



Model SP-108C (1 CO line x 8 extensions)

Automated Telephone System

SOHO-PBX is your ideal small or home office receptionist. The SP-108C is features packed and very easy to use. For more information please go to SOHO-PBX website at www.soho-pbx.com or send email to support@soho-pbx.com

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1 INTRODUCTION & INSTALLATION

1.1 INTRODUCTION

SOHO-PBX SP-108C is designed to provide low cost professional telephone switching service. It has 1 CO line and allows up to 8 extensions. You can connect telephone, fax machine, modem and most telephone recording systems with the SP-108C.

1.2 CALLER ID

This PBX is capable of receiving external FSK or DTMF Caller ID sent from your local telephone company. In order for the Caller ID to work, you must subscribe the service from your Local Telephone Company. The telephone used must have DTMF Caller ID detection capabilities.

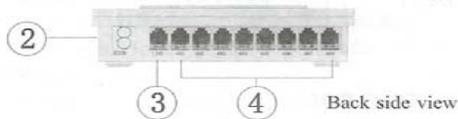
1.3 PRE-INSTALLATION NOTE

Ensure that the unit is properly plugged in the wall.

Avoid installing the unit in the following places:

- * Dusty and wet places
- * Near high-frequency generating devices such as microwave ovens, sewing machines
- * Near television sets
- * Very hot and humid environment

INSTALLATION DIAGRAM



Names:

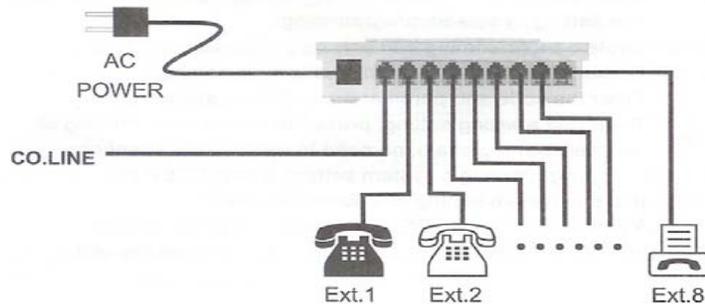
①--LED

②--POWER

③-- Port of CO.Line

④--Ext.1~ Ext.8 port

CONNECTION



1.5 POWER FAILURE

In the event of a power failure, CO line #1 will be automatically connected to extension #1.

1.6 CO LINE

The SP-108C supports one CO line. Three different mode of communications can be established.

- CO line + extension
- Extension + extension
- CO line + extension + extension

1.7 INSTALLATION PROCEDURES

1.7.1 Connect a CO line to the CO line port of SP-108C

1.7.2 Connect all analog phones to the extension ports

2 SYSTEMS PROGRAMMING

2.1 GENERAL PROGRAMMING INSTRUCTIONS

2.1.1 The SP-108C has a default factory setting.

2.1.2 Systems programming can only be performed from extension #1.

2.1.3 To redo an incorrect instruction just press '*' and repeat the instructions again without having to press the hook.

2.2 DO NOT DISTURB

Description: To suppress an extension from ringing on incoming CO line calls.

Instruction: Press '*#1n10' (n= extension number 1 to 8).

Example: To suppress extension 2 from ringing - press '*#1210'. To suppress extensions 2 to 4 from ringing – press '*#121013101410'.

To cancel the feature – press '*#1n00' (n = extension number 1 to 8).

Example: To cancel the feature for extension 2 - press '*#1200'.

2.3 CALL RESTRICTION ASSIGNMENTS

2.3.1 TOLL RESTRICTION

Description: To restrict dialing of 4-digit long distance prefix.

(maximum 30 sets of prefixes can be assigned).

Instruction: Press '*#5nABCD#' (n = extension number).

Example: To restrict extension 3 from dialing the prefix digits of 2345 – press '*#532345#'. To restrict extension 3 from dialing 011 – press '*#53011#'.

2.3.2 OUTGOING CALL RESTRICTION

Description: To restrict an extension from making outgoing calls so that only Intercom calls can be made.

Instruction: Press '*#5n#' (n = extension number).

Example: To restrict extension 3 from making outgoing calls – press '*#53#'.

2.3.3 TO CLEAR A RESTRICTION

Description: To cancel the restriction on an extension.

Instruction: Press '*#5n0000#' (n = extension number).

Example: To clear an outgoing call restriction on extension 3 – press '*#530000#'.

2.3.4 SETTING PASSWORD TO PERMIT OUTGOING CALLS

Description: Using password to protect an extension from make outgoing calls. Extension with the outgoing call restriction assigned can use this feature also.

Instruction: Press '*#9abcd#' (abcd = 4-digit password – default password = 1234).

2.3.5 CHANGING PASSWORD

Description: Permit the user to change the password. It must be performed on extension number 1.

Instruction: Press '*#8ABCD#'.

Example: To change the password to 2345 – press '*#82345#'.

2.4 SETTING TIME LIMIT ON OUTGOING CALLS

2.4.1 SETTING TIME LIMIT ON SPECIFIC EXTENSION

Description: Disconnect an outgoing call after a set time limit.

Instruction: Press '*#3nMM#' (n = extension number,

MM = minutes from 1 to 90).

Example: Restrict extension 3 to an outgoing call time limit of 5 minutes – press '*#335#'.

2.4.2 TO CLEAR TIME LIMIT RESTRICTION

Instruction: Press '*#3n#' (n = extension number).

Example: To cancel the time limit restriction on extension number 3 – press '#33#'.

2.5 SETTING NEW EXTENSION NUMBER

2.5.1 SETTING NEW EXTENSION NUMBER FOR AN EXTENSION

Description: Change the existing extension number

Instruction: Press '* # * abc # ABC

(abc = Existing extension number , (801-808);
ABC = New extension number to be assigned)

Example: Change the existing extension number from 803 to a new extension number 925

Press '* # * 803 # 925

2.5.2 RESTORE TO DEFAULT EXTENSION NUMBERING SCHEME

Description: Fall back to factory preset extension numbering scheme.

Instruction: Press '* # 6000#

2.6 SETTING AUTO ATTENDANT MODE

2.6.1 SETTING AUTO ATTENDANT MODE

Description: An incoming call will be greeted with the recorded outgoing message, and routed to an appropriate extension according to the digits received from the calling party.

Instruction: Press '* # 2000

2.6.2 RECORD AN OUTGOING MESSAGE (OGM)

Description: To record an outgoing greeting message for use in auto attendant mode. If the calling party presses a '0', the CO line will be connected to EXT 802.

Instruction: Press * # 2200

Pick up the phone from Extension 1 and press *#2200, one Beep tone is heard, then start the recording by speaking to the phone. Recording is ended when another Beep tone is heard.

2.6.2 PLAYBACK AN OUTGOING MESSAGE (OGM)

Description: To listen to the recorded OGM

Instruction: Press * # 2300

Pick up the phone from Extension 1 and press *#2300, one Beep tone is heard, followed by playing back of the OGM.

3 OPERATING INSTRUCTION

3.1 A CO LINE IS RECEIVING AN INCOMING CALL

3.1.1 OPERATOR ATTENDANT MODE

Description: When a CO line is receiving an incoming call, all assigned extensions will ring. Lift a handset of any ringing extensions to answer the call. The incoming call can also be answered from other non-ringing extensions by means of the Call Pick Up feature. If necessary, the EXT that has answered the call can forward the answered call to another EXT.

3.2 EXTERNAL CALL

Format: abcdef

abcdef = External telephone number

Description: The user can dial an external telephone number directly from an extension when the Telco dial tone is present.

3.3 INTERNAL CALL

Format: * + abc

abc = extension number

Description: Input * to get the internal dial tone, then dial the extension number

Format: abc

abc = extension number

Description: Input the extension number directly if no CO line is connected to the PBX

If there is an external incoming call when an extension A is connected an extension B, both A & B will be supplied with series of short Beep tone. A or B can go on-hook to get the ringing signal of the incoming call, and pick up the call subsequently by going off-hook again.

3.4 TRANSFER AN INCOMING CALL TO ANOTHER EXTENSION

Format: abc

abc = desired extension number

Description: Allows an extension to transfer a received incoming call to another extension. Example: The user of extension 805 has received an external call, he can transfer the call to extension 807 by pressing 807 directly.

Description: During the transfer, the on hold music will be supplied to the external calling party.

When Ext.807 picks up the phone, the call transfer is completed. Music on Hold stops playing and the conversation resumes.

There are 4 different cases when a call is transferred from an extension A to an extension B:

- a) Ext A doesn't hang up while Ext. B lifts the handset. Communication between A and B is established. The external caller is put on hold with Music. Whoever A or B hangs up, the system will transfer the external call to the remaining off-hook party.
- b) Ext A doesn't hang up and Ext B doesn't answer in 20 seconds. Ext A will be reconnected to the external calling party.
- c) Ext A hangs up and Ext B answers within a certain period;
- d) Ext A hangs up and Ext B doesn't answer the call in 20 seconds. The external calling party will be transferred back to Ext A. If Ext A does not answer the call in 20 seconds or Ext A is busy, then the external call connection will be disconnected

3.5 CONFERENCE CALL AMONG 2 EXTENSIONS AND 1 CO LINE

Format: Press any digit for two seconds

Description: When a connection is established between an extension and an external party, the extension can invite another extension to join a conference call by pressing the extension number of the invited

extension directly. The invited extension will then ring while the external party is put on-hold with music. After the invited extension go off-hook, either the extension or the invited extension can press any key on the phone for 2 seconds to let the external party to join the conference.

3.6 Secretary Assisted Dialing

Format: #+*+abc

abc= Boss's extension number.

Description: Firstly, a secretary from an extension has established an outside call, then she press #*abc to transfer the established call to extension abc.

3.7 CALL PICK UP

Format: Simply pick up the handset directly to answer an incoming call.

Description: Allows a user from a non-ringing extension to answer an external incoming.