

**MAGIC SERIES**

**EPABX**

**PROGRAMMING MANUAL**

*832 - CLI*

***Creative***

TELECOM (P) LTD.

Dealer's Name & Address :

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**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



## 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.	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

## System Programming

The System programming can be done through master extension i.e. from first extension 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.	

### System Mode Setting

"CREATIVE Magic 832 CLI" EPABX is having 8 CO lines and 32 extensions connectivity. On resetting of system, by default extension numbering plan is as below.

100 - 109  
200 - 209  
300 - 309  
400 - 401

System works in Hotel Mode and all rooms are checked-out.

You can change the system in Office Mode by the following procedure.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 7*	Confirmation Tone

This will change all extensions as non-room, and numbering plan from 300 to 331. All Features of Hotel version are available here.

### 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
.	Dial 80+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 81+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 82+0	Confirmation Tone

**(b) Manual Day Mode**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 82+1	Confirmation Tone

**(c) Auto Day/Night Mode**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 82+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 83+W+hh+mm+HH+MM	Confirmation Tone

**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 first extension, 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.

**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)  
 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.

**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 84+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'and first extension is Operator.

**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 84+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 84+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 84+3+RC	Confirmation Tone

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

### Auto Redial Wait Timer

It specifies the time interval between two auto-redial tries.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 84+4+WT	Confirmation Tone

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

### Beep Tone Timer 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 84+5+0+MM	Confirmation Tone

#### (b) For Outgoing Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 84+5+1+MM	Confirmation Tone

#### (c) For STD/ISD Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 84+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.

### 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.

## SMDR PROGRAMMING

### The SMDR programming can be done through master extension i.e. from first extension only.

In "CREATIVE 832-CLI EPABX", the SMDR call buffer is 1000 calls in Hotel mode and 1500 calls in Office mode. 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

## 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 84+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 84+7+R	Confirmation Tone

**Note:** Where R is number of retries from 0 to 9.

Default value of R is 1.

#### 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 85+0+PP..+#	Confirmation Tone

##### (b) Fixed Service Charge For Local Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 85+1+PP..+#	Confirmation Tone

##### (c) For STD/ISD Calls

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 85+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 85+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 85+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 858+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 858+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 858+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 858+3+SS..+# (Default – 30 Seconds)	Confirmation Tone

**Special Keys Dialing On Trunk**

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 First Extn i.e. 300/100 from outside	Speak to Extn 300/100
2.	Ask the Extension to dial Flash and then System Password (#0 + PPPP)	Confirmation Tone for both you and Extn 300/100
3.	Dial Programming Code	Confirmation Tone
4.	Repeat Step 3 to do more programming.	

**Note:** During remote maintenance Extension must be remaining off-hook and connected with you.

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

**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 in Day/Night Mode  
 2 – DID in Day Mode only  
 3 – DID in Night Mode only

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 (0-7) is Trunk Group Number  
 X is  
 0 – Not in the group  
 1 – Within group

By default all P&T lines are only in Trunk Group '0'.

**Example:**-If customer requirement is like  
 Ext 300-309 can access only CO 60,61 (Trunk Group '0')  
 Ext 310-319 can access only CO 62,63 (Trunk Group '1')  
 Ext 320-331 can access all CO lines (60,61,62,63) (Trunk Group '2')

60 8 0 1	60 8 2 1	60 8 1 0
61 8 0 1	61 8 2 1	61 8 1 0
62 8 1 1	62 8 2 1	62 8 0 0
63 8 1 1	63 8 2 1	63 8 0 0

300-309 8 0 1	300-309 8 1 0	300-309 8 2 0 (Can access Trunk group '0')
310-319 8 1 1	300-309 8 0 0	300-309 8 2 0 (Can access Trunk group '1')
310-331 8 2 1	300-309 8 0 0	300-309 8 1 0 (Can access Trunk group '2')

**(e) For Mobile Calls**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 858+4+SS..+# (Default – 60 Seconds)	Confirmation Tone

**(f) For WLL Calls**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 858+5+SS..+# (Default – 90 Seconds)	Confirmation Tone

**(g) For Local Calls**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 858+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 855+0	Confirmation Tone

**(b) For Serial Port**

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 855+1	Confirmation Tone

**Note:** Baud Rate for Serial port 9600.  
 No Port is enabled by default.

**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 856+0	Confirmation Tone

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

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 856+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 85+7+SS	Confirmation Tone

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

**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

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 86+#	
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

**Note:-** You can't record the messages individually. Recording of all messages will be done as mentioned above.

**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 are Tone Type.

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

## TRUNKPROGRAMMING

### 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 Group, where the call will be land.

By default all P&T lines 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 service groups are defined in 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.

### 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 86+M	Recorded Message

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

### 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 87+NN+TK+Tel. No.+HF	Confirmation Tone

**Note:** Where NN (00 – 99) is Global Memory Number.  
 TK – Trunk Access code (0,60,61...).  
 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 88+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**

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 88+*+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 88+#+T+CCC...+Flash	Confirmation Tone

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

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

**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 890+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 891+ PP + #	Confirmation Tone

**Note:** Where PP is Number of pulses.

**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.

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 (0-7) is Trunk Group Number  
 X is  
 0 – Trunk Group not allowed  
 1 – Trunk Group allowed

By default all extension are only 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.

### Flexible Numbering of Extensions

In "CREATIVE Magic 832 CLI" System extensions numbers are 3 digits by default. The extension numbers are 100 to 109, 200 to 209, 300 to 309, 400 and 401 after system hard reset.

Extension numbers can be assigned flexible and can be 1, 2 or 3 digit long. The first digit of flexible extension number can be 1, 2, 3 or 4 only. When assigning a new flexible number for any extension, the number or any of its expansions should not exist for any extension. The procedure for assigning flexible numbers is as below.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial 7 + HP + FFF#	Confirmation Tone

**Note:** Where, HP is hardware port number.  
 00 – First Port/Extension  
 01 – Second Port/Extension  
 —  
 —  
 31 – Last Port/Extension  
 FFF is flexible number to be assigned.

**Example:** - To set first port as 3, procedure is as below

#0 + 0000  
**7 + 00 + 3#**

If we wish to have 3 as a extension, then 3, 30-39, 300-399 should not exist.

To set last port as 46, procedure is as below

#0 + 0000  
**7 + 31 + 46#**

If we wish to have 46 as a extension, then 4, 46, 460-469 should not exist.

### 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 8+ * + *	

### 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 8+ * + #	

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

### 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 848 + 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.)

### Room to Room Barring

In Hotel environment some time is required that any room can't call to another room. However, some time there could be a guest group having more rooms and want to call each other. To implement this, there are 8 call privilege and 8 call receive groups in the system.

Any extension can call another extension if the caller's **call privilege group** matches to **call receive group** of called extension.

To assign call privilege and call receive groups for any extension the procedure is as below.

One extension can be put one or more call privilege groups and call receive groups as well.

### Allocation of Accepted & Denied Table

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.

**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 (60,61,62.....)

1 – DOSA thru Global dialing

2 - Unrestricted DOSA

3 – Reserve

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

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

### To assign Call Privilege Group

Step	Action	Reaction
1.	Lift The Handset	Dial tone
2.	Dial 9 + EX + 1 + G + X	Confirmation Tone

**Note:** Where, EX is extension number.

G (0 – 7) is Call privilege group.

X is

0 – Not in Group

1 – Within Group.

### To assign Call Receive Group

Step	Action	Reaction
1.	Lift The Handset	Dial tone
2.	Dial 9 + EX + 2 + G + X	Confirmation Tone

**Note:** Where, EX is extension number.

G (0 – 7) is Call receive group.

X is

0 – Not in Group

1 – Within Group.

### 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 8+#+PPPP+PPPP	Confirmation Tone

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



## EXETENSIONPROGRAMMING

### 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.

G (0-7) is Group number.

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.

### Room/Service Extension

While installing system for Hotel environment, you need to make some extensions as room phones and rest as service phones. You can assign any extension as room/service phone by the following procedure.

Step	Action	Reaction
1.	Get into the programming mode.	Confirmation Tone
2.	Dial Ex+4+3+X	Confirmation Tone

**Note:** Where Ex is Extension Numbers.

X is 0 – Service extension

1 – Room extension

### 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