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System Programming

The System programming can be done through master extension i.e. extension number 30 only.

How to enter System programming mode

To get into system programming mode follow the steps as per table given below.

Step	Action	Reaction
1.	Lift Handset	System Dial Tone
2.	Dial #0	Silent
3.	Dial the programming password PPPP (Default "0000")	Wait for confirmation tone
4.	You have entered into Programming mode	Now proceed with the desired commands
5.	Dial Flash after every programming.	

Time Setting

To set the system time, follow the steps as per table given below

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 10+HH+MM	Confirmation Tone

Note: Where HH & MM should be entered in 24 hours format

Date Setting

To set the system Date, follow the steps as per table given below

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 11+DD+MM+YY	Confirmation Tone

Note: Where DD = Date, MM = Month and YY= YEAR

Day / Night Mode

The class of service for outgoing P & T calls of extensions and modes for incoming P&T calls can be switched to different setting through **DAY/NIGHT MODE**. This DAY/NIGHT MODE of the system can be switched in following two Modes **MANNUAL/AUTO**.

(a) Manual Night Mode

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone

2.	Dial 12+0	Confirmation Tone
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(b) Manual Day Mode

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 12+1	Confirmation Tone

(c) Auto Day/Night Mode

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 12+2	Confirmation Tone

Timings for Auto Day/Night Mode

The System can be programmed to switch between day mode and night mode automatically depending upon the actual time, which can be set independently for all weekdays.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 13+W+hh+mm+HH+MM	Confirmation Tone

Note: Where W = Weak Day
 Sunday =0,
 Monday =1,.....Saturday =6,
 hh & mm is Day Mode Timing
 HH MM is Night mode timing in 24-hour format

Operator Extension

Any extension can be defined as operator extension. The operator extension is the first extension of the programmed group. The operator access code is "9".

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+0+G.	Confirmation Tone

Note: Where G is Extension Group Number (0,1,2,3...). Here first extension of the group will become Operator.
 Default operator Group is '0'.

Emergency Reporting Group

Some time it will be required that one should attend you urgently and you would not like to loose any time to search for a person. This feature can be used

for this purpose. For this purpose destination extension group can be programmed as per table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+1+G	Confirmation Tone

Note: Where G is Extension Group Number (0,1,2,3...).
Default Emergency Group is '0'.

Auto Redial Count

When auto redial feature is being used it will define number of tries for Redial for the same number.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+3+RC	Confirmation Tone

Note: Where RC is redial count from 00 to 99. Default count 05.

Auto Redial Wait Time

It specifies the time interval between two auto redial tries.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+4+WT	Confirmation Tone

Note: Where WT is Wait Time in seconds from 00 to 60.
Default time is 10 Seconds.

Beep Tone Time on P&T

When any user is talking on P&T lines, system will give beeps to the user after every predefined time to alert the user for call duration. The same can be program as per table given below.

(a) For Incoming Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+5+0+MM	Confirmation Tone

(b) For Outgoing Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+5+1+MM	Confirmation Tone

(c) For STD/ISD Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+5+2+MM	Confirmation Tone

Note: Where MM (01 to 30) is Beep Tone Time in minutes.
Beep Tone Time will be disable if MM is 00.

Beep Count

When a client is using Auto Call Disconnection facility then call will be disconnected after predefined number of beeps. Beep counts can be programmed as per table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+6+C	Confirmation Tone

Note: Where C (1-8) is Beep Counts.
If C is 0 than the call will not be disconnected.

Retries for Voice DID calls before Disconnection

If a call lands over Voice DID then this program will define that how many times the system will tries the operator group in case all extension in operator group are busy.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 14+7+R	Confirmation Tone

Note: Where R is number of retries from 0 to 9.
Default value of R is 3.

DID Call Timer and Hunt Timer

You can set the hunt timing for an incoming call, while landing in round robin mode.

You can also set the ringing time of an extension, if call is coming through DISA. DISA Call Timer is the time for which the extension will ring if not answered by any extension. On expiry of DISA Call Time the call will be disconnect automatically.

The procedure for setting of these timers is as below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 148 + HT + DT	Confirmation Tone

Note: Where, HT is Hunt Timer in seconds. (Default 10 Sec.)
DT is DISA Call Timer in seconds. (Default 40 Sec.)

Calls Pulse Charges

The pulse charges can be programmed for every type of calls like Local, STD, ISD, WLL, Mobile etc. as per tables given below.

(a) For Local Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 15+0+PP..+#	Confirmation Tone

(b) Fixed Service Charge For Local Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 15+1+PP..+#	Confirmation Tone

(c) For STD/ISD Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 15+2+PP..+#	Confirmation Tone

(d) Fixed Service Charge For STD/ISD Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 15+4+PP..+#	Confirmation Tone

Note: Where PP..(1 to 9999) is charges in Paise.

(e) Service Tax Charges

Sometimes it is required to add Service Tax with every pulse. It can be added as per the table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 15+4+PP	Confirmation Tone

Note: Where PP (00 to 99) is percentage Value to be added with every Pulse.

Calls Pulse Duration

The pulse duration can be programmed for every type of calls like Local, STD, ISD, WLL, and Mobile etc. as per table given below

(a) For ISD Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 158+0+SS..+# (Default – 3 Seconds)	Confirmation Tone

(b) For STD to Mobile Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 158+1+SS..+# (Default – 20 Seconds)	Confirmation Tone

(c) For STD to Land Line/ WLL

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 158+2+SS..+# (Default – 15 Seconds)	Confirmation Tone

(d) For Intra Circle (95) Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 158+3+SS..+# (Default – 30 Seconds)	Confirmation Tone

(e) For Mobile Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 158+4+SS..+# (Default – 60 Seconds)	Confirmation Tone

(f) For WLL Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 158+5+SS..+# (Default – 90 Seconds)	Confirmation Tone

(g) For Local Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 158+6+SS..+# (Default – 180 Seconds)	Confirmation Tone

Note: Where SS.. is Time in Seconds.

Settings for COM Port

Parameter	Setting
Baud rate	: 9600
Data Bit	: 8
Stop Bit	: 1
Parity	: None
Flow Control	: None

ASMDR Setting

The system can be programmed in such a way that SMDR data will be stored in buffer memory or fed to parallel/serial port immediately with out storing in buffer.

(a) Offline (Storage in Buffer Memory)

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 156+0	Confirmation Tone

(b) Online (Directly to printer/serial port)

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 156+1	Confirmation Tone

Call Maturity Time for ASMDR

Call maturity time can be programmed as per table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 157+SS	Confirmation Tone

Note: Where SS (00-99) is call maturity time in Seconds.
Default time is 10 Seconds.

Digit Offset on Trunk Lines

(Only in 308)

The number analysis (dialed on CO lines) for STD/ISD/95/Mobile can be done after an offset. This feature may be used when CREATIVE Magic PBX is connected with Centrex lines or back of a bigger PBX. The initial digits

ignored, are the CO access code for the main exchange. You can program offset digits by the following procedure.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 15 + * + X	Confirmation Tone

Note: Where, X (0,1,2) is Offset digit.
Default offset digit is 0.

Storage in Global Memory

By this program you can create a directory of 100 external numbers, which can be dialed from any extension. This Directory has ten blocks, each block having 10 numbers. First two blocks (00-09 and 10-19) are allowed for all extensions and rest 8 blocks are restricted and can be allowed for any extension as required.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 17+NN+TK+Tel. No.	Confirmation Tone

Note: Where NN (00 – 99) is Global Memory Number.
TK – Trunk Access code (0,20,21...).
Tel. No. – External Telephone Number.

Auto Dynamic Lock

The system can be programmed for any extension to use the auto dynamic STD/Local call control feature.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 18+L+X.	Confirmation Tone

Note: Where L is Type of Locking.
0 – Immediate locking
1 – Delayed locking (after 5 Minutes)
2 – Locking After Single call
X is
0 – Not allowed
1 – Allowed

Access And Denied Table

(Only in 616)

The system can have 8 access and 8 denied Tables. Each table is having 8 locations for storage of a maximum 8-digit code. One extension can be programmed for only one access table and only one denied table.

(a) Access Table

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 18+*+T+CCC...+Flash	Confirmation Tone

Note: Where T (1-8) is Access Table Number.
CCC...(max 8 digits) is Code to be allowed

(a) Denied Table

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 18+#+T+CCC...+Flash	Confirmation Tone

Note: Where T (1-8) is Denied Table Number.
CCC...(max 8 digits) is Code to be restrict

Important: Access and Denied Table can be erased only through system hard reset.

Intra Circle (95) Codes Table Access

(Only in 308)

Some time it is required that some intra circle codes to be accessible from COS 2 or even 4. For this, each 95xxx codes can be programmed to be accessible from COS 2,3 or 4. Programming is as below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 15 + 95 XXX + C	Confirmation Tone

Note:- Where, 95 XXX is the code which is accessible from COS 'C'. 'C' could be 2,3 or 4.

Example:- If an extension (35) is programmed for COS 4, it means extension 35 can't dial any intra circle code. However, if he wants to dial a particular intra circle code (9511), you can program the system to meet this requirement as below.

Dial #0 0000
15 95 110 4
15 95 111 4

15 95 119 4

Now, any extension with COS 4 can dial 95110 - 95119. All other intra circle codes will be barred for COS 4.

Note:- For program 9511, we will have to program all codes from 95110 to 95119.

Budget Refreshing Type

If any extension user is enabled for call budgeting and a fix amount is allowed for that extension, then you can program the system in such a way that after how long budget will be reallocate for that extension automatically.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 190+T.	Confirmation Tone

Note: Where T is Type of Budget Refreshing.
0 – No budgeting
1 – Weekly Refreshing
2 – Fortnightly Refreshing
3 – Monthly Refreshing

Budget Thresh Hold

If any user is enabled for call budgeting and user wants to get alert beep after some predefined amount (Pulses). This can program these pulses.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 191+PP.+#.	Confirmation Tone

Note: Where PP is Number of pulses.

Least Cost Routing (LCR)

Now-a-days several landline/mobile service providers offering attractive outgoing schemes, the LCR feature would be very useful in this scenario. In this feature P&T lines are selected on the basis of dialed number on P&T lines. You can make a maximum of 4 LCR routes of upto 6 digits each. Programming for the same is as below.

(a) Setting of LCR Table

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 89 + ABCD..# + G	Confirmation Tone

Note: Where ABCD.. are the first few digits (max. 6), which decide routing.
G is the P&T Group to which call will be routed.

(b) Clear LCR Table

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 89 + *	Confirmation Tone

Note: This will erase whole LCR Table.

(c) Set System to Forced LCR

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 58 + X	Confirmation Tone

Note: Where X – 0 Forced LCR Disabled
X – 1 Forced LCR Enabled

When system is programmed for forced to access call through LCR, access through 0,8X is barred.

CLI Based Routing

For incoming calls, call can be routed directly to any extension group without being answered by operator only if DTMF CLI is present on P&T connected to PBX.

You can program maximum 4 LL/WLL/MOB numbers in system from where call will be routed directly to any extension group. Programming for the same is as below.

(a) Setting of External Number

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 88 + ABCD..# + G	Confirmation Tone

Note: Where ABCD.. is the external caller number, which decide routing.
G is the Extension Service Group to which call will be routed.

(b) Clear External Number Table

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 88 + *	Confirmation Tone

Note: This will erase whole External Number Table.

Important: CLI based routing is possible only if CLI Card is installed with PBX.

System Soft Reset

The system can be restart any time, without switch off/on, by system soft reset. It will disconnect all live conversation but will not affect any system programming.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 1+ * + *	

System Hard Reset

This program will erase all system programming. This is recommended to do this programming while you are installing the system.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 1+ * + #	

Note: System Hard Reset will not delete call details in SMDR buffer.

Change System Password

This is advised to change the system-programming password to prevent misuse by any unauthorized person.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 1+#+PPPP+PPPP	Confirmation Tone

Note: Where PPPP (0000 – 9999) is new system programming Password.

EXETENSION PROGRAMMING

Toll Call Restriction

The status of an extension (COS) can be programmed for direct outward dialing in following options.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+M+C	Confirmation Tone

Note: Where Ex is Extension Number.

M is Day/Night Mode

0 – Day Mode

1 – Night Mode

C is class of Service

0 – All calls allowed

1 – STD call allowed

2 – 95 level, mobile call and local calls allowed

3 – Only mobile and local calls allowed

4 – Only local calls allowed

5 – Only Intercom allowed

By default all extension having '0' COS.

Extension Service Groups

Extension service groups are the universal extension groups, which can be programmed for different use i.e. for P&T incoming landing, emergency reporting, group dialing, operator group etc.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 5+G+Ex1+Ex2+Ex3+Ex4	Confirmation Tone

Note: Where Ex1 – Ex4 are Extension Numbers.

In 308 System Maximum 4 Extensions can be programmed in Service Group.

In 616 System Maximum 8 Extensions can be programmed in Service Group. But in case of simultaneous ringing only 4 extensions will ring simultaneously.

G is Group number

G (0 – 3) in 308 systems

G (0 – 7) in 616 systems

Default Service Group for all P&T lines is Group '0'.

Pick Up Group

The system has the facility for providing different pick-up groups for incoming calls. One extension can be put only in one pick-up group. All extension can be put in the same group. System can have maximum 8 pick-up groups.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+2+G+X	Confirmation Tone

Note: Where Ex is Extension Numbers.

G (0 – 7) is Group number

X is

0 – Not in the group

1 – Within the group

By Default all extensions are in Pickup Group '0'.

Extension Status

The system has the facility to enable/disable any extension. This feature is useful when the Clint is not using some extensions, put those extension out of service.

(a) To Enable

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+3+1	Confirmation Tone

(b) To Disable

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+3+0	Confirmation Tone

Note: Where Ex is Extension Numbers.

By default all extensions are enabled.

Extension Feature

The system can provide certain facility to any extension, which can be programmed as per the table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone

2.	Dial Ex+4+F+X	Confirmation Tone
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Note: Where Ex is Extension Numbers.

F is Feature

0 – Barge In (X = 0 - Allowed ; X = 1 - Not Allowed)

1 – Conference (X = 1 - Allowed ; X = 0 - Not Allowed)

2 – Call Privacy (X = 0 - Allowed ; X = 1 - Not Allowed)

Trunk Features

The system can provide certain facility to any extension related to trunks, which can be programmed as per the table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+5+F+X	Confirmation Tone

Note: Where Ex is Extension Numbers.

F is Feature

0 – Direct Trunk access (20,21,22.....)

1 – DOSA thru Global dialing

2 - Unrestricted DOSA

3 – External call forwarding

4 – Beeps on Trunk calls

5 – Auto call disconnection after beeps

6 – Call Budgeting

X is

0 – Feature Disallow

1 – Feature allow

Individual Trunk Access

(Only in 616)

The system can provide the facility to any extension to access any individual trunk line.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+57+TK+X	Confirmation Tone

Note: Where Ex is Extension Numbers.

TK is Trunk Number

X is

0 – Trunk Disallow

1 – Trunk allow

Any Trunk Group Access by '0' (Only in 308)

This feature is useful when deferent extensions want to access the deferent trunk groups by dialing '0' only. To program this follow the procedure.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+2* + G	Confirmation Tone

Note: Where Ex is Extension Numbers.

G (0-3) is Trunk Group Number

Allocation of Accepted & Denied Table (Only in 616)

Accepted and Denied table can be allotted to any extension as per the program given below

(a) Accepted Table

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+5+*+T	Confirmation Tone

Note: Where Ex is Extension Numbers.

T (1 – 8) is Accepted table number.

If T is 0 then no accepted table is allowed.

(b) Denied Table

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+5+##+T	Confirmation Tone

Note: Where Ex is Extension Numbers.

T (1 – 8) is denied table number.

If T is 0 then no denied table is allowed.

By default no Accepted and Denied Tables allowed for any extension.

Flash Timing

This program can set flash timing of any extension to match the flash timing of telephone connected to that extension. All extension can be programmed for different flash timings.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+6+T (Default Value 600ms)	Confirmation Tone

Note: Where Ex is Extension Numbers.

T (1 – 9) is Flash Time in multiple of 100 ms.

Call Control Thru Global Memory

The system global memory restricted blocks (2-9) can be allowed for any extension as per the table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+7+L+X	Confirmation Tone

Note: Where Ex is Extension Numbers.

L (2 – 9) is Global Memory Block Level

X is

0 – Level not allowed

1 – Level allowed

Trunk Access Group

The system provides the facility to any extension to access any trunk group and can be program as per the table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+8+G+X	Confirmation Tone

Note: Where Ex is Extension Numbers.

G is Trunk Group Number

In 308 G is 0 to 3.

In 616 G is 0 to 7.

X is

0 – Trunk Group not allowed

1 – Trunk Group allowed

By default all extension are in Trunk Access Group '0'.

Call Budgeting Amount

The system provides certain budget to any extension, for out going calls, in terms of number of pulses.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+90+PP...+#	Confirmation Tone

Note: Where Ex is Extension Numbers.

PP... (0000-9999) is number of pulses

Budget Reallocation

If any extension is using call budgeting facility and given some amount for this, if extension has cross that limit and restricted for outgoing calls. Now you can allow the extension the same amount again by the following procedure.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+9+*	Confirmation Tone

Note: Where Ex is Extension Numbers.

Reset Personal Password

If any extension user forgets his personnel password, the same can be reset as per the program given below. New password will be reset to 1111.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+##	Confirmation Tone

Note: Where Ex is Extension Numbers.

TRUNK PROGRAMMING

Incoming Trunk Landing

The incoming call landing on trunk lines can be programmed on any extension service group for DAY/NIGHT modes.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial TK+M+G	Confirmation Tone

Note: Where TK is Trunk Numbers.

M is mode

0 – Day Mode

1 – Night Mode

G is Extension Service Groups

By default all P&T's lands on Extension Service Group '0'.

Incoming Landing Type

Extension service groups can be programmed for incoming landing as per the table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 5+G+8+T	Confirmation Tone

Note: Where G is Extension Service Groups

T is type of Landing

0 – Simultaneous ringing

1 – Round Robin ringing

By default all P&T's lands on Round Robin Mode.

Automatic Call Distribution

Any extension service group can be programmed for Automatic Call Distribution (ACD) mode. In ACD mode the first call will land on first extension, second call will land on second extension, so on.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 5+G+90	Confirmation Tone

Note: Where G is Extension Service Groups.

Reserve Trunk for Incoming

Any trunk line can be programmed as only incoming line. Once the line is programmed for incoming only, one can not access the same line for outgoing call.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial TK+2+X	Confirmation Tone

Note: Where TK is Trunk number

X is

0 – Unreserved

1 – Reserved (Only Incoming)

By default no P&T is reserve for incoming.

Trunk Status

Sometimes the EPABX having more trunk ports then it is required to block the extra trunk ports. It can be done by the program given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial TK+3+X	Confirmation Tone

Note: Where TK is Trunk number

X is

0 – Disable

1 – Enable

By default all P&T's are enabled.

Trunk Type

Any trunk line can be set in Pulse/Tone mode. In Pulse mode outward dialing will be in dicadic mode while the extension can be pulse or tone type. In Tone mode outward dialing will be in DTMF mode while the extension can be in pulse or tone type.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial TK+4+T	Confirmation Tone

Note: Where TK is Trunk number

T is

0 – Pulse Type

1 – Tone Type

By Default all P&T's are Tone Type.

Important: Do not set the trunk line PULSE type if corresponding P&T line is TONE type.

DID TRUNK

The system provides the facility on Trunk lines to land any incoming call directly to destination extension, to which caller wants to reach. Any P&T line can be programmed in DID mode as per the table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial TK+5+X	Confirmation Tone

Note: Where TK is Trunk number
 X is
 0 – Normal Trunk
 1 – DID for all time
 2 – DID in only Day mode
 3 – DID in only Night Mode

By default no P&T line is in DID Trunk.

Trunk Grouping

The system provides the facility to program different CO groups. Any P&T can be programmed in more than one group.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial TK+8+G+X	Confirmation Tone

Note: Where, TK is Trunk number
 G is Trunk Group Number
 G (0 – 3) in 308 Systems.
 G (0 – 7) in 616 Systems.

X is
 0 – Not in the group
 1 – Within group

By default all P&T lines are in Trunk Group ‘0’.

Example:- If customer requirement is like
 Ext 30-35 can access only CO 20,21 (Trunk Group ‘0’)
 Ext 36-40 can access only CO 22,23 (Trunk Group ‘1’)
 Ext 41-45 can access all CO lines (20,21,22,23) (Trunk Group ‘2’)

20 8 0 1 20 8 2 1 20 8 1 0
 21 8 0 1 21 8 2 1 21 8 1 0
 22 8 1 1 22 8 2 1 22 8 0 0
 23 8 1 1 23 8 2 1 23 8 0 0
 30-35 8 0 1 30-35 8 1 0 30-35 8 2 0 (Can access Trunk group ‘0’)

36-40 8 1 1 36-40 8 0 0 36-40 8 2 0 (Can access Trunk group ‘1’)
 41-45 8 2 1 41-45 8 0 0 41-45 8 1 0 (Can access Trunk group ‘2’)

Special Keys Dialing On Trunks

The system provides the facility on trunks to dial out the numbers starts from special keys (#, *). It can be programmed as per table given below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial TK+6+X	Confirmation Tone

Note: Where TK is Trunk number
 X is

0 – Special Keys Dialing Disable
 1 – Special Keys Dialing Enable

By default Special Keys Dialing is disabled on all trunks.

Remote Maintenance

This is the simplest way to attend the service calls if customer is facing some problem in system programming, then without going customer place you can program the system over phone line even from another city. Procedure for the same is as given below.

Step	Action	Reaction
1.	Make a conversation with Extn. Number 30 from outside	Speak to Ex 30
2.	Ask the Extension 30 to dial Flash and then System Password (#0 + PPPP)	Confirmation Tone for both you and Extn 30
3.	Dial Programming Code	Confirmation Tone
4.	Repeat Step 3 to do more programming.	

Note: During remote maintenance Extension 30 must be remaining connected with you.

Important: For remote maintenance you must have tone type phone.

SMDR PROGRAMMING

The SMDR programming can be done through master extension i.e. extension number 30 only.

In “CREATIVE 308SL EPABX”, the ASMDR call buffer is 350 calls. ASMDR buffer stores all calls (outgoing, incoming and missed calls).

How to enter SMDR programming mode

To get into SMDR programming mode follow the steps

Step	Action	Reaction
1.	Lift Handset	System Dial Tone
2.	Dial 90	Wait for confirmation tone
3.	You have entered into SMDR Programming mode	Now proceed with the desired commands

Important: Do not replace handset on hook while printing is in progress. Otherwise as soon as handset will be placed on hook, printing will be stopped immediately.

All Calls Printout

This command will take printout of all calls in buffer.

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial *	Confirmation Tone Printing will start.

Outgoing Call Printout For A Trunk

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 2+TK+Flash+*	Confirmation Tone Printing will start.

Note: Where TK is Trunk number

Incoming Call Printout For A Trunk

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 3+TK+Flash+*	Confirmation Tone Printing will start.

Note: Where TK is Trunk number

Outgoing Call Printout For A Extension

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 3+Ex+Flash+*	Confirmation Tone Printing will start.

Note: Where Ex is Extension number

Incoming Call Printout For A Extension

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 2+Ex+Flash+*	Confirmation Tone Printing will start.

Note: Where Ex is Extension number

Printout Only For All Outgoing Calls

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 5+1+Flash+*	Confirmation Tone Printing will start.

Printout Only For Outgoing STD / ISD Calls

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 5+2+Flash+*	Confirmation Tone Printing will start.

Printout Only For Outgoing ISD Calls

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 5+3+Flash+*	Confirmation Tone Printing will start.

Printout Only For Incoming Calls

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 5+4+Flash+*	Confirmation Tone Printing will start.

Printout Only For Missed Calls

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 5+5+Flash+*	Confirmation Tone Printing will start.

Printout After A Particular Date/Time

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 6+DD+MM+YY+hh+mm+Falsh+*	Confirmation Tone Printing will start.

Note: Where DD – Date (01 – 31)
MM – Month (01 – 12)
YY – Year (00 – 99)
hh – Hours (00 – 23)
mm – Minutes (00 – 59)

Printout Before A Particular Date/Time

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 7+DD+MM+YY+hh+mm+Falsh+*	Confirmation Tone Printing will start.

Note: Where DD – Date (01 – 31)
MM – Month (01 – 12)
YY – Year (00 – 99)
hh – Hours (00 – 23)
mm – Minutes (00 – 59)

Printout of Outgoing Calls for A Particular Extension for A Particular Trunk

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 3+Ex+2+Tk+Flash+*	Confirmation Tone Printing will start.

Note: Where TK is Trunk Number.
Ex is Extension Number.

Printout of Incoming Calls for A Particular Extension for A Particular Trunk

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 2+Ex+3+Tk+Flash+*	Confirmation Tone Printing will start.

Note: Where TK is Trunk Number.
Ex is Extension Number.

Printout With Multiple Options

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial Field1+Flash+Field2+Flash+Field3+Flash+Field4+flash+*	Confirmation Tone Printing will start.

Note: Where Field 1,2,3,4.....are the fields as mentioned in earlier commands.

Stop Printing

When printing is in progress just on hook the handset of extension 30, printing will be stopped.

Erase SMDR Buffer

System buffer can be erased only through the master extension if he knows the buffer deletion password. Procedure is as below.

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial #+PPPP	Confirmation Tone

Note: Where PPPP is Buffer Deletion Password. By default Buffer deletion password is 0000.

Change Buffer Deletion Password

Buffer deletion password is secret as programming password and can be changed as required for avoiding misuse.

Step	Action	Reaction
1.	Get into the SMDR programming mode.	Confirmation Tone
2.	Dial 1+PPPP+NNNN+NNNN	Confirmation Tone

Note: Where PPPP is Old Buffer Deletion Password.
NNNN is New Buffer Deletion Password.

QUICK REFERENCE CHART

System Programming

- 1. Get into Programming Mode : #0+0000
- 2. System Mode Setting : 8*#
 - Hotel Mode : 8*#
 - Office Mode : 7*
- 3. Time Setting : 80+HH+MM
- 4. Date Setting : 81+DD+MM+YY
- 5. Day/Night Mode Setting
 - Manual Day Mode : 820
 - Manual Night Mode : 821
 - Auto Day/Night Mode : 822
- 6. Timing for Auto Day/Night Mode : 83+W+hh+mm+HH+MM
- 7. Operator Extension Group : 84+0+G
- 8. Fax Extension : 84+2+Ex
- 9. Auto Redial Count : 84+3+RC
- 10. Auto redial wait Timer : 84+4+WT
- 11. Beep Tone Timer for P&T
 - For Incoming Calls : 84+5+0+MM
 - For Outgoing Calls : 84+5+1+MM
 - For STD/ISD Calls : 84+5+2+MM
- 12. Beep Count : 84+6+C
- 13. Printer Port Setting
 - Parallel Port : 855+0
 - Serial Port : 855+1
- 14. SMDR Setting
 - Off Line : 856+0
 - On Line : 856+1
- 15. Call Maturity Timer : 857+SS
- 16. Storage in Global Memory : 87+NN+TK+Tel.No.
- 17. Auto Dynamic Lock : 88+L+X
- 18. Access and Denied Tables
 - Access Table : 88+*+T+CCC...+HF
 - Denied Table : 88+#+T+CCC...+HF
- 19. Budget Refreshing Type : 890+T
- 20. Budget Threshold : 891+PP+#
- 21. Flexible Numbering of Extensions : 7+HP+FFF#

- 22. System Soft Reset : 8+*+*
- 23. System Hard Reset : 8+*+#
- 24. Change System Password : 8+#+PPPP+PPPP

Extension Programming

- 1. Toll Call Restriction : Ex+M+C
- 2. Extension Service Group : 5+G+Ex+Ex...
- 3. Pick-up Group : Ex+2+G+X
- 4. Extension Status (Dis./En.) : Ex+3+0/1
- 5. Service/Room Extension : Ex+4+3+0/1
- 6. Extension features : Ex+4+F+X
- 7. Trunk Features : Ex+5+F+X
- 8. Individual trunk Access : Ex+57+TK+X
- 9. Allocation of Access & Denied Table
 - Access Table : Ex+5+*+T
 - Denied Table : Ex+5+#+T
- 10. Flash Timing : Ex+6+T
- 11. Trunk Access Groups : Ex+8+G+X
- 12. Call Budget Amount : Ex+90+PP...#
- 13. Budget reallocation : Ex+9+*
- 14. Reset Extension Password : Ex+##

Trunk Programming

- 1. Incoming Trunk Landing : TK+M+G
- 2. Incoming Landing Type : 5+G+8+T
- 3. Auto Call Distribution : 5+G+90
- 4. Reserve Trunk for Incoming : TK+2+X
- 5. Trunk Status (Dis./En.) : TK+3+0/1
- 6. Trunk Type : TK+4+X
- 7. Normal/DID Trunk : TK+5+0/1
- 8. Special Keys Dialing on P&T : TK+6+X
- 9. Trunk Grouping : TK+8+G+X