

General Information
EPABX 64ZX SN Architecture

MODEL	Max. Trunk	Max. Extn.	KTS interface	VDC	MMOH	CLI DTMF / FSK		Appliance control
64ZX SN	10	64	2 port	1CH	optional	Inbuilt		Yes
				1CH				

Hardware Structure:

1) Main CPU Board Combination:

a.	Built-in Appliance control 2 Relay port	Option to connect & operate -- External Electric Appliance, EM Door Lock
b.	16 Slot for trunk / extension card	Option to add on Sub card 103 or 004 for trunk / extension
c.	2 slot of VDC card	Option to add on VDC 1ch card for welcome message
d.	1 slot of MMOH card	Option to add on MMOH card to record / play Hold Music
e.	1 slot of KTS interface	Option to add on 2 port KTS interface for Max. 2 KTS phone attachment
f.	1 slot of Serial Port	Pc connectivity for ASMDR
g.	PFT	Power Failure Trunk Transfer (Available with 103 line card)
h.	Paging	Any 5 extensions can be program to connect 5 amplifier speaker

Remark:-

- 1) KTS phone can be program to work as OP-CON (Operator Console)
- 2) All 5 amplifier speaker will be broadcast simultaneously at a time
- 3) Electric Appliance -

2) Optional Cards:

1	VDC	
2	MMOH	
3	KTS interface	
4	Serial Port	
5		
6		

3) Power Supply:

1	PS 12V HP	External high power adopter
2	PS 12V BB	External high power adopter with battery charger

Remark: - 1) DCDC card -- DC voltage converter card attached with Main unit.
2) PSBB -- Optional to connect one Battery 12v,7Ah for battery backup.

4) Sub Card Combination:

1	Sub 103 SN card	1 trunk (inbuilt CLI-DTMF/FSK) + 3 Extensions
2	Sub 004 SN card	4 Extensions
Possible combination of Trunk & Extensions		
1	All 004 card	0+4, 0+8, 0+12, 0+16.....0+64
2	Both type 103 & 004 cards	
a	1 card 103 & rest 004 card	1+4, 1+8, 1+12, 1+16.....1+63
b	2 card 103 & rest 004 card	2+6, 2+10, 2+14, 2+18.....2+62
c	3 card 103 & rest 004 card	3+9, 3+13, 3+17, 3+20.....3+61
	Flexible to make more combination
d	10 card 103 & rest 004 card	10+30, 10+34, 10+38, 10+42.....10+54

Remark: - 1) Trunk port with inbuilt soft volume control + DTMF / FSK CLI.
2) Trunk volume can be set to suit user's preference.
3) Any extension port along with KTS interface port can be used for KTS / OP-Con phone.
4) All extensions port are standard & support Normal / CLI Telephones, Cordless phone, Crystal KTS.
5) Trunk port support – Analog Trunk, GSM FCT with CLI transfer.

EPABX 64ZX SN Number plan

Combination of Trunk & Extension	Trunk No.	Default Extension No.
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1	All 004 card	-----	201,202,203,264
2	1 card 103 & rest 004 card	601	201,202,203,264
3	2 card 103 & rest 004 card	601, 602	201,202,203,264
4	3 card 103 & rest 004 card	601, 602, 603	201,202,203,264
	Flexible to make more combination		
5	10 card 103 & rest 004 card	601, 602, 603, 604, 605, 606, 607, 608, 609, 610	201,202,203,264

Number Plan Chart (without 103 Cards & with 103 Cards)

		Flexible to plan EPABX utility as per Line Cards with (Only 004) or (Both 103 & 004) - [Max. 16 cards]					
		103 Cards [Max. 10 Cards]					
Number plan as per line card		103-0	103-1	103-2	103-3	103-4	103-10
		004-16	004-15	004-14	004-13	004-12	004-06
		Trunk Access Code 601,	Trunk Access Code 601, 602	Trunk Access Code 601, 602	Trunk Access Code 601, 602, 603	Trunk Access Code 601, 602, 603, 604	Trunk Access Code 601 to 610
004 Card	1	201,202,203, 231	201,202,203, 601	201,202,203, 601	201,202,203, 601	201,202,203, 601	201,202,203, 601
	2	204,205,206, 232	204,205,206, 232	204,205,206, 602	204,205,206, 602	204,205,206, 602	204,205,206, 602
	3	207,208,209, 233	207,208,209, 233	207,208,209, 233	207,208,209, 603	207,208,209, 603	207,208,209, 603
	4	210,211,212, 234	210,211,212, 234	210,211,212, 234	210,211,212, 234	210,211,212, 604	210,211,212, 604
	5	213,214,215, 235	213,214,215, 235	213,214,215, 235	213,214,215, 235	213,214,215, 235	213,214,215, 605
	6	216,217,218, 236	216,217,218, 236	216,217,218, 236	216,217,218, 236	216,217,218, 236	216,217,218, 606
	7	219,220,221, 237	219,220,221, 237	219,220,221, 237	219,220,221, 237	219,220,221, 237	219,220,221, 607
	8	222,223,224, 238	222,223,224, 238	222,223,224, 238	222,223,224, 238	222,223,224, 238	222,223,224, 608
	9	225,226,227, 239	225,226,227, 239	225,226,227, 239	225,226,227, 239	225,226,227, 239	225,226,227, 609
	10	228,229,230, 240	228,229,230, 240	228,229,230, 240	228,229,230, 240	228,229,230, 240	228,229,230, 610
	11	241,242,243,244	241,242,243,244	241,242,243,244	241,242,243,244	241,242,243,244	241,242,243,244
	12	245,246,247,248	245,246,247,248	245,246,247,248	245,246,247,248	245,246,247,248	245,246,247,248
	13	249,250,251,252	249,250,251,252	249,250,251,252	249,250,251,252	249,250,251,252	249,250,251,252
	14	253,254,255,256	253,254,255,256	253,254,255,256	253,254,255,256	253,254,255,256	253,254,255,256
	15	257,258,259,260	257,258,259,260	257,258,259,260	257,258,259,260	257,258,259,260	257,258,259,260
	16	261,262,263,264	261,262,263,264	261,262,263,264	261,262,263,264	261,262,263,264	261,262,263,264

Cabling & Phone:

Sr. No	Type of Phone	Type of required cabling
1	Normal PBT / Caller ID PBT	2 wire star connection. Every terminal has to be connected with exchange.
2	KTS 30H	4 wire star connection. Every terminal has to be connected with exchange

- (1) **INTERCOM Call:** To make an internal call (Extension To Extension)

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial desired Extension (Ex) number	Ring Back Tone	Ex = 201,202, 203.....onwards
3	Start conversation when other Extension answers		
4	Hang up when conversation is over		

❖ If you get busy tone (i.e. the dialed extn is busy), hang up & try again later or use the "Auto Call Back" function .

- (2) **TRUNK / JN CALL:** To make an outside call via selective Junction (Analog TRK/JN) access code like 601 means JN line 1, 602 means JN line 2.....onwards) or via Random access Junction Group number 0 / 5.

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial JN access code 601 to 610 or 0 / 5	Trunk Line Tone	Selective 601 to 610 or Random 0 / 5
3	Dial desired outside number	Ring Back Tone	
4	Start conversation when called party answers		
5	Hang up when conversation is over		

❖ If you get **busy tone** after dialing JN access code, hang up & try again later or use the "Auto Call Back" function .

❖ If you get **Error Tone** that means your extension is locked for outgoing calls.

❖ In default mode all Jn. Lines are programmed in "0" / '5" group

- (3) **TRUNK / JN LINE RESERVATION:** Any Extension can facilitate with the Reserve Junction line to make an outside call via particular reserve Junction line. To reserve junction line follow the below process-

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 112 + XX (Last two digit of JN access code)	Trunk Line Tone	XX = Any one Access code 01 to 10
3	Dial desired outside number	Ring Back Tone	
4	Start conversation when called party answers		
5	Hang up when conversation is over		

NOTE: A) Reserve junction will also become free automatically if not used for 3 minutes (Programmable Time Period)

B) Junction cannot be reserved by access code '0 / 5'

Cancellation of Trunk Reservation	Dial 112 + 0, get confirmation tone
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- (4) **LAST NO. REDIAL:** To redial last external dialed out number

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial #		Redial last dialed external number

❖ Do not use "REDIAL" key of your phone to redial the last dialed external number.

- (5) **ANSWERING / RECEIVING CALLS:** To answer a call

Step	Procedure	Tones	Abbreviations / Remarks
1	Extension ringing	Ring Tone	
2	Lift handset		
3	Start conversation		
4	Hang up, when conversation is over		

- (6) **CLI (DTMF / FSK SIGNAL):** A caller ID Telephone set of extension can avail following three features:

A) Calling extension number display.

B) Caller ID number of incoming call (Round Robin / Simultaneous).

C) Caller ID number of transferred call (Incoming / outgoing)

- (7) **CALL PICK UP:**

(A) **COMMON (INTERCOM CALL / TRUNK CALL):** An extension can pick-up any ringing extension, To do so:

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial " 4" to connect to calling extension		
3	Start conversation		
4	Hang up, when conversation is over		

❖ Simultaneous Incoming call ring & Auto call back Ring on an extension cannot be pick by any other extension.

❖ First Priority is always given to incoming call ring.

(B) **SELECTIVE (INTERCOM CALL / TRUNK CALL):** To do so

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 76 + Ringing Extension number		
3	Start talking		
4	Hang up, when conversation is over		

- (8) **AUTO CALL BACK:** If the dialed extension or junction is busy, you need not dial it again and again. Help of this function, you will get automatically call when the busy extension or junction becomes free.

Auto Call Back on Busy Extension call: While called extension found busy then proceed as below –

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset	Internal Dial Tone	
2	Dial desired Extension number & found busy	Busy tone	
3	During Busy tone Dial "7"	Confirmation Tone	
4	Hang up		

- ❖ The system will give simultaneously ring on both extensions whenever called extension becomes free Lift the handset and wait for other phone to answer.

Auto Call Back on Busy Trunk Line: While dialed Trunk Line code found busy & get continue Busy Tone, then proceed as below to use this facility-

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset	Internal Dial Tone	
2	Dial Junction line number & found busy	Busy tone	JN no. 601,602..... or 0/5
3	During Busy tone Dial "7"	Confirmation Tone	
4	Hang up		

- ❖ The system will give automatic ring on your extension whenever dialed junction line becomes free. Lift the handset and dial desired external number.

Auto Call Back on No Reply Call: While called extension found un-answered means No Reply & get continue Ring back tone, then proceed as below to use this facility-

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset	Internal Dial Tone	
2	Dial desired extension & found un-answer	Ring back tone	
3	During RBT Press Flash Key (HF) & Dial "7"	Confirmation Tone	
4	Hang up		

- ❖ The system will give automatic ring on your extension whenever called extension first lift his handset and goes on-hook. Lift the handset and answer it.

Cancellation of Auto call back on No Reply	Lift handset & Dial 70, Get confirmation tone
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- (9) **CALL TRANSFER:** You can transfer a call either after conversation with 2ndextn or without consult (blind). To do so:

Call Transfer (Intercom call \ Junction call):

Step	Procedure	Tones	Abbreviations / Remarks
1	While talking with caller		
2	Press the Flash Key, or Flash the Hook switch	Beep-beep tone	Hold extn. get Music Tone
3	Dial desired Extension number	Ring Tone	You shall get Ring back Tone
4 A	When other party answers, consult the call with him & hang up to transfer the Call.		
	OR		
4 B	Hang up before other party answer's. Call will connect automatically as soon as extn answer's.		

- ❖ If by mistake you dial the wrong extension number or the dialed extn is busy / goes no reply, Press the Flash key to reconnect back with the external caller.
- ❖ To revert back to the call on hold after conversation with any extn., press Flash +1.
- ❖ If transferred call is not answered than Call will revert back at original extn.

- (10) **CALL PARK:** Call parking is a facility to temporarily put aside the present call as CALL PARK and your extension become free. You may park a current junction call or multiple calls (2-3) on your extension and retrieve it later at the same extension by random or selective way. To proceed as below to use this facility-

(A) Call Park (Junction call):

Step	Procedure	Tones	Abbreviations / Remarks
1	While talking with caller		
2	Press the Flash Key, or Flash the Hook switch	Beep-beep tone	Hold extn. get Music Tone
3	Dial 5 to park the current call		
4	Now your extension become free to make / receive another call		

- ❖ Any number of external line can be parked ,
- ❖ If you forget to retrieve the parked call then this call automatically returns back after 30 sec (programmable) on same extension.

(B) Call Park Pickup: To retrieve the park call which you parked recently on your extension.

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Dial tone	
2	Dial 15 ** to pick up randomly park call		
	Or		
4	Dial 15 + XX to pick up selectively park call		XX= Respective Jn line (01 to 10)
5	Hang up after conversation		

- (11) **DO NOT DISTURB (DND):** If you do not want to receive any calls you can enable this feature. To do so:

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 725	Confirmation Tone	
3	Hang up,		

Now if any other extension calls your extension, he will get error tone

Note: A broken dial tone is always heard on the extension with this feature enabled.
However you can make outgoing calls normally from this extn.

Cancellation of DND	Lift handset & Dial 720, Get confirmation tone
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- (12) **CALL FORWARD:**

(A) **CALL FORWARD (ALL CALLS):** You can forward all calls to any other pre-assigned extension. This is useful when you are moving to Some other extension and do not want your calls to remain un-attended. To do so:

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset	Internal Dial Tone	
2	Dial 721 + Extension No. (Ex)	Confirmation Tone	Ex = Extension No., where the calls are to be forwarded
3	Hang up,		

Now anyone dialing your number shall be connected to this forwarded extension.

Note: A broken dial tone is always heard on the extension with this feature enabled.
However you can make outgoing calls normally from this extn.

(B) **CALL FORWARD (if your extn goes no reply) :** With this feature, if you do not respond to an incoming call within 20 sec time, the call will be automatically forwarded to programmed extn. To do so:

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset	Internal Dial Tone	
2	Dial 723 + Extension No. (Ex)	Confirmation Tone	Ex = Extension No., where the calls are to be forwarded
3	Hang up,		

Now in No Reply condition, anyone dialing your number shall be connected to the forwarded extension.

Note: A broken dial tone is always heard on the extension with this feature enabled.
However you can make outgoing calls normally from this extn.

(C) **CALL FORWARD (Only if your extn is Busy) :** With this feature, only when you are busy and anyone dial your extn., the call will be automatically forwarded to programmed extn. To do so:

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset	Internal Dial Tone	
2	Dial 724 + Extension No. (Ex)	Confirmation Tone	Ex = Extension No., where the calls are to be forwarded
3	Hang up,		

Now in busy condition, anyone dialing your number shall be connected to the forwarded extension.

Note: A broken dial tone is always heard on the extension with this feature enabled.
However you can make outgoing calls normally from this extn.

Cancellation of Any type Call Forward	Lift handset & Dial 720, get confirmation tone
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- (13) **HOTLINE EXTN. / JN :** This feature comes in useful when a particular extension / jn is to be used repeatedly. To do so-

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift Hand set	Internal Dial Tone	
2	Dial 16 + 1 + Ex (Extension No.) + D (Delay Time)	Confirmation Tone	Ex = Extn. Number, D= 2 to 9 sec
	Or		
3	Dial 16 + 2 + JN (Junction No.) + D (Delay Time)	Confirmation Tone	JN = 01, 02..... D= 2 to 9 sec
	Or		
4	Dial 16 + 3 + JN (Junction No.) + D (Delay Time) + Ex (External Number) + #	Confirmation Tone	JN = 01, 02..... D= 2 to 9 sec

- (14) **HOTLINE FUNCTION:** To do operate pre-defined any one Hotline function (1/2/3)

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift hand set	Internal Dial Tone	
2	Wait for automatic dial as program function (1/2/3)	Ring back/JnTone	RBT for type 1 & 2 & Jn tone for type 3
3	Start conversation when set caller reply		
4	Hang up, when after conversation		

Cancellation of Hotline	Lift handset & Dial 160, Get confirmation tone
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- (15)
- DAY/NIGHT/LUNCH MODE:**
- To set for Lunch / day / night / auto, landing modes for incoming call

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 89 + User password (XXXX)		Default XXXX is 1111
3	Dial 85 + 0 / 1 / 2 for Manual Mode	Confirmation tone	0= Lunch, 1= day & 2= night mode
	OR		
	Dial 85 + 3 for Automatic Mode	Confirmation tone	3= Automatic mode
4	Hang up		

- (16)
- DYNAMICLOCK:**
- An extension can use dynamic lock to protect misuse of outgoing trunk calls from his extn. User extension will be automatically locked as per defined COS (Class of service) level after respective delay time. To do so:

To set Dynamic Lock

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 81 + XXXX (self password) + Y (COS level) + MM (Time Delay)	confirmation tone	Default XXXX is 1111, Y = 0 as intercom, 1 as STD & 2 as ISD level MM = 01 to 99 min Delay
3	Hang up		

To open Dynamic Lock

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 82 + self password (XXXX)	Confirmation tone	Default XXXX is 1111
3	Hang up		

To Instant Lock

Dial 8 + #	Activate Immediate dynamic Lock after hang up the phone
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To Change self password

Dial 86 + XXXX + ZZZZ	XXXX = Old self password, ZZZZ = New self Password
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- (17)
- Alarm:**

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
A	Duration Alarm To set for extn. to ring at Duration time, Dial 78+1+ XX	Confirmation tone	XX = 01 to 99 minutes
B	One Time Alarm To set for extn. to ring at specified one time, Dial 78+2+HHMM	Confirmation tone	HH MM = 24 hr format time
C	Repeat / Daily Alarm To set for extn. to ring daily at specified time, Dial 78+3+HHMM	Confirmation tone	HH MM = 24 hr format time
D	Remote Alarm To set alarm for some other extn. to get alarm ring one time or daily time, Dial 784+ XXX+Y+HHMM	Confirmation tone	XXX = any other extn. no. Y = 1 (duration), 2 (one time) 3 (daily) HH MM = 24 hr format time

Note:- Daily Alarm on your extension shall now ring daily at set specified time till it is not cancelled.

To cancel all Alarm	Dial 780
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- (18)
- Global Memory Dialing:**
- 195 no (39 * 5) of Central Memory Pool (88101 to 88495) for external call can be commonly accessed by all Extensions. Each stored no. can be max.16 digits (including STD / ISD codes and external no).

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial any one memory location (88101 to 88495)		Particular Memory group location (101 to 105), (201 to 205),..... (491 to 495)

Note- Refer programming manual to set Global Memory Location.

- (19)
- BARGE-IN (WITH WARNING TONE):**
- With this facility you can convey priority message to a busy extension. To do so-

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial desired Extension- If busy	Busy Tone	Busy with another intercom or trunk call
3	On Busy tone dial 83	Warn tone to All	2 sec Beep Beep tone before intercept
4	Start conversation		

❖ Barge-in shall not work if the busy extension is in Dialing / Ringing / Conference mode.

- (20) **MONITOR:** With this facility you can monitor conversation of two extensions without any indication (short beeps) to busy extn.

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial desired Extension- If busy	Busy Tone	Busy with intercom or trunk call
3	On Busy tone dial 80	No Warning tone	Now you can monitor the call (after 1 sec)
4	Hang up		

- (21) **CALL TOGGLE:** (Toggle between your current Intercom call / Junction call & another waiting incoming call)
When you are in conversation mode and hear intrusion beeps (be it of an intercom call or incoming round-Robin call) you can toggle between the present call & the incoming call.

Step	Procedure	Tones	Abbreviations / Remarks
1	During conversation hear waiting tone		
2	Now Press Flash + 1 for Call Toggle		Current call will go on hold
3	Start conversation with new call		
4	To retrieve again hold caller		
5	Press again Flash + 1		
6	Hang up when conversation is over		

Note - You can toggle any number of times by flash 1 between the two calls.

- (22) **CALL CAMP: (Incoming Call Transfer to a busy extension):**

You can transfer a incoming call on the busy extension (under conversation either with internal or external call) as Call Camp. The busy extension gets a call waiting beep- beep tone during existing conversation. To do so:

Step	Procedure	Tones	Abbreviations / Remarks
1	While talking with external caller		
2	Press the Flash Key, or Flash the Hook switch	Beep-beep tone	Caller hold & get Music Tone
3	Dial desired Extension number to transfer	Busy Tone	
4	Hang up to transfer the Call as Call Camp		Beep-beep tone to busy extn.

❖ Alternatively, you may press Flash + 1 to again reconnect with external caller & reply accordingly.

- (23) **CALL CAMP PICK UP: (To answer the Camped Call):**

You are in conversation either with internal or external call & getting a Call Camp beep-beep tone then you can pick-up or answer the camped call. To do so:

OPTION 1-

Step	Procedure	Tones	Abbreviations / Remarks
1	While listen beep tone every 10 sec		
2	Hang up to finish the current conversation		
3	Now camped call will ring	Ring tone	
4	Reply to external caller		

OPTION 2-

Step	Procedure	Tones	Abbreviations / Remarks
1	While listen beep tone every 10 sec		
2	Now Press Flash + 1		Current caller getting hold Music tone
3	Now camped call will connect with you		
4	Reply to external caller		
5	Hang up after conversation		

- (24) **FOLLOW ME:** This is useful when you are already moved at any other extension and do not want your calls to remain unattended. Now utilizes this function to pull up your all calls at any other desired extension. To do so:

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset of existing other extension	Internal Dial Tone	
2	Dial 722 + own Extn. No. + YYYY	Confirmation Tone	YYYY= Self Password
3	Hang up,		

Now anyone dialing your number shall be connected to this followed extension.

Note: 1) A broken dial tone is always heard on the extension with this feature enabled.

2) Follow me shall function active only after you have changed your personal password (default is 1111)

Cancellation of Follow Me	Lift handset (Self Extension) & Dial 720, get confirmation tone
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- (25) **CONFERENCE (THREE PARTIES):** There are three types of conference calls, those establish among you and other two parties (Either extn. or Jn). To initiate a conference, proceed as follows with different options –

Option (A) -- Either combination of (All three intercom) or (combination of One incoming JN call & Two intercom)

Step	Procedure	Tones	Abbreviations / Remarks
1	When in conversation with 1st Extn / incoming Jn		
2	Press Flash Key to put Extension / Jn. On hold	Music tone to held extension/Jn	
3	Dial 2 nd Extension		
4	When extension answer's, Press Flash Key & Dial " 0 "		
5	Three party conference is established		
6	Hang up, when conversation is over		

Once in conference, you cannot transfer or park these calls again. When the master extension which had originated conference goes On-Hook, conference will be terminated.

Option (B) -- Combination of Two JN call & one intercom

Step	Procedure	Tones	Abbreviations / Remarks
1	When in conversation with 1st junction,		
2	Press Flash Key to put Jn. On hold + Dial 8	Music tone to Jn call	Your receiver shall remain silent
3	Now, seize 2nd Jn. by either '0' or Direct access code	External dial tone	
4	Dial external number	Ring back tone	
5	When in conversation with 2 nd external call Press Flash Key & Dial 0		
6	Three party conference is established		
7	Hang up, when conversation is over		

Once in conference, you cannot transfer or park these calls again. When the master extension which had originated conference goes On-Hook, conference will be terminated.

NOTE: In all conference option, while adding extensions/ junction. You may get

- A) **Busy Tone** – Dial **Flash + 2** and re-start the process.
- B) **Error Tone** – Dial **Flash + 2** and re-start the process.
- C) **No-Reply**–Dial **Flash + 2** and re-start the process.

- (26) **CLEARING OF USER FEATURE'S:** If you want to clear any below enable features of any extension by a single Command, then use below procedure:

- 1) Auto Call Back 2) Alarm 3) Call Forward 4) Follow me 5) DND 6) Extension ECF

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 100	Confirmation Tone	
3	Hang up,		Now clear user features

- (27) **EXTERNAL CALL FORWARDING:** With this facility, whenever there is an incoming call on a Jn. set for ECF mode, the system shall seize that junction plus a 2nd Jn. & dial out the programmed number from the 2nd Junction line. The caller shall first get a ring back tone for 2 sec. followed by music for 5 sec and then he shall be connected to the 2nd junction.

You can also change the external number to be dialed out from the 2nd Jn. from a remote end, as follows-

Step	Procedure	Tones	Abbreviations / Remarks / Remarks
1	Dial Jn. No. as incoming, which is set for ECF mode	Ring Back Tone	Get Ring Back Tone for 3 sec
2	During this RBT (3 sec) , Dial 1 + YYYY (User Password 1111)	Programming Tone	Get Programming Tone to do program
3	Now Dial 523 + XX + External No. to be dialed through 2 nd Junction. + #	Confirmation tone	XX = 1 ST Jn Line number set for ECF
3	To disconnect , Dial #		

- Note:** 1) Caller get a warning beep tone after every 30 sec before automatic call disconnection.
2) Dial any digit from 0-9 to extend the call for next 30 sec.
3) **Dial #** to disconnect ECF call at any time.

- (28) **EXTENSION ECF:** If you shall be going out of your office, you can set as such, that any external call coming on your extension via DID or by Auto CLIP Based Routing, shall be directly forwarded to your new destination number.

Program your desired new destination number on personal memory location (18 09 5 * 0) When leaving your table-

Step	Procedure	Tones	Abbreviations / Remarks / Remarks
1	Lift handset	Internal Dial Tone	
2	Dial 727	Broken dial Tone	
3	Now Dial 18 09 5 * 0 + Desire your forwarded external number (Max. 16 digit) + *#	Confirmation tone	
3	Again Dial 727		

Wherever there is a direct incoming call on your extn, Crystal PBX shall seize a free jn in the '0' group & dial out your new external number.

- Note:** 1) Caller get a warning beep tone after every 30 sec before automatic call disconnection.
 2) Dial any digit from 0-9 to extend the call for next 30 sec.
 3) **Dial #** to disconnect EXTENSION ECF call at any time.

Cancellation of Extension ECF	Lift handset (Self Extension) & Dial 720, get confirmation tone
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- (29) **VOICE FEATURES:** Voice message can be record in epabx system for auto guidance to incoming caller. This function can be use with Incoming DID function.

- (A) **VOICE MESSAGE RECORD:** Six types guidance messages can be record to play at the time of receive incoming call in Voice DID mode. To record desired message

Step	Procedure	Tones	Abbreviations / Remarks / Remark
1	Dial 721+ XX	Confirmation tone (After the tone start your recording)	XX=01 Day greeting Message (32 sec) 02 Night greeting Message (32 sec) 03 Lunch Message (32 sec) 04 Extn. Busy Message (16 sec) 05 No Reply Message (16 sec) 06 Wrong Number Message (16 sec) 07 Music (16 sec)

Note: - Disconnect immediately after your complete message recorded.

- (B) **VOICE MESSAGE PLAY / SELF TEST:** Voice message can be Replay to check prompt recording. To do so

Step	Procedure	Tones	Abbreviations / Remarks / Remark
1	Dial 722+ XX	Confirmation tone (After the tone automatic play your recorded message)	XX=01 Day greeting Message (32 sec) 02 Night greeting Message (32 sec) 03 Lunch Message (32 sec) 04 Extn. Busy Message (16 sec) 05 No Reply Message (16 sec) 06 Wrong Number Message (16 sec) 07 Music (16 sec)

Note:- Before recording the any message , Dial 723 + 0 to clear old Recording.

Suggested Format for Voice Record:-

Msg	Message Type & Description	Suggest Voice Format
1	Day Greeting Message (32 sec) Message to an incoming caller	Welcome to.....please dial required extension number or wait for the operator to respond. Thank you
2	Night Greeting Message (32 sec) Message to an incoming caller	Welcome to.....sorry we are close. Our working time hour's are 9 am to 5 pm Monday to Saturday. Thank you
3	Lunch Message (32 sec)	It is lunch time, please call later. Thank you
4	Busy Message (16 sec) Message to an incoming caller when the dialed extension number is busy.	The extension you have dialed is busy. Please dialed any other extension or wait for the operator.
5	No Reply Message (16 sec) Message to an incoming caller when the dialed extension number goes no-reply.	The extension you have dialed is not responding. Please dialed any other extension or wait for the operator.
6.	Wrong Message (16 sec) Message to an incoming caller when he dialed any invalid extension number.	You have dialed an invalid number. Please dial another extension or wait for the operator.
7.	MUSIC (16sec)	Hold on music for internal / external call

- (30) **RELAY Port:** The relay port can be used manually or set for pre-programmed timings to switch on/off any electrical appliance.

Caution: -If the electrical appliance consumes less than 0.5 amp. of current (i.e. - 100 watt) ,you can drive it directly, and if it consumes more, you can drive it through an external relay/contactactor.

- (A) **MANUAL OPERATION:** To operate any electric gadget

Step	Procedure	Tones	Abbreviations
1	Lift handset	Internal Dial Tone	
2	Dial " 165" for relay ON	Confirmation tone	
3	Dial " 166" for relay OFF	Confirmation tone	
4	Hang up		

Note: To set for auto operation of the relay ,pl refer to the programming section.

- (B) **CLICK OPERATION :**To operate any electronic door lock

Step	Procedure	Tones	Abbreviations
1	Lift handset	Internal Dial Tone	
2	Dial " 167" for relay click	Confirmation tone	
3	Hang up		

- 31) **Paging:** Audio Amplifier of public address system can be connected to the paging port (optional attachment required). You can make an announcement directly as follows

Step	Procedure	Tones	Abbreviations
1	Lift handset	Internal Dial Tone	
2	Dial 87+X	Confirmation tone	X=1 active paging function

- (32) **Unsupervised conference:** Two P&T calls can be brought into conference without any internal extension also. To establish a conference from any extension to do below procedure:

Step	Procedure	Tones	Abbreviations / Remarks
1	Dial Jn code + External Number (As 1 ST)		
1A	Start conversation with the 1 ST call,		
1B	Press Flash Key 'F' to put External call on hold & Dial 8	Music tone to hold 1 st Junction call	Your receiver shall remain silent
2	Now Dial other Jn code + External Number (As 2 ND)		Access code 5 not applied
2A	Start conversation with the second call,		
2B	Press Flash Key 'F' to put External call on hold & Dial 8	Music tone to hold 2 nd Junction call	
3	Hang up your phone to come out from speech mode & the two junctions call can continue talking.		

REMARKS --1) Caller get a warning beep tone after every 30 sec before automatic call disconnection
 2) Dial any digit from 0-9 to extend the call for next 30 sec.
 3) **Dial #** to disconnect Unsupervised conference at any time.

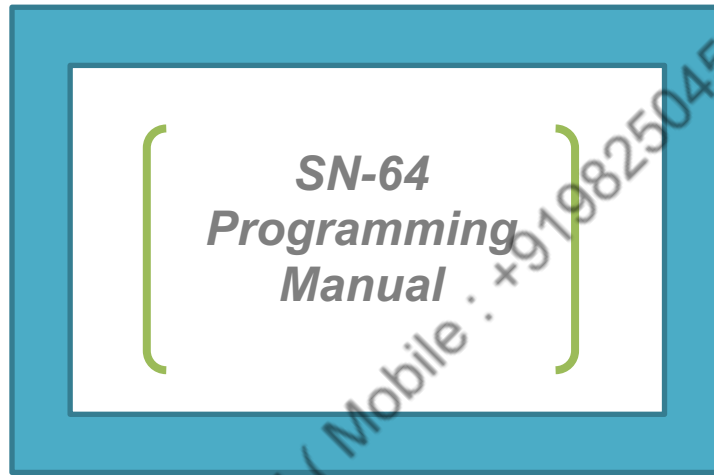
NOTE: While adding junction. you may get
A) Busy Tone – Dial **Flash + 2** and re-start the process.
B) Error Tone – Dial **Flash + 2** and re-start the process.
C) No-Reply–Dial **Flash + 2** and re-start the process.

- (33) **WALK IN CLASS OF SERVICE:** This is useful when you are already moved at any other extension and want to make a external call (Local/STD/ISD) on the behalf of yourself extension Class of service. Now utilizes this function to do below procedure:

Step	Procedure	Tones	Abbreviations / Remarks
1	Lift the handset of existing other extension	Internal Dial Tone	
2	Dial 111 + XX + YYYY	Confirmation Tone	XX = Extn. No. to be Followed (i.e. yourself extn. no.) YYYY= Self Password
3	Hang up,		

Now you can make external call for one time. To make any another call , you shall have to dial above code again.

Note: 1) After dialing above code, the matured call shall be billed to your extension in the ASMDR buffer.
 2) Above facility shall active only after you have changed your personal password (default is 1111)



SECTION A

Main System Program Option

- (1) **MAIN PASSWORD (M.P):** The programmable function of System / Extension / Junction can be program only after access the Main Password (PW) from any extension in Tone / DTMF mode. These different programs setting remain intact even after power failure. Certain function are fixed & non-programmable for extension / junction. Use below procedure to program the function after access password-

Step	Procedure	Tones	Abbreviations / Remark
1	Lift handset	Internal Dial Tone	
2	Dial Main password - *89 00 00	Beep tone	0000 = Default Main PW
3	Now, you can program the EPABX		

- ❖ You can program multiple features one by one. After each correct program you shall get confirmation tone Otherwise get error tone.
- ❖ If you make any mistake while programming, simply disconnect and start again

To come out from programming mode	Dial "0" & hang up
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- (2) **CHANGE SYSTEM PASSWORD::** To Set New Main Password for the system

Step	Procedure	Tones	Abbreviations / Remark / Remark
1	Lift handset	Internal Dial Tone	
2	Dial Main password - *89+ XXXX	Beep tone	XXXX= Old Main PW
3	To change Dial *891+ YYYY	Confirmation tone	YYYY= New Main PW

CHANGE USER PASSWORD: To change USER Password of Extension.

Step	Procedure	Tones	Abbreviations / Remark
1	Lift handset	Internal Dial Tone	
2	Dial 892+ XXXX	Beep tone	XXXX= new user PW
			Default Password = 89 1111

- (3) **CLEARING SYSTEM MEMORY:** To clear the entire memory & load the system with default settings, To do so

Step	Procedure	Tones	Abbreviations / Remark
1	96 + PW (0000) Only Global & Personal no. Memory Reset	Confirmation tone	0000 = Default system PW
2	97 + PW (0000) Only All Timer setting Reset	Confirmation tone	0000 = Default system PW
3	98 + PW (0000) Clear All except Global & Flexible No.	Confirmation tone	0000 = Default system PW
4	283 + PW (0000) Only Flexible setting Reset	Confirmation tone	0000 = Default system PW

Now switch OFF the system & ON once again. After this operation, system shall revert back to default mode.

- (4) **CLEARING Features of Particular Extn:** The following features of a particular extn. can be clear in a single program, To do so

1) Auto Call Back 2) Call Forward 3) Follow Me 4) Alarms 5) Dynamic Lock 6) Hot Line

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 863 + Extension number	Confirmation tone	

CLEAR Dynamic Lock of Particular Extn.: To open dynamic lock of any extn. and clear the extn. password to default (i.e.1111), To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 862 + Extension number	Confirmation tone	

- (5) **DATE & TIME SET:** Set date & time for using - "Alarm", "Auto Day Night", "Dynamic Lock," "Hotline" functions. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 82+DD+MM+YY+DAY+ HH:MM DAY= 1 Sunday , 2 Monday.....7 Saturday, HH:MM=time in 24 hour format	Confirmation tone	DD= Date 01 to 31, MM= Month 01 to 12, YY= Year 00 to 99

Example: - To set 2.05 p.m., 1st June Friday 2014, Dial Main password + 82 01 06 14 6 14 05

(6) **FLASH TIMING:** Each extension can be programmed to have its own Hook Flash timings, as per the flash timing of the telephone instrument connected on that extension. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 36+ Extn no. + Y	Confirmation tone	Y = 2 for H/F Time of 200 ms, 3 for H/F Time of 300 ms, 9 for H/F Time of 900 ms,

Note:- In default, The Flash Timing for all extension is 600ms

(7) **FLEXIBLE NUMBERING (EXTN / JN)::** You can change any extension/ junction number .To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 371 + XX + YYYY	Confirmation tone	XX = Port No.01 to 64, YYYY = flexible (1 to 4) digit number of Extension

Note: - (1) If flexible number less than 4 digit, than dial # to get confirmation tone.

(2) Replace first digit with 0 to know port no. of any extension i.e201 is port no. 01, 202 is port no. 02.....

(3) Default number are 3 digit like 201, 202, 203,204,205.....

To Reset Particular flexible number (Extn / Jn):

Dial 371 + XX + # #	XX= Hardware Port number
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(8) **FEATURES GROUP CODE::** You can use below features code for user operating functional group . To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 250 +X + FF+ FF + ... FF (00 to15) as (1 /2) (1 means Enable, 2 means Disable)	Confirmation tone	X = Group No. (0 to 9) FF = 00 to 15 feature code as 1 for enable and 2 for disable

Note: - Group 9 active for all type features code.

Feature NAME & Number is as below--

	Feature Name	Feature No. FF		Feature Name	Feature No. FF
A	Internal Dialing	00	I	Call forward	08
B	Call Hold + Call Park	01	J	Follow Me	09
C	Call Transfer	02	K	Auto call back	10
D	Conference	03	L	Barge in	11
E	Call Pickup	04	M	Executive Ring	12
F	Hot outward dialing	05	N	Trunk Reservation	13
G	Dynamic Lock	06	O		
H	Alarm	07	P		

(9) **FEATURE ENABLE / DISABLE CODE FOR EXTN:** You can enable / disable feature of any extension. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 31 + Extn no. + X + Y + Z	Confirmation tone	Extn = Existing Extension No. X = DAY Group code Y = Night Group code Z = Lunch Group code

Feature No. FF	Feature Name	FREATURES GROUP NUMBER (Y/N)									
		0	1	2	3	4	5	6	7	8	9
00	Internal Dialing	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
01	Call Hold + Call Park	N	N	Y	Y	Y	Y	Y	Y	Y	Y
02	Call Transfer	N	N	Y	Y	Y	Y	Y	Y	Y	Y
03	Conference	N	N	N	N	N	N	N	Y	Y	Y
04	Call Pickup	N	N	Y	Y	Y	Y	Y	Y	Y	Y
05	Hot outward dialing	N	N	N	Y	Y	Y	Y	Y	Y	Y
06	Dynamic Lock	N	N	N	Y	Y	Y	Y	Y	Y	Y
07	Alarm	N	N	N	Y	Y	Y	Y	Y	Y	Y
08	Call forward	N	N	N	N	N	Y	Y	Y	Y	Y
09	Follow Me	N	N	N	N	N	Y	Y	Y	Y	Y
10	Auto call back	N	N	N	Y	Y	Y	Y	Y	Y	Y
11	Barge in	N	N	N	N	N	N	Y	Y	Y	Y
12	Executive Ring	N	N	N	N	N	N	N	N	Y	Y
13	Trunk Reservation	N	N	N	N	N	N	N	Y	Y	Y

(10) **CALL PICK UP GROUP FOR EXTN:** You can program 10 call pickup groups (0 to 9) of any extension. In a same group , call of ringing extn can pick by common user code (see user manual). To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 301 + Extn no. + Group No. (0 to 9)	Confirmation tone	

Note:- In default , all extension are program for group 0

(11) **CALL PRIVACY FOR EXTN:** You can enable / disable CALL PRIVACY feature of any extension from three types of possible calls (Barge in, Incoming Junction Call Beeps & D.I.D calls) . To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 303 + Extn no. + X + Y + Z	Confirmation tone	Extn = 201,202 ,203,204.....296 X : Barge in Privacy 1 = ON, 2 = OFF Y : In Jn Call Beeps 1 = ON, 2 = OFF Z: D.I.D Call 1 = ON, 2 = OFF

SECTION B

OUTGOING CALL Program Option

- (12) **JUNCTION ACCESS GROUP Number::** Two trunk access group possible which can be accessed by code 0 and 5.

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 91 + XX (JN no.) + Y(0 Gr. no.) + Z(5 Gr. no.) Default = All JN are in both 0 & 5 group	Confirmation tone	XX (Junction no.) = 01 / 02 / 03...10 Y ("0"GROUP) = 1 for ON, 2 for OFF Z ("5" GROUP) = 1 for ON, 2 for OFF

- (13) **SELECTIVE JUNCTION ACCESS::** An extension can be programmed to access only selective junction numbers. Use procedure as below-

(A) Selective Junction Access for **DAY MODE** –

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 801+ Extn no.+ XX + XX + XX# (Default—All extn. can access all trunks))	Confirmation tone	Extension No. = 201/202/..... XX (Junction no.) = 01 / 02 / 03...10

(B) Selective Junction Access for **NIGHT MODE** –

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 802+ Extn no.+ XX+ XX +XX# (Default—All extn. can access all trunks))	Confirmation tone	Extension No. = 201/202/..... XX (Junction no.) = 01 / 02 / 03...10

(C) Selective Junction Access for **LUNCH MODE** –

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 800 + Extn no.+ XX+ XX +XX# (Default—All extn. can access all trunks))	Confirmation tone	Extension No. = 201/202/..... XX (Junction no.) = 01 / 02 / 03...10

- (14) **JUNCTION TIE DIGIT::** Any extension of EPABX can connect at trunk port of other EPABX to enhance their existing capacity. To avoid impact of first digit as 0 / misuse of STD dialing apply Tie Line Digit Count function. This function ignored the count number of digits before class of service (cos) function effect. Use procedure as below --

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 54+ XX + Y (Default setting= 0 for Y)	Confirmation tone	XX = JN 01 / 02 / 03.....10 Y (Tie digit) = (0-9)

Note:- If you are not using the Junction as Tie Digit, then keep X as 0.

- (15) **COS (CLASS OF SERVICE)::** You can set different class of service for any extn to make external call. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 94+ Extn no.+ COS (D) + COS (N) + COS (L) D=DAY, N=Night, L= Lunch (Default setting= 1 for D / N / L COS)	Confirmation tone	COS table 0 TO 9 (Accepted / Denied) 0 = Intercom only (Except 0,9,*,#) 1 = Local Call only (Except 0,7,8,9,*,#) 2 = Local & STD Call (Except 00) 3 = All Call Allowed 4 = Local Call All type (Except 0) 5 to 9 = All Call Allowed

- (17) **GLOBAL MEMORY BANK STORE::** You can store 200 external numbers for memory dialing. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 88 + LL+ T + YY + external no. + * + #	Confirmation tone	LL = Location no.(10 to 49), T = Table no. 1 /2/3/4/5 YY = JN line no./ JN Gr no. (01 =jn 1, 02 =jn 2 & 03 =jn3) / (jn Gr *0 / *5)

Note:- 1) YY Max. trunk no. / junction = 10

- (18) **GLOBAL MEMORY DIALING::** Global number can be divided into 2 banks (1st 88101 to 88295) & (2nd 88301 to 88491).
Now any of global number can be Allowed / Denied access to any extension.

(A) To Allow / Deny 1ST bank –

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 805 + Extension no .+ X + Y + Z	Confirmation tone	X= 1 for Allow , 2 for Denied at DAY Y =1 for Allow , 2 for Denied at Night Z =1 for Allow , 2 for Denied at Lunch

(B) To Allow / Deny 2ND bank –

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 806 + Extension no .+ X + Y + Z	Confirmation tone	X= 1 for Allow , 2 for Denied at DAY Y =1 for Allow , 2 for Denied at Night Z =1 for Allow , 2 for Denied at Lunch

SECTION C

INCOMING CALL Program Option

- (19) **INCOMING CALL LANDING EXTN:: (D/ N)** Max. 5 extension's can be set for incoming call landing. These five extension's can be separate for day / night mode. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	(A) For Day mode dial 92 + YY (JN no.) + XX + XX + XX + XX + XX (B) For Night mode dial 93 + YY (JN no.) + XX + XX + XX + XX + XX (C) For Lunch mode dial 95 + YY (JN no.) + XX + XX + XX + XX + XX	Confirmation tone	YY = 01 / 02 / 03 / 04.....10 for JN. No. 601, 602, 603.....610 XX = Any 5 extn no. (Default = All JN set for first 5 Extn.)Q

Note: - if number of desired extension's is less than 5, then repeat Extn no. to get confirmation tone.

- (20) **INCOMING CALL RING TYPE ::(D / N)** For incoming call, You can set incoming call landing pattern for either rotational / simultaneous ring on extensions for day/ night mode. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 46 + JN no.+Ring (D)+Ring (N) + Ring (L) D=DAY, N=Night, L= Lunch	Confirmation tone	Jn No. = 01 - JN1, 02 - JN 2,03 - JN 3 Ring = 1 Round Robin (R/R) 2 Delay Simultaneous 3 Immediate Simultaneous (Default = All JN are in 1 R/R)

- (21) **TO SET AUTO DAY NIGHT CHANGE OVER TIMING::**

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 83 + Day + HH:MM (D) + HH:MM (N) + HH:MM (L1) + HH:MM (L2) DAY= 1 Sunday ,2 Monday.....7 Saturday, HH:MM=time in 24 hour format	Confirmation tone	HH:MM (D) = Day mode start time HH:MM (N) = Night mode start time HH:MM (L1) = Lunch mode start time HH:MM (L2) = Lunch mode end time

Default timing for all seven day:09 00 AM for day mode &1800 PM for night mode

- (22) **VOICE FEATURES ::(OPTIONAL FUNCTION)** Auto operator VOICE CARD can be installed in epabx system, for auto Guidance to incoming caller. This function can be

- (A) **VOICE MESSAGE RECORD:** Six types guidance messages can be record to play at the time of receive incoming call in Voice DID mode. To record desired message

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 721+ XX	Beep Beep tone (After the tone start your recording)	X=01 Day greeting Message (40 sec) 02 Night greeting Message (40 sec) 03 Lunch Message (40 sec) 04 Extn. Busy Message (12 sec) 05 No Reply Message (12 sec) 06 Wrong Number Message(12 sec)

Note: - Disconnect immediately after your complete message recorded.

- (B) **VOICE MESSAGE PLAY / SELF TEST:** Voice message can be Replay to check prompt recording. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 722+ XX	(After the tone automatic play your recorded message)	X=01 Day greeting Message (40 sec) 02 Night greeting Message (40 sec) 03 Lunch Message (40 sec) 04 Extn. Busy Message (12 sec) 05 No Reply Message (12 sec) 06 Wrong Number Message (12 sec)

Suggested Format for Voice Record:-

Msg No	Message Type & Description	Suggest Voice Format
1	Day Greeting Message (40 sec) Message to an incoming caller	Welcome to.....please dial required extension number or wait for the operator to respond. Thank you
2	Night Greeting Message (40 sec) Message to an incoming caller	Welcome to.....sorry we are close. Our working time hour's are 9 am to 5 pm Monday to Saturday. Thank you
3	Lunch Message (40sec)	
4	Busy Message (12 sec) Message to an incoming caller when the dialed extension number is busy.	The extension you have dialed is busy. Please dialed any other extension or wait for the operator.
5	No Reply Message (12 sec) Message to an incoming caller when the dialed extension number goes no-reply.	The extension you have dialed is not responding. Please dialed any other extension or wait for the operator.
6.	Wrong Message (12 sec) Message to an incoming caller when he dialed any invalid extension number.	You have dialed an invalid number. Please dial another extension or wait for the operator.

- (23) **VOICE DID:** You can set any Junction / Junctions for receiving incoming Voice DID call landing. This function can be Enable / Disable separate for day / night mode. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 43+ JN no.+ X+Y+Z	Confirmation tone	JN = 01 to 10 X = 1 for Enable Day Mode 2 for Disable DAY Mode Y = 1 for Enable Night Mode 2 for Disable Night Mode Z = 1 for Enable LUNCH Mode 2 for Disable LUNCH Mode

Note: - In default, no junction is set for Incoming DID Mode.

- (24) **CLI Based Call Routing:** You can activate automatic CLI based Incoming call routing. To do so

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 21805 + X	Confirmation tone	X = 1 Auto Routing ON 2 Auto Routing OFF

Note: - In default, Auto Routing ON

- (25) **BULK PROGRAMMING:** - If all junction / extension are to be programmed with same parameters, then you can use "*" instead of individual Junction / Extension numbers. You can do Bulk Programming for the below program code.

Step	Procedure	Tones	Abbreviations / Remark
1	94+ * + COS (D) + COS (N) + COS (L)	Confirmation tone	Class of Service of All Extension
2			
3	27 + * + ABCDE + 111	Confirmation tone	CLI:(DTMF/FSK Signal) of All Extension
4	36+ * + Y	Confirmation tone	Flash Timing of All Extension
5	83* HHMM (D) HHMM (N)		Auto Day Night
6	91* XY		Trunk Group
7	Day 801 X JN Port #		Selective JN

(26) **Multiple Function status:**

(CLI / Busy Extn. status View / MIC Access / Direct Trunk Access / Extn. Port as KTS or Normal / KTS Never Busy)

(A) CLI: (DTMF / FSK Signal): If you have a caller ID Telephone set, You can avail following Caller ID features

- (1) CLI of Calling extension number display.
- (2) CLI number of incoming call (Round Robin / Simultaneous).
- (3) CLI number on transferred call with Extn. number (Incoming / Outgoing)

(B) **Busy Extn. Status View:** If any extn. is busy, you can view the internal / external number on your CLI phone where Communicate that busy extn.(C) **KTS Never Engage**(D) **Access Direct Trunk**(E) **Extn. port as KTS port or Normal**(F) **KTS as Never Busy or Normal**

Step	Procedure	Tones	Abbreviations / Remark
1	Dial 27 + Extn. No. + ABCDE + 111 Default A= 1 ON, B= 2 OFF, C= 2 OFF D= 1 ON, E= 2 OFF, F= 2 OFF	Confirmation tone	A = 1 or 2 (ON or OFF) External CLI B = 1 or 2 (ON or OFF) View status of Busy Number C = KTS Never Engage D = 1 or 2 (ON or OFF) Access Direct Trunk 601, 602..... E = 1 or 2 (ON or OFF) KTS Port Extn. port as KTS port or Normal F = 1 or 2 (ON or OFF) KTS as Never Busy or Normal