions.