

Home and Small Business Mini-PABX Kit

We want to thank you for purchasing the Mini-PABX Kit, it is a very powerful solution, but we want to warn you that it can only serve you properly if you pay attention to some very easy and simple rules.

WARNING!

If you read nothing else – please read this!

Support NOTICE: We want to deliver the best possible support without effecting the price of the item. Therefore, please read this carefully and check our Frequently Asked Questions (FAQ) on our web-site before calling for asking to speak to a qualified technician; if the question is in this Quick-Start guide, the manual or our FAQ's, then you may be charged for your support call.

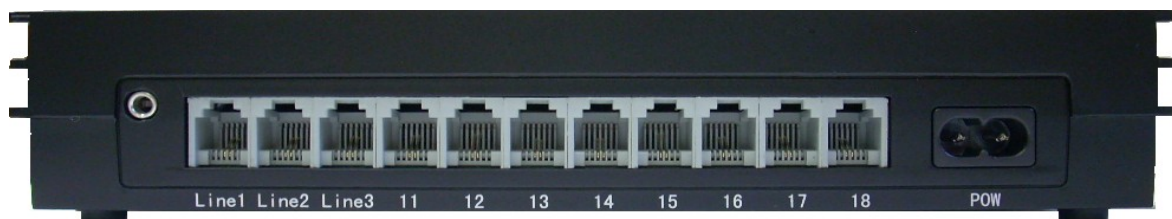
BEFORE YOU START: – make sure all incoming lines are working. The simple approach is to connect one of the 3 x Phones directly to the incoming line, if it does not work there is no point in going further. You need to test all incoming lines and be confident they work before you continue.

Remember: This is a seriously technical product, so to have you up and running in about ½ an hour, a little time spent understanding the basics is essential.

The 3 x Phones supplied do not need batteries, all the functionality is supplied over the cable from the Mini-PABX; however if you want to light up the display then you do need batteries. Batteries are supplied; we include 3 x Alkaline batteries for each Phone, but the battery manufacturer is responsible for their quality and we can not guarantee them. Always use Alkaline or high quality batteries as leaking batteries can ruin the phone(s) and is not warranted.

1. Basic Set-up:

First: Connect your incoming phone-lines to the main incoming lines on the Mini-PABX , these are clearly marked “Line1, Line2 and Line3”.

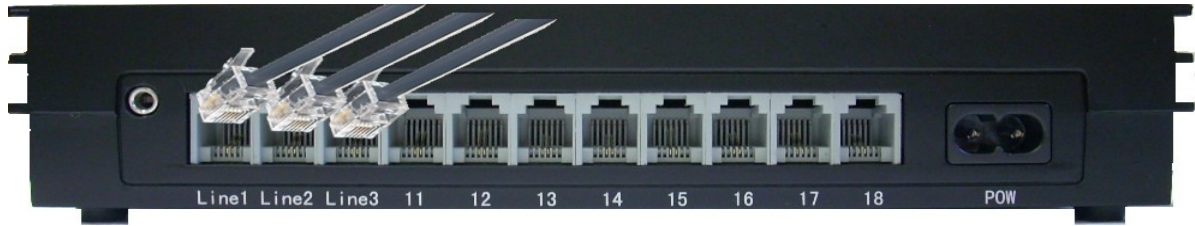


Connecting to the Exchange Line:

The cables have standard RJ12 connections, for a RJ12 socket, but if it's an old 610 socket, then you need an 605 adaptor (shown on the right) to convert the RJ12 end to fit the older-style 610 wall socket.



RJ12 to 605 adapters are not supplied, but are available if you need them. Connect the other end of these (approx 1.8-metre length) Line-cables to the Mini-PABX as shown here:



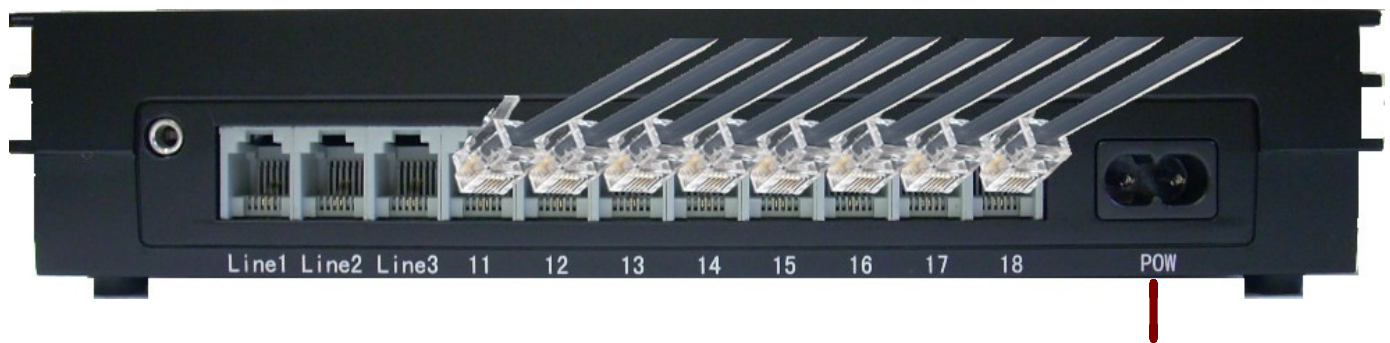
That is, connect the Exchange Line(s) to the Mini-PABX as shown above.

Second: Please make sure that a phone (becomes “Extension-11”) is connected to Port-11; this is the “First Extension Phone” or Phone-11 (Ext-11) and is used for programming the unit if/when you want to change the way it works.



Next: Connect your other extension Phones to the remaining connections as shown in the following illustration.

N.B. Do not get confused over “Port”, “Extension” and “Phone” as there are only 8; just focus on the number; Port-11, Phone-11 and Ext-11 are the same.



Finally: Connect the power cable to the Mini-PABX (Marked “POW” for Power) on the right side of the image above and then to the power-outlet. After checking that all the above is correct, switch on the power to the Mini-PABX.

Before you do any more, now is a good time to test the system.

Test-1: Pick-up Phone-11 (connected to port 11) and dial 12, Phone-12 (Port-12 Ext-12) will ring and you can answer, then hang-up both phones.

Test-2: Pick-up Phone-11 again, dial 12 and when you answer this time, press the “Hold” button (Centre button on top row) and you will put the extension on “Exclusive Hold” allowing you to reserve the intercom connection while you speak privately to a 3rd person. You will see that the PABX and Phones do mostly what we need to do day to day, works well and is easy to learn.

Note: “Hold” is a “local-hold” and is referred to as “exclusive-hold” which puts the caller on-hold with musical bells (in the phone) for that extension, and the extension that puts the call on-hold must also take the caller off-hold, this is convenient when you need to talk without the caller hearing the conversation.

If the call is from outside (an incoming call), to transfer to another extension, there is a button marked “Transfer”, this button is in the top left-hand corner of the Phone just above the “1” key. Press the Transfer-Button & dial the extension you want to transfer to (do not use “Hold” for this, use the “Transfer” button)

Almost done! Unless you want to change the way it functions, you can now enable the lines (See “**Basic Programming**” and “**Enable Lines:**” on Page-5).

Note: When the power fails, you automatically have stand-by calls just like on a normal telephone. The first line will operate through Port-11, and the second line will operate through Port-12, and if you have a third Line, then your third line will operate on Port-13 (Phone-13 / Extension 13) when power fails.

Note-2: The round chrome socket on the left side is for External-Music-on-Hold (MoH). You will need to ensure that any device (that you use for external MoH) is approved and has an appropriate line-isolation-unit before connecting. External MoH is an additional feature, you can use the built-in on-hold melody if you do not have a external music/message device.



IMPORTANT: The new 308-M (M for external Music) model, LINES NEED TO BE ENABLED through basic programming.

NOW IS A GOOD TIME TO UNDERSTAND BASIC PROGRAMMING - IT'S EASY!

Basic Programming:

Before you start programming, ensure you have connected your first phone to the port marked 11, this is referred to as Extension-11 or Phone-11 and is the first of up to 8 phones you can have on your Mini-PABX.

N.B. If at any time you feel you want to start again, you can reset to Factory Defaults by the command **0000 #** (first Enter Program Mode – see below)

Enter Programming Mode:

Pick-up Extension-11 (Port-11)

Key-in (Type-in) * # **0000** on the phone keypad, after a second you will hear a short but steady tone (a “long beep”) from the earpiece, this means that the Mini-PABX is now in programming-mode and not user-mode.

If you do not get a steady tone, but instead get 3 short beeps, you have miss-keyed the entry and need to try again.

Flash Time (see below for explanation):

If you understand “Flash” Time, then for Australia it's 100 m/Seconds, and this is the default, but to make sure, immediately after going into program-mode: (*# **0000**) Key-in **002#** and wait for the tone, then replace the receiver.

After setting the flash-time, the Mini-PABX is set correctly for Australia's standard Flash-Time, and you should never have to repeat this setting.

What's Flash-Time?

In plain non-technical language, Flash-Time is the time allowed before the telephone provider exchange decides that you have hung-up the call. That is, if you put the handset back into the cradle, the telephone exchange knows that the call has ended, and the call will be terminated – after the flash-time delay.

However, with a Mini-PABX you will often want to place the handset in the cradle and leave the call connected to you (with Music-on-Hold), or connected to another extension, or even for a conference with two extensions and the caller.

Therefore, the “Flash Time” is the delay-time before the line is cut. During this time, the Mini-PABX can perform certain duties, mainly put the call “on-hold” (with “Musical Bells”).

Enable Lines:

Before you can use the additional lines on the Mini-PABX, you need to activate Lines by first entering the programming mode again (as above with ***# 0000**) then you can “turn on” (activate) all line(s) by entering **0600#** (hear tone) then after hearing the tone, hang up. To activate individual lines, use **0601#** (Line-1), **0602#** (Line-2) **0603#** (Line-3). Do NOT activate Lines you do not have.

Note that you do not have to keep entering the programming-mode code, you can do all in one step as follows: ***# 0000** (hear tone) **0601#** (hear tone) **0602#** (hear tone) **0603#** (hear tone), then hang up to finish the programming-mode and default back to user-mode.

If you do not hear the tone (steady) but get 3-Beeps, then that means you have mis-keyed the code, or hanging-up took you out of the programming mode, so either press * and re-key the code, or * # 0000 to re-program.

Explanation:

In the above case, the programming is a simple code (**06** for Activate-Line) and **01**, **02** or **03** to tell the system which line you want to activate (**00** for all). The **#** is to tell the system that you have finished a particular programming sequence.

If you are NOT in programming-mode, when you key-in **0603** it will think you are dialling a number starting with 0603, but when you press **#** it will complain. No damage will be done if you do this, but nothing will happen either.

Basic Functions:

Depending on if you have more calls outward on the Exchange Line(s), or if you call extensions more often, you set the Mini-PABX to suit your best need:

If you make more calls to Extension Phones, then you should accept that to dial **0** to get an outside line, will be best suited for you.

If you make more calls outward than you make to Extension Phones, then you can have “Direct Dial Out” without the need to dial Zero, would suit you best.

If you want all phones to be set to dial out directly, then after entering programming mode again (*** # 0000**), key-in: **20#**

If this command is entered, then all calls outward from all extensions will be direct (just dial the number) but between phones on the system (intercom) you will need to first prefix the phone extension number with Hash (**#**)

e.g. When programmed to “Direct Dial”, if you want to call internally to (say) extension 15 just pick up the receiver and dial **#** (hear tone) **15** (ring Ext-15)

2 x Dialling-Type Settings:

Direct Dial Out allows you to dial an outside number by simply entering the phone number you are calling, but you have to add a Hash (#) before you can call an Extension Phone.

Indirect Dial Out means that you need to dial 0 before you can dial an outside number, but you simply enter the Extension Phone number (11 through to 18) to use the in-office intercom facilities.

Dial Tones:

The unit delivers 2 dial tones, an Internal tone for commands between phones on the Mini-PABX and an external tone from the exchange for calling out.

You can set to dial out directly from the first extension (**Ext-11**) but from all other lines they must first call up an external line by pressing the number **0**. This suits most situations with a receptionist.

To call another phone on the system (internal phone call) after picking up the phone, just key-in the extension number (11 to 18) that extension will then ring.

Types of Phone:

You already have 3 good quality Caller ID Phones with Hands-Free and (battery optional) blue back-light. With these supplied phones, you can just press the **HF** (hands free) button on the phone and key-in the extension number.

Hands-Free Warning:

Hands-Free use can not be adjacent to each other, they are bidirectional and will automatically adjust for noise, if they are in close proximity of each other then this can cause feed-back creating a high pitch noise. If in a noisy environment you may want to use only as on-hook dialling as your voice may be too low.

Additional Extension Phones:

You can add almost any approved Single Line Telephone or Cordless Phone to the system, maximum number of extension phones is 8.

You can order one or more additional matching phones from your dealer.

Call Transfer:

To transfer a call just tap the hook key where the handset rests (or press the Transfer Button) and type the extension you wish to send the call to.

For Auto-Attendant: See page 9

Auto-Attendant is a pre-recorded message that answers the caller for you.

===== Programming Examples =====

Example 1:

Small office with 2 lines and 8 extensions. All phones to ring:

To program up:

Enter program mode ***# 0000** Enable line 2: **0602#**

To force all 8 phones to ring when there's a call on Line-1:

3111# 3112# 3113# 3114# 3115# 3116# 3117# 3118#

To force all 8 phones to ring when there's a call on Line-2:

3211# 3212# 3213# 3214# 3215# 3216# 3217# 3218#

Example 2:

In a small home/business the business line is usually line 1, and it rings on the office phones (Phone-11 and Phone-12). The home phone is not only a home line but also used as a second line in the office to dial outward, and that will keep the incoming line free for customers to call.

In this situation, 5 phones are used in total, 3 are in the office (11, 12 & 13) and 2 in the house (14 & 15), both house and office can call out on either line.

To program up:

Enter program mode: ***# 0000**

Enable line 2: **0602#**

Direct dial out on all lines: **20#**

Force Extension-13 to ring additionally on Line-1: **3113#**

(Extensions in the house do not ring)

To make all calls in on Line-2, go to Extension-14: **3214#**

To make all calls in on Line-2, go to Extension-15: **3215#**

To disable any Extensions in the Office from ringing when Line-2 has a call:

Stop all extensions from ringing on a particular line (say Line-2):

32# Then program in the extensions you want to ring for that line.

Explanation:

First digit (3) is a "Ring/Don't-Ring" command, the second digit (2) is the Exchange-Line Number, The 3rd digit (1, 2 or 3) is the Port (11, 12 or 13) and the last (4th) digit is '1' for "Do not ring" ('0' for "Ring")

That is, there are 4 digits followed by # :

First digit is always '3' (Ring/Don't-Ring command)

Second digit is Exchange Line Number (1, 2 or 3).

Third digit is the Extension Number (1 for 11, 2 for 12, 3 for 13 etc).

To make it ring: just make the last (4th) digit a '0'.

To stop it from ringing: just make the last (4th) digit a '1'.

===== Problem Solving =====

Can not dial-out on Line2 (or Line3):

You should run through “Enable Lines” on Page-5

===== Answering Calls =====

Can only answer call from Phone-1:

This is often a default setting where Phone-1 (Ext-11) is set to “Direct-Dial” for a general receptionist situation, this allows the receptionist to answer all calls by simply picking up Extension-11 (Port 11). However the other extensions (e.g. 12, 13, 14 etc) are usually set to Indirect-Dial and no-ring, meaning that those extensions need to press * 9 to answer a call ringing at reception only.

All extensions can be made Direct-Dial, see “Basic Functions” back on Page-5.

Particular extension Direct-Dial can change only the extensions you want to be able to answer (Direct-Dial-Out allows Direct-Answer) as follows:

First remember to go into Programming-Mode by ***# 0000**

Then the format is: **2N0#** where “N” is the extension you want to be Direct-Dial

Therefore, if Extension-11 (Port 11) is already Direct-Dial, you might want Extension-12 to remain as Indirect-Dial but Extension-13 to become Direct-Dial the same as Extension-11, you would key-in **230#**

Explanation (of the command):

“2” = Command for Direct-Dial, “3” = Extension-13 (on Port 13), “0” = Direct-Dial (or “1” for Indirect-Dial) and “#” to end the programming.

Note-1:

Any extension using Direct-Dial, can directly dial-out and directly pick up a incoming call without pressing any additional keys. However, to transfer they need to press **#** then the Extension number. e.g. **#** (hear tone) **15** (Extension-15).

Any Indirect-Dial extension, must press “0” to get a line. If using an extension that does not ring, * 9 will allow you to pick up a call (direct or transferred) that is ringing at another extension (**# * 9** if from a Direct Dial extension).

Note-2:

The above is for Operator Attendant only, if you implement Auto Attendant (with voice message instructing the caller what to do) then functions change.

Auto-Attendant is similar, but a **#** is additional. That is, to answer a call while the Auto-Attendant is working and set to Direct-Dial, they need to key **# * 9**

===== Extension Phone =====

For more information on the extension phone, please check our web-site:

https://www.posview.com/PDF_phones.htm

===== Auto-Attendant =====

Auto-Attendant means the PABX answers the calls for you like a “Robot-Receptionist” and it is very popular with some users.

While this unit does not come with all the advanced features and in-depth instructions that come with dedicated Auto-Attendant devices, also known as Direct Inward System Access (DISA), it is none the less a true Auto-Attendant (DISA) system but it is restricted to 12-seconds of message.

The good news is that 12-Seconds is long enough for most callers to tolerate anyway, so plan your message carefully and time it. One message that can be played in 12-seconds is: “Thank you for calling XYZ-Company, if you know your extension please dial it now, or please dial Nine for the operator”.

To change all lines to Auto-Attendant, use the following command:
If not in programming mode, go into programming mode first with: *** # 0000**
Then to change to Auto-Attendant on all lines, key-in: **10 #**
(If you want to return to Operator-Attendant mode, the command is: **11 #**)

Now that the system is in Auto-Attendant mode, you need a message, so write down the message and check it is 10 to 12-Seconds long.

Use Extension-11 (Port-11) to record the message.
Make sure you are still in programming mode (or re-enter *** # 0000**)
Key-in the command: **12 #** and immediately you hear the tone, start recording your message – please try to make your message fill the 12-Seconds or at least 10-Seconds so the caller is not listening to “nothing”.

At the end of the 12-Seconds, you will hear the tone again, then hang-up.
If you make a mistake, just do it again, it will overwrite the previous message.
To **check your message**: Key-in **13 #**

If the caller starts dialling an extension during the message, it will stop playing the message and accept the number being keyed, then redirect to that extension.

Who is the Reception-operator?

By default, Extension-12 (12) is the Reception-operator. You can change this to another extension (say 13) by: **15 3 #** [or **15 1 #** for Ext-11 (Port 11)] if you like,

N.B. By default, the Auto-Attendant looks for the caller to input either an extension number or dial 9 for the reception, but if the caller does not, the call is terminated after 5-Seconds of no input; you can change this as follows:

If you feel your customers may not enter 9 or an extension, you can redirect to the Reception-operator by the following command: **161 #**
(If they are mostly nuisance calls, to restore and cut the line, the command is **160 #**)

Once you have entered in the command **161 #** the Auto-Attendant will allow about 5-Seconds and if there is no input from the caller by then, it will redirect the caller automatically to the Reception-operator (will dial 9 for them).

Therefore, if your message was: “Thank you for calling XYZ-Company, if you know your extension please dial it now, or please dial 9 for the operator”

Then by changing the system to redirect to the Reception-operator, maybe your message should be slightly different like: “Thank you for calling XYZ-Company, if you know your extension please dial it now, or please wait for the operator”

Please refer to your manual for more features, we hope the above is more than enough for you to get great results from this revolutionary product and we thank you for choosing PosView products.

Got questions?

Please visit our web-site and use our contact page:
<http://posview.com/contact.htm>

If warranted, we will add your Question/Answer to our FAQ list:
<http://posview.com/faq-home.htm>

Thank you for using this product, it should give you many years of reliable service.

<http://www.posview.com>