

**MAGIC SERIES**

**EPABX**

**Programming Manual**

*308 / 616 - CLI*

**Creative**  
TELECOM (P) LTD.

Dealer's Name & Address :

<b>Sl. No.</b>	<b>Programming Detail</b>	<b>Page No.</b>
<b>System Programming</b>		
1.	How to enter into System Programming Mode	1
2.	Time Setting	1
3.	Date Setting	1
4.	Day/Night Mode Setting	2
5.	Timings for Auto Day/Night Mode	2
6.	Operator Extension	2
7.	Emergency Reporting	3
8.	Fax Extension	3
9.	Auto Redial Count	3
10.	Auto Redial Wait Timer	3
11.	Beep Tone Timer P&T Lines	4
12.	Beep Counts	4
13.	Retries for Voice DID Calls before Disconnection	4
14.	DISA Call Timer and Hunt Timer	5
15.	Call Pulse Charges	5
16.	Call Pulse Duration	5
17.	Printer Port Setting	7
18.	SMDR Setting	7
19.	Call Maturity Time for SMDR	8
20.	Digit Offset on Trunk Lines	8
21.	Voice Message Recording	8
22.	Play Voice Message	9
23.	Inbuilt MOH Recording	9
24.	Storage in Global Memory	10
25.	Auto Dynamic Lock	10
26.	Access and Denied Table	11
27.	Intra Circle (95) Codes Table Access	11
28.	Budget Refreshing Type	12
29.	Budget Threshold	12
30.	System Soft Reset	12
31.	System Hard Reset	13
32.	Change System Password	13

**Extension Programming**

33.	Toll Call Restriction	14
34.	Extension Service Group	14
35.	Pick-up Group	14
36.	Extension Status	15
37.	Extension Features	15
38.	Trunk Features	16
39.	Individual Trunk Access	16
40.	Any Trunk group Access by '0'	16
41.	Allocation of Accepted & denied Table	17
42.	Flash timing	17
43.	Call Control Through Global Memory	17
44.	Trunk access Group	18
45.	Call Budgeting Amount	18
46.	Budget Reallocation	18
47.	Reset Personal Password	18

**Trunk Programming**

48.	Incoming Trunk Landing	19
49.	Incoming Landing Type	19
50.	Automatic Call Distribution	19
51.	Reserve Trunk for Incoming	19
52.	Trunk Status	20
53.	Trunk Type	20
54.	DID Trunk	21
55.	Trunk Grouping	21
56.	Special Keys Dialing on Trunks	22
57.	Remote Maintenance	22

**SMDR Programming**

58.	How to Enter into SMDR Programming mode	23
59.	Various Printout Options	23
60.	Stop Printing	26
61.	Erase SMDR Buffer	26
62.	Change Buffer Deletion Password	26
	<b>Quick Reference Chart</b>	<b>27</b>

## 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

## 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

**(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'.

**QUICK REFERENCE CHART**

**System Programming**

1.	Get into Programming Mode	: #0+0000
2.	System Mode Setting	
	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.	Beet 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

**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.

**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'.

**Fax Extension**

When Auto Fax-Tel feature is being used, one extension is to be defined as fax Extension for landing the fax calls. Any extension can be programmed as **FAX** extension.

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

**Note:** Where Ex is Extension Number.  
No extension is fax by default.

**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.

**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 – Da (01 – 31)  
MM – Month (01 – 12)  
YY – Year (00 – 99)  
hh – Hours (00 – 23)  
m m – 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)  
m m – 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.

**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.

**DISA 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

**SMDR PROGRAMMING**

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

In “CREATIVE 308/616-CLI EPABX”, the SMDR call buffer is 350 calls in 308 and 1500 calls in 616. SMDR 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

**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.

**(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.

**Printer Port Setting**

The SMDR out put can be taken over printer or on Computer by serial port

**(a) For Parallel Port**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 155+0	Confirmation Tone

**(b) For Serial Port**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 155+1	Confirmation Tone

**Note:** No Port is enabled by default.

**Settings for COM Port**

Parameter	308	616
Baud rate	9600	9600
Data Bit	8	8
Stop Bit	1	1
Parity	None	None
Flow Control	None	Xon/Xoff

**SMDR 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 SMDR**

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.

**Voice Message Recording**

The voice to play back on trunk in DID mode can be recorded on site. This system have four level of voice DID messages. Each message duration can be maximum of 15 Seconds. It can be recorded for less than 15 Seconds. All four messages should be recorded as per sequence given below

**DIDTRUNK**

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 Mode.

**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')

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.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 16+#	
3.	Start Recording <b>welcome</b> Message and Dial Flash	Silent
4.	Now wait for 3 Seconds	
5.	Start Recording <b>No Reply</b> Message and Dial Flash	Silent
6.	Now wait for 3 Seconds	
7.	Start Recording <b>Busy</b> Message and Dial Flash	Silent
8.	Now wait for 3 Seconds	
9.	Start Recording <b>Release</b> Message and Dial Flash	Confirmation Tone

**Play Voice Message**

You can listen recorded message any time as per the table given below

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 16+M	Recorded Message

**Note:** Where M is Message Number.  
 1 – Welcome Message  
 2 – No Reply Message  
 3 – Busy Message  
 4 – Release Message

**Inbuilt Music on Hold (MOH) Recording**

(Only in 308)

Creative Magic PBX gives an unique feature for 308 users. If a customer wants inbuilt music on hold, then you can use Voice IC for this. Now DID on trunk lines will not work. This message will play only on trunk lines while on hold. This will be programmed in two steps as below.

**(a) Recording of message (MOH)**

For recording connect the external music source to the external music jack connector. Now start recording by the following procedure

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 16+*	Recording Starts

**Note:** - While recording you can also dub the spoken message over music. The total length of message is 20 seconds only.

**(b) Activation of Music on Hold**

After recording the message, to activate/deactivate this, follow the given procedure.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 160 + X	Message set

Where, X is

- 0 – Music on Hold not set
- 1 – Music on Hold is set

**Note:** - If you want to use DID again, you will have to deactivate the music on hold first.

**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

**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.

**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.

**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

**(b) 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 times it is required, that few intra circle codes to be accessible from COS 2, 3 or 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.

**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.

**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 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

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

**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 )