

GENERAL DEFINITIONS

In this guide the explanations of the programs are given in a fixed format;

The header line: Name of the program is given.

Description: Brief description of the program is given.

Program Code(s): Some of the extension or line parameters can be programmed with two alternative programs. One of them is for a singular port (extension or line) programming and the other one is for group of ports programming. So, some of the parameters of extensions and lines can be programmed either one by one or in terms of groups of extensions or lines. In this section, the two program codes “Singular program code” and “Group program code” are given.

Parameters: Parameters of the program with their description are given. Some parameters are conditional parameters such that they are entered for some certain values of preceding parameters. These conditional parameters as given in “{“, “}” brackets.

Cancel: Code to deactivate the programs are given. (Note that these sections are used only when the related program has different activation and cancellation codes.)

Default Value: Default values of the program parameters are given.

Notes: Supplementary notes, restrictions and remarks related to the program are given.

NUMBERING PLAN

As the factory default, DS200 has 4-digit extension and line numbers starting from 1110 (operator). The numbers of extensions and / or lines can be changed by the Flexible Numbering facility of the system to be at least 1 and at most 8 digits.

So, whenever an extension or line number is required to be entered during a programming sequence, you need to enter the final access code of this extension or line.

ABBREVIATIONS

The following table gives the meanings of the abbreviations used throughout this guide.

CRL	:	Call Record Listing
DP	:	Dial Pulse
DTMF	:	Dual Tone Multi-Frequency
BDP	:	Busy Display Panel

CHAPTER 1

PROGRAMMING MODE

1. PROGRAMMING MODE ENTRY

Puts the system in the programming mode and thus allows entering the program codes.

877777

- **NOTES**

1. When the system is put in programming mode, the “Pr” LED turns on on the BDP of DSS200E if connected any.

2. PROGRAMMING MODE EXIT

Exits the programming mode, so that no new programming codes can be entered.

877778

Unless this code is dialed the system remains in the programming mode as there is no time limit.

3. ENTERING PROGRAMMING CODES

As explained in the following pages, each program code consists of a set of numbers.

For most of the programs, it is necessary to enter the complete code. In such cases, the internal dial tone is received to confirm the correct entry of the program.

For some programs, the coding should be stopped before the entry of the entire code. In such cases, you should press “*” key to complete the program code, even if you don’t have the required permission to use the “*” key.

CHAPTER 2

GENERAL PROGRAMS

1. SAVING PROGRAMS

Saves the new values of all parameters in the non-volatile memory of the system.

800000

- NOTES

After programming all the parameters required, this code must be dialed before exiting the programming mode. Otherwise, the new values of the programmed parameters are lost.

2. SYSTEM SUPERVISOR

Allows changing the System Supervisor, who puts the system in programming mode, enters the program codes, saves them and exits the programming mode.

800001 E

- PARAMETERS

E : Extension number.

- BY DEFAULT

800001 1110 is active.

3. TABLE INITIALIZATION

Provides different initialization options for several tables of the system.

800002 P

- PARAMETERS

- P = 1 : Parameters of *Line Parameters* and *Line Status and Signaling* programs are set to their default values.
- = 2 : Parameters of *Access Group* and *Access Group Line Matching* programs are set to their default values.
- = 3 : *Remote Follow Me / Follow Me* facilities activated by the extensions in *Night Mode* and *PBX Groups* defined for both *Day* and *Night Modes* are canceled.
- = 4 : *External Call Authority Levels* of all extensions, *Restricted Prefixes* and *Permitted Prefixes* are set to their default values.
- = 8 : All system and user parameters except for common and private pool numbers are set to their default values.
- = 9 : All system and user parameters are set to their default values and common and private pool numbers are cleared.

4. LINE STATUS AND SIGNALING

800003 L P {Q} Singular program code

800004 L₁ L₂ P {Q} Group program code

- **PARAMETERS**

- L : Line number.
- L₁ : Starting line number for the group programming.
- L₂ : Ending line number for the group programming.
- P = 0 : The line is out of service.
- = 1 : The line is in service.
- Q : Only accepted if P is entered as "1".
- = 0 : The line is in DP signaling mode.
- = 1 : The line is in DTMF signaling mode.

- **BY DEFAULT**

800003 L 1 1 is active for all lines.

5. LINE PARAMETERS

Allows defining various parameters for a line.

800005 L E P Q Singular program code

800006 L₁ L₂ E P Q Group program code

- **PARAMETERS**

- L : Line number.
- L₁ : Starting line number for the group programming.
- L₂ : Ending line number for the group programming.
- E : Ringing extension number.
- P = 0 : L can only be accessed by *Selective Line Access*.
- = 1 : L can be accessed by *Automatic Line Access* or *Selective Line Access*.
- Q = 0 : External call authorities of the extensions are not checked on L.
- = 1 : External call authorities of the extensions are checked on L.

- **BY DEFAULT**

800005 L 1110 1 1 is active for all lines.

- **NOTES**

1. Parameter P:

8. ACCESS GROUP

Allows defining extension groups to allocate certain lines to those extension groups.

800012 E P Singular program code

800013 E₁ E₂ P Group program code

- **PARAMETERS**

- E : Extension number.
- E₁ : Starting extension number for group programming.
- E₂ : Ending extension number for group programming.
- P = 01,..., 32 : Extensions can access only the lines allocated to their groups by *Access Group Line Matching* program.
- = 00 : Extensions can access all lines except for the lines that are marked as unavailable by *Access Group Line Matching* program.

- **BY DEFAULT**

800012 E 01 is active for all extensions.

9. PBX GROUP

The program can be entered both in *Day* and *Night Modes* so as to set different *Day* and *Night Mode PBX Groups* to serve the following purposes:

1. The extensions in the same *PBX Group* can answer the calls ringing at each other's telephone by using *Group Call Pick Up* method.
2. *Follow Me (Busy)* and *Follow Me (No Answer)* facilities are active among the extensions in the same *PBX Group*.
3. The extensions in the same *PBX Group* can activate *Parallel Extensions* facility; so that the incoming external calls ringing on their telephones, will ring on the next four extensions in the same *PBX Group* as well.

800014 E₁ E₂

- **PARAMETERS**

- E₁ : The first extension number.
- E₂ : The second extension number.

- **TO CANCEL**

800014 E₁ E₁

- **BY DEFAULT**

800014 E₁ E₁ is active for all extensions.

- **NOTES**

1. Entering this code more than once, as many extensions as desired can be included in a *PBX Group*. However, these extensions must form a chain; that is, E_1 of an entry of the program must be equal to the E_2 of the previous entry of the program.
2. To exclude an extension from a PBX group 800014 E E must be entered and to retain the chain, the previous extension and the next extension in the PBX group must be programmed as 800014 previous extension next extension.

For example: Assume that 800014 1112 1113, 800014 1113 1114, 800014 1114 1115 and 800014 1115 1112 are entered to form a PBX group. Then to exclude 1114 from the PBX group the following programs must be entered:

800014 1114 1114,

800014 1113 1115

3. To delete a *PBX Group*, the program must be canceled for each extension in the *PBX Group*.

10. RESTRICTED PREFIX DEFINITION

Allows defining prefixes to restrict in the external calls in different levels so that the extensions who are programmed accordingly may not make calls starting with these prefixes in the corresponding levels.

800015 P Q

- **PARAMETERS**

- P** : Restricted Prefix Level
- = 1 : The prefixes defined are restricted for extensions who have Local External Call Authority.
 - = 2 : The prefixes defined are restricted for extensions who have Long Distance External Call Authority.
 - = 3 : The prefixes defined are restricted for extensions who have International External Call Authority.
 - = 4 : Special level. The extensions have Local External Call Authority and may call long distance numbers starting with 0212 or 0216.
 - = 5, 6, 7, 8 : General purpose levels.
- Q** : Prefix of at most 4 digits

- **BY DEFAULT**

0 is defined for level "1", 00 is defined for level "2".

- **NOTES**

1. If Q is one, two or three digits, to end the prefix entry you have to press "*" key.
2. This program can be entered as much as 8 times to define 8 different prefixes for the same level. If more than 8 prefixes are entered for a level, only the first 8 of them will be relevant and the rest will be ignored.

3. The program code must be ended by hanging up.
4. Example entry:

800015 2 051* *

800015 2 03 * *

In this case the extensions who have the Long Distance External Call Authority Level may not call long distance numbers starting with "051" and "03".

11. PERMITTED PREFIX DEFINITION

Allows defining prefixes to permit in the external calls in different levels so that the extensions who are programmed accordingly may make calls starting with these prefixes in the corresponding levels.

800016 P Q

- **PARAMETERS**

- P** : Permitted Prefix Level
- = 1 : The prefixes defined are permitted for extensions who have Local External Call Authority.
- = 2 : The prefixes defined are permitted for extensions who have Long Distance External Call Authority.
- = 3 : The prefixes defined are permitted for extensions who have International External Call Authority.
- = 4, 5, 6, 7, 8 : General purpose levels.
- Q** : Prefix of at most 4 digits

- **BY DEFAULT**

0212 and 0216 are defined for level "4".

- **NOTES**

1. If Q is one, two or three digits, to end the prefix entry you have to press "*" key.
2. This program can be entered as much as 8 times to define 8 different prefixes for the same level. If more than 8 prefixes are entered for a level, only the first 8 of them will be relevant and the rest will be ignored.
3. The program code must be ended by hanging up.
4. Example entry:

800016 1 051* *

800016 1 03 * *

In this case the extensions who have the Local External Call Authority Level may call long distance numbers starting with "051" and "03".

12. STD / ISD CODE DEFINITION

Allows defining STD code for long distance calls, ISD code for international calls and also a code for local calls.

800017 P Q

- **PARAMETERS**

- P** : Code level.
 = 1 : Local call code.
 = 2 : STD code.
 = 3 : ISD code.
- Q** : Code of at most 4 digits

- **BY DEFAULT**

STD code is 0 and ISD code is 00.

- **NOTES**

1. If Q is one or two digits, to end the prefix entry you have to press "*" key.
2. The local call code should be defined only if all the local calls are starting with the same digit.
3. This program can be entered as much as 8 times to define 8 different codes for the same level. If more than 8 codes are entered for a level, only the first 8 of them will be relevant and the rest will be ignored.
4. The program code must be ended by hanging up.
5. Example entry:

800017 2 0* *

800017 3 00* *

In this case the long distance calls starts with "0" and international codes start with "00".

13. PREFIX / CODE ERASE

Allows erasing the restricted or permitted prefixes or the STD / ISD codes defined with 800015, 800016 and 800017 coded programs.

800018 P Q

- **PARAMETERS**

- P** : Table indicator
- = 1 : Restricted prefix table (800015)
 - = 2 : Permitted prefix table (800016)
 - = 3 : STD / ISD codes table (800017)
- Q** = 1..8 : Line no of the table

- **BY DEFAULT**

No prefixes are defined.

- **NOTES**

1. If P is entered as 3 then Q can be between 1 and 3 as the STD / ISD code table has only 3 lines.
2. Example entry:

800018 2 2

In this case all the prefixes (as much as 8) on the 2nd line of the permitted prefixes table is erased.

14. ACCESS GROUP LINE MATCHING

Allows allocating lines to the access groups defined by *Access Group* program.

800027 L P (P P P) Singular program code

800028 L₁ L₂ P (P P P) Group program code

- **PARAMETERS**

- L : Line number.
- L₁ : Starting line number for group programming.
- L₂ : Ending line number for group programming.
- P = 00 : Line(s) is unavailable for all extensions.
- = 01,...,32 : Access group numbers (defined by *Access Group* program) to which line(s) is to be allocated.

- **BY DEFAULT**

800027 L 01 is active for all lines.

- **NOTES**

1. P = 01,...,32:
After each entry of an access group number, instead of giving internal dial tone, the system allows entering new access group numbers. Hence, by a single entry of this program, a single line can be allocated to at most 32 access groups at a time. If it is desired to allocate L to less than 32 access groups, you should hang up after entering the last access group number.
2. If P is set to 00, the system gives internal dial tone and does not allow entering any more access group numbers.
3. The following example is given to clarify the entry of the program.

To:

- Mark line 1337 as unavailable,
- Assign line 1336 to the access groups 01, 02 and 03,
- Assign lines 1338, 1339, 1340 and 1341 to the access group 02,

The codes to be dialed are:

- 800027 1337 00 and hang up,
- 800027 1336 01 02 03 and hang up,
- 800028 1338 1341 02 and hang up,

15. PBX GROUP PARAMETERS

800030 P Q R

- **PARAMETERS**

- P** = 0 : *Follow Me (No Answer)* in *PBX Groups* is disabled.
= 1 : *Follow Me (No Answer)* in *PBX Groups* is enabled.
- Q** = 0 : *Follow Me (Busy)* in *PBX Groups* is disabled for external calls.
= 1 : *Follow Me (Busy)* in *PBX Groups* is enabled for external calls.
- R** = 0 : *Follow Me (Busy)* in *PBX Groups* is disabled for internal calls.
= 1 : *Follow Me (Busy)* in *PBX Groups* is enabled for internal calls.

- **BY DEFAULT**

800030 1 1 1 is active.

- **NOTES**

The modification of one of the parameters will be valid for all *PBX Groups*.

16. MUSIC ON HOLD ACTIVATION

Allows activating the external music source of the system so that the parties put on hold or parked may listen to the music while they are on hold or parked.

800031 P

- **PARAMETERS**

- P** = 0 : The external music source is not active.
= 1 : The external music source is active.

- **BY DEFAULT**

800031 0 is active.

17. OUTGOING CALL TIME-OUT

Allows controlling the duration of the outgoing external calls of the extensions.

800032 E P

- **PARAMETERS**

E : Extension number.

P = 000 : No limit.

= 002,...,250 : The duration parameter such that E is allowed to make outgoing external calls for P x 10 seconds.

- **BY DEFAULT**

800032 E 000 is active for all the extensions.

- **NOTES**

E hears a short warning beep 15 seconds before the call is terminated.

18. AUTOMATIC PASSWORD SETTING

Allows setting the password of an extension to 9999 automatically.

800034 E

- **PARAMETERS**

E : Extension number.

- **NOTES**

This program is especially useful when an extension forgets his/her password.

19. HOT LINE

Allows defining a *Hot Line* for an extension so that the extension can do one of the following just upon lifting handset or with a delay of 4 seconds:

1. Call another extension.
2. Access any idle line.
3. Access a specific line.
4. Call the number stored in the 497th or 498th or 499th common pool, which may be used for emergency calls.

800035 E P {Q}

- **PARAMETERS**

- E** : Extension number.
- P = 1** : To define an extension or line to be accessed.
Parameter 1 is to be followed by an extension or line number.
- = 9** : E accesses any idle line.
- = 3** : E immediately calls the number stored in common pool 497.
- = 4** : E immediately calls the number stored in common pool 498.
- = 5** : E immediately calls the number stored in common pool 499.
- Q** : Accepted only is P is entered as 1 or 9.
- = 0** : Connection between E and P is established immediately.
- = 1** : Connection between E and P is established with a delay of 4 seconds.

- **TO CANCEL**

800035 E 0

- **BY DEFAULT**

800035 E 0 is active for all extensions.

- **NOTES**

1. For P values 3, 4 and 5 connection will be established immediately.
2. A Hot Line cannot be assigned to the operator and to the system supervisor.
3. If P = 3, 4, 5 and even if all lines are occupied when the extension lifts the handset, the system releases one of the lines and assigns this line to the extension.
4. If a delayed hot line is assigned to an extension, then this extension can dial any code within the 4 seconds delay time. If he/she does not dial any digits within this 4 seconds, then the hot line connection is established.

20. INTRUSION AUTHORITY

800036 E P Singular program code

800037 E₁ E₂ P Group program code

- **PARAMETERS**

- E : Extension number.
 E₁ : Starting extension number for the group programming.
 E₂ : Ending extension number for the group programming.
 P = 0 : E cannot activate *Intrusion*.
 = 1,...,7 : E can intrude only the extensions with lower *Intrusion Authority Levels*.

- **BY DEFAULT**

800036 E 0 is active for all extensions.

- **NOTES**

- 1) Extensions who have Intrusion Authority level 5 or more can use 798 coded Busy Line Drop facility.
- 2) If an extension with the Intrusion authority level "7", calls another extension with the same level, then the telephone of the called extension rings even if he/she has activated Follow Me facility.
- 3) If an extension who has activated Do Not Disturb facility is called by another extension with a higher Intrusion Authority level, Do Not Disturb facility does not function.
- 4) If an extension calls another one with lower Intrusion Authority level then the telephone of the called extension rings with a different cadence.

21. FOLLOW ME BUSY LINE

Allows defining groups of lines, so that the extensions who try to access a busy line by *Selective Line Access* are connected to the next line in the same group. The program can be entered both in *Day* and *Night Modes* so as to set different *Day* and *Night Mode* groups of lines.

800038 L₁ L₂

- **PARAMETERS**

- L₁ : The first line number.
 L₂ : The second line number.

- **TO CANCEL**

800038 L₁ L₁

- **BY DEFAULT**

800038 L₁ L₁ is active for lines.

- **NOTES**

1. Entering the same code more than once, as many lines as desired can be included in a line group. However, these lines must form a chain; that is, L₁ of an entry of the program must be equal to the L₂ of the previously entered program.
2. To exclude a line from a Follow Me Busy Line group 800038 L L must be entered and to retain the chain, the previous line and the next line in the group must be programmed as 800038 previous line next line.

For example: Assume that 800038 1334 1335, 800038 1335 1336, 800038 1336 1337 and 800038 1337 1334 are entered to for a PBX group. Then to exclude 1336 from the PBX group the following programs must be entered:

800038 1336 1336,

800038 1335 1337

3. To delete a line group, the program must be entered for each line as **'800038 L L'**.

22. LOCAL EXTENSION

Allows setting an extension as a Local extension so that he/she can use the number keys of his/her telephone to automatically activate some features instead of dialing numbers.

800039 E P

- **PARAMETERS**

- E : Extension number.
- P = 0 : Extension is not a local extension.
- = 1 : Extension is a local extension.

- **NOTES**

1. All the number keys of a local extension's telephone can be programmed to activate any facility (feature code, extension or line access code) except for the key "0".
2. The private pool memories of the extension is used to define the facilities of each key. Therefore, the feature codes must be entered to the private pool memories of the extension before the extension is defined as a local extension.
3. Warning:
 - a. Local extensions must not be allowed to use their "#" and "*" keys as well as their hook-switch to make hook flash.
 - b. A hot line must not be defined to a local extension.
 - c. If the local extensions has a Karel proprietary telephone then the special function keys of the telephone do not function.

23. DISA / AUTO ATTENDANT FOR ANALOG LINES

Allows marking an analog line as DISA, so as to allow a remote user to access the extensions directly without the help of the operator.

The remote users calling through DISA lines receive a special DISA dial tone for 15 seconds during which they should dial the desired extension number.

800042 L P

- **PARAMETERS**

- L : Line number.
- P = 0 : Line L is a normal line.
- = 1 : DISA is active on line L.
- = 2 : Auto Attendant is active on line L.

- **NOTES**

1. The party calling through the DISA / Auto Attendant line must have a DTMF telephone set to be able to dial the extension number.
2. If the party calling through the DISA line fails to dial an extension number during the special DISA dial tone, he is transferred to the operator or the ringing extension. The call rings on the operator or the ringing extension for 6 ringing periods and is released automatically at the end of 6 ringing periods if it is not answered.
3. The party calling through the DISA line can:
 - Refresh the special DISA dial tone by pressing "*" key. By this way, he can call another extension if the extension he called is busy or not answering.
 - Drop the line by pressing "#" key.
4. If the extension called through DISA line is busy or not answering, the system gives the party another 15 seconds to call another extension. By this way, the party is allowed to make 9 trials to establish a call. If he fails to establish a call within 9 trials, the call is transferred to the operator or the ringing extension and rings for 5 ringing periods and is released automatically at the end of 5 ringing periods if it is not answered.
5. Unless the operator activates Auto Attendant, the Auto Attendant lines function as normal lines.
6. If the party calling through the Auto Attendant line fails to dial an extension number during the special Auto Attendant dial tone, he is transferred to the operator or the ringing extension. The call rings on the operator or the ringing extension for 6 ringing periods and is released automatically at the end of 6 ringing periods if it is not answered.

24. FLASH ENABLE

Allows controlling the use of “*” and “#” keys and *Hook Switch* by the extensions.

800044 E N P

- **PARAMETERS**

- E : Extension number.
- N = 0 : “*” and “#” keys are not active.
 = 1 : “*” and “#” keys are active
- P = 0 : Hook switch can be used to make hook flash.
 = 1 : Hook switch cannot be used to make hook flash.

- **BY DEFAULT**

800044 E 0 0 is active for all extensions.

- **NOTES**

1. The parameter P affects only the extensions with DTMF telephone sets.
2. The system releases the DTMF channels dedicated to the extensions with P = 0, 20 seconds after these extensions dial the last DTMF digit. These extensions cannot activate some system features (*Call Back, Busy Extension Signaling, Intrusion*) 20 seconds after the last DTMF digit they dial.
3. DS200 has 19 DTMF decoders in each rack. Therefore, this constraint and the traffic load of the system should be considered while selecting the extensions who will be capable of using their “*” and “#” keys.

25. RECALL TIME

Allows changing the recall time of the parked calls.

800045 T

- **PARAMETERS**

- T = 03..18 : The recall time of the parked calls is P x 10 seconds

- **BY DEFAULT**

800045 06 is active.

26. AUTOMATIC HOLD

Allows putting the incoming calls on hold automatically if they are not answered within the programmed time.

800047 T

- **PARAMETERS**

- T = 01..99 : The call is put on hold after P seconds.
 = 00 : The call is not put on hold, instead the external caller keeps receiving ring-back tone until the operator or the ringing extension answers him.

- **BY DEFAULT**

800047 00 is active. (Automatic hold is not active.)

- **NOTES**

1. The external calls that are put on hold are in the queue of the operator or the ringing extension.
2. If *Music On Hold* is activated by the operator, the external party hears music while he is put on hold. Otherwise, he receives short “beep”s from his handset.
3. If the *Wait Message* is recorded by the System Supervisor, the external party first receives this message and then hears music or receives short “beep”s.

27. INCOMING CALL TIME-OUT

Allows limiting the incoming external calls of the extensions with the duration defined by *Outgoing Call Time-Out* program.

800048 P

- **PARAMETERS**

- P = 0 : The duration that is defined by *Outgoing Call Time-Out* program does not apply for the incoming external calls.
 = 1 : The duration that is defined by *Outgoing Call Time-Out* program applies for the incoming external calls as well.

- **BY DEFAULT**

800048 0 is active.

- **NOTES**

1. The extension hears a short warning beep 15 seconds before the call is terminated.
2. If the call is transferred and the new extension has a time-out value, the time counter is reset at the time of transfer.

28. PAGER CODE

Allows defining the fixed code of the extension's pager as an extension parameter. Once this code is defined, the extension can activate the pager.

800049 E P

- **PARAMETERS**

- E : Extension number.
- P = 000 : The extension has no pager.
- = 001..999 : The extension has the pager with the fixed code P.

- **BY DEFAULT**

800049 E 0 is active for all extensions.

- **NOTES**

As the fixed code of the pager is defined as an extension parameter, the pager can be used without any modifications required even if the extension's physical address is changed in the system.

29. DISA/ACD INACCESSIBLE EXTENSION

800050 E P

- **PARAMETERS**

- E : Extension number.
- P = 0 : The extension can be accessed directly by the parties calling through DISA or ACD lines.
- = 1 : The extension cannot be accessed directly by the parties calling through DISA or ACD lines.

- **BY DEFAULT**

800050 E 0 is active for all extensions.

30. AUTOMATIC NIGHT MODE

Allows switching the system between *Day* and *Night Modes* automatically, everyday at predetermined times.

800051 HHMM_S HHMM_E

- **PARAMETERS**

HHMM_S : Starting time of the *Night Mode* in the format of hour (00-23) and minute (00-59).

HHMM_E : Ending time of the *Night Mode* in the format of hour (00-23) and minute (00-59).

- **TO DEACTIVATE**

800051 and hang up.

- **BY DEFAULT**

800051 program is not active.

31. UNIFORM CALL DISTRIBUTION AMONG EXTENSIONS

Allows distributing the incoming external calls coming to an extension in a PBX group uniformly on the extensions of the same group.

800052 E N

- **PARAMETERS**

E : Extension number.

N = 0 : Calls are not uniformly distributed.

= 1 : Calls are uniformly distributed.

- **BY DEFAULT**

800052 E 0 is active for all extensions.

- **NOTES**

When uniform distribution is activated, the first incoming call will ring on extension "E". The second call will ring on the next extension in the same group, the third call rings on the second next extension and etc.

32. DAILY AUTOMATIC SERVICES

Allows activating and deactivating *Night Mode* on the system automatically, on a daily basis.

800059 S D P

- **PARAMETERS**

- S** = 0 : Night Mode.
 = 1 : Reserved for future use.
- D** = 0 : Saturday.
 = 1 : Sunday.
 = 2 : Monday.
 = 3 : Tuesday.
 = 4 : Wednesday.
 = 5 : Thursday.
 = 6 : Friday.
- P** = 0 : Night mode is inactive throughout the day D.
 = 1 : Night mode is active throughout the day D.

- **TO DEACTIVATE**

800059 0 9

- **BY DEFAULT**

800059 0 D 0, is active for all days.

- **NOTES**

The *Daily Night Mode* service is not deactivated at midnight in case *Automatic Night Mode* program is entered. Instead, the service remains active until the ending time of *Automatic Night Mode* program.

33. HOTEL ROOM DEFINITION

Allows defining an extension as a Hotel Room extension.

800060 E P

- **PARAMETERS**

- E** : Extension number.
- P** = 0 : E is not a hotel room extension.
 = 1 : E is a hotel room extension.

- **BY DEFAULT**

800060 E 0 is active for all extensions.

- **NOTES**

1. A hotel room extension is not allowed to use the following user facilities:
 - a. Password Define, Password Update, Phone Lock, Calling From Locked Phone.
 - b. Private Pool Entry, Calling From Common Pool, Calling From Private Pool, Last Number Redial.
 - c. Auto-Dial (Last Number), Auto-Dial (Private Pool), and Auto-Dial (Common Pool).
 - d. Call Back.
 - e. Intrusion.
 - f. Selective Call Pick Up, Group Call Pick Up.
 - g. Do Not Disturb.
 - h. Background Music.
 - i. Parked Call Retrieve.
 - j. Hook-Flash.
 - k. Follow Me, Remote Follow Me.
2. A hotel room extension cannot be a target for *Remote Follow Me*, *Follow Me* and *Follow Me (No Answer)*.
3. A hotel room extension cannot be included in a *PBX Group*.
4. A *Hot Line-External Number* cannot be assigned to a hotel room extension.
5. A hotel room extension cannot be accessed directly from DISA lines.
6. A hotel room extension can call all other extensions. However, only the operator and the authorized extensions can call the hotel room extensions. (See *Hotel Room Access Permission* as well.)
7. By default, none of the hotel room extensions can use their “*” / “#” keys. However, by *Flash Enable* program, the hotel room extensions can be allowed to use their “*” keys.

34. HOTEL ROOM ACCESS PERMISSION

Allows permitting an extension to call hotel rooms.

800062 E P

Singular program code

800063 E₁ E₂ P

Group program code

- **PARAMETERS**

- E** : Extension number.
- P** = 0 : E can call hotel room extensions.
- = 1 : E cannot call hotel room extensions.

- **BY DEFAULT**

800062 1110 0 for all extensions.

- **NOTES**

1. Extensions with *Hotel Room Access Permission* can use *Meet Me (Operator)* facility as well.
2. P = 1 for the operator and it cannot be changed.

35. GUEST / STAFF DEFINITION

Allows defining an extension as a hotel guest or as a staff.

800065 E P

- **PARAMETERS**

- E : Extension number.
P = 0 : E is a guest.
 = 1 : E is a staff.

- **BY DEFAULT**

800065 E 0 is active for all extensions.

- **NOTES**

The extension type defined with this program is important for charging facilities of the system. See 800007 and 800008 coded programs.

36. TRANSMIT VOICE LEVEL

Allows adjusting the voice level transmitted through a line.

800067 L P

- **PARAMETERS**

- L : Line number.
P = 0 : Voice level is low.
 = 1 : Voice level is high.

- **BY DEFAULT**

800067 L 0 is active for all lines.

- **NOTES**

The adjustment for a line made by this program is valid for all the calls made through the line.

37. RECEIVE VOICE LEVEL

Allows adjusting the voice level received through a line.

800068 L P

- **PARAMETERS**

L : Line number.

P = 0 : Voice level is low.

= 1 : Voice level is high.

- **BY DEFAULT**

800068 L 0 is active for all lines.

- **NOTES**

The adjustment for a line made by this program is valid for all the calls made through the line.

38. LINE-LINE CONNECTION TIME-OUT

Allows setting a time limit to line-line connections made through normal analog lines, made via remote line access on DISA lines and also made via remote line access via E&M lines.

800070 L T

- **PARAMETERS**

L : Line number.

T = 00..31 : Time limit is 60 seconds plus the parameter in seconds multiplied by 30.

- **BY DEFAULT**

800070 L 04 (3 minutes) is active for all lines.

- **NOTES**

Some of the lines can be set out of this time limit by using the Line-Line Connection Time-out Control program.

39. LINE-LINE CONNECTION TIME-OUT CONTROL

Allows selecting the lines, which are to be affected by the time limit set by Line-Line Connection Time-Out program.

800071 L P

- **PARAMETERS**

L : Line number.

P = 0 : Time-out is not applied to the line.

 =1 : Time-out is applied to the line.

- **BY DEFAULT**

800071 L 1 is active for all lines.

CHAPTER 3

FLEXIBLE NUMBERING

1. FLEXIBLE NUMBERING RESET

This code loads the default parameters to the *Flexible Numbering Access Table*.

800120

- **NOTES**

- 1) If errors occur while entering a *Flexible Numbering Plan*, this code can be dialed to restart the *Flexible Numbering* from the default values.
- 2) This code must not be entered when the *Flexible Numbering Access Table* is modified and this modified access table is going to be further updated, as this code loads the factory set *Access Table*.

2. CLEARING ALL EXTENSION AND LINE NUMBERS

Allows clearing the access codes of all extensions and lines.

800021

- **NOTES**

If there are too many coincidences with the *Flexible Numbering Plan* to be entered and the existing access codes, this code can be dialed to ease the entry of the new access codes for the ports.

3. CLEARING ALL FEATURE ACCESS CODES

Allows clearing the access codes of all the features.

800022

- **NOTES**

1. If there are too many coincidences with the *Flexible Numbering Plan* to be entered and the existing access codes, this code can be dialed to ease the entry of the new access codes for the features.
2. This code does not clear the "Program Code Prefix (800)".

4. FLEXIBLE NUMBERING FOR PHYSICAL ADDRESSES

Allows defining the extension or line access codes with the base of physical location information.

800023 P Q

- PARAMETERS**

- P** : 3-digit physical address information.
- Q** : The flexible extension or line access code (at most 8 digits).

- NOTES**

3-digit physical address information:

First rack:

	Slot 1	Slot 2	Slot 3	Slot 4	Slot 5	Slot 6	Slot 7	Slot 8	Slot 9	Slot 10	Slot 11	Slot 12	Slot 13	Slot 14
Port1	000	016	032	048	064	080	096	112	128	144	160	176	192	208
Port 2	001	017	033	049	065	081	097	113	129	145	161	177	193	209
Port3	002	018	034	050	066	082	098	114	130	146	162	178	194	210
Port4	003	019	035	051	067	083	099	115	131	147	163	179	195	211
Port5	004	020	036	052	068	084	100	116	132	148	164	180	196	212
Port6	005	021	037	053	069	085	101	117	133	149	165	181	197	213
Port7	006	022	038	054	070	086	102	118	134	150	166	182	198	214
Port8	007	023	039	055	071	087	103	119	135	151	167	183	199	215
Port9	008	024	040	056	072	088	104	120	136	152	168	184	200	216
Port10	009	025	041	057	073	089	105	121	137	153	169	185	201	217
Port11	010	026	042	058	074	090	106	122	138	154	170	186	202	218
Port12	011	027	043	059	075	091	107	123	139	155	171	187	203	219
Port13	012	028	044	060	076	092	108	124	140	156	172	188	204	220
Port14	013	029	045	061	077	093	109	125	141	157	173	189	205	221
Port15	014	030	046	062	078	094	110	126	142	158	174	190	206	222
Port16	015	031	047	063	079	095	111	127	143	159	175	191	207	223

Second rack:

	Slot 1	Slot 2	Slot 3	Slot 4	Slot 5	Slot 6	Slot 7	Slot 8	Slot 9	Slot 10	Slot 11	Slot 12	Slot 13	Slot 14
Port1	256	272	288	304	320	336	352	368	384	400	416	432	448	464
Port 2	257	273	289	305	321	337	353	369	385	401	417	433	449	465
Port3	258	274	290	306	322	338	354	370	386	402	418	434	450	466
Port4	259	275	291	307	323	339	355	371	387	403	419	435	451	467
Port5	260	276	292	308	324	340	356	372	388	404	420	436	452	468
Port6	261	277	293	309	325	341	357	373	389	405	421	437	453	469
Port7	262	278	294	310	326	342	358	374	390	406	422	438	454	470
Port8	263	279	295	311	327	343	359	375	391	407	423	439	455	471
Port9	264	280	296	312	328	344	360	376	392	408	424	440	456	472
Port10	265	281	297	313	329	345	361	377	393	409	425	441	457	473
Port11	266	282	298	314	330	346	362	378	394	410	426	442	458	474

Port12	267	283	299	315	331	347	363	379	395	411	427	443	459	475
Port13	268	284	300	316	332	348	364	380	396	412	428	444	460	476
Port14	269	285	301	317	333	349	365	381	397	413	429	445	461	477
Port15	270	286	302	318	334	350	366	382	398	414	430	446	462	478
Port16	271	287	303	319	335	351	367	383	399	415	431	447	463	479

Third rack:

	Slot 1	Slot 2	Slot 3	Slot 4	Slot 5	Slot 6	Slot 7	Slot 8	Slot 9	Slot 10	Slot 11	Slot 12	Slot 13	Slot 14
Port1	512	528	544	560	576	592	608	624	640	656	672	688	704	720
Port 2	513	529	545	561	577	593	609	625	641	657	673	689	705	721
Port3	514	530	546	562	578	594	610	626	642	658	674	690	706	722
Port4	515	531	547	563	579	595	611	627	643	659	675	691	707	723
Port5	516	532	548	564	580	596	612	628	644	660	676	692	708	724
Port6	517	533	549	565	581	597	613	629	645	661	677	693	709	725
Port7	518	534	550	566	582	598	614	630	646	662	678	694	710	726
Port8	519	535	551	567	583	599	615	631	647	663	679	695	711	727
Port9	520	536	552	568	584	600	616	632	648	664	680	696	712	728
Port10	521	537	553	569	585	601	617	633	649	665	681	697	713	729
Port11	522	538	554	570	586	602	618	634	650	666	682	698	714	730
Port12	523	539	555	571	587	603	619	635	651	667	683	699	715	731
Port13	524	540	556	572	588	604	620	636	652	668	684	700	716	732
Port14	525	541	557	573	589	605	621	637	653	669	685	701	717	733
Port15	526	542	558	574	590	606	622	638	654	670	686	702	718	734
Port16	527	543	559	575	591	607	623	639	655	671	687	703	719	735

This program is especially useful when access codes of some extensions or lines are missed or mixed in order to enter the correct access code without knowing the old access code.

5. FLEXIBLE FEATURES

Allows modifying the access codes of the features.

800024 P Q

- **PARAMETERS**

P : The feature reference code (FRC), as given in the table below.

Q : The flexible feature access code.

- **NOTES**

1. Parameter P:

FRC	Feature	Default FAC
001	Follow Me	85
002	Call Back	81
003	Line Park	4
004	General Line Access	9
005	Last Number Redial	60

006	Calling From Common Pool	3
007	Call Pick Up	82
008	Group Call Pick Up	5
009	Parked Call Retrieve	45
010	Parked Call Retrieve From Parking Ext.	44
011	Date Setting	833
012	Time Setting	832
013	Night Mode Entry	879
014	Parameter Update	744
015	Private Pool Entry	84
016	Common Pool Entry	834
018	Call Record Clear	8765
019	Call Record Listing	8766
020	Stop Listing	8768
021	All Call Record Listing	8767
022	Counter Reset	8769
023	Program Code Prefix	800
024	Programming Mode Entry	877777
025	Programming Mode Exit	877778
026	Night Mode Exit	878
027	Parallel Ringing	835
028	Do Not Disturb Activation	831
029	Do Not Disturb Cancel	830
030	Password Define	836
031	Phone Lock	837
032	Line Transfer	838
033	Conference	5
034	Executive – Secretary Enable	888
035	Executive – Secretary Disable	889
036	Reminder	883
037	Remote Follow Me	865
038	Line Drop	798
039	Password Dialing From Another Extension	799
040	ISDN Line Park	47
041	Beeper Activation	741
042	Serial Call Transfer	8
043	Serial Call Transfer on ISDN phones	48
044	Message Waiting On Operator	740
045	Wake Up Service	8388
046	Remote Programming Through DISA Line	74
047	Auto-Dial Common Pool	78
048	Auto-Dial Private Pool	77
049	Night Guard Service	869
050	Line Transmit Voice Level	67
051	Line Receive Voice Level	66
052	Marked External Call	790
053	Account Coded External Call	797
054	Remote Line Access	9
055	Hotel Room Status	730
056	Hotel Room Query	7311
057	Hotel Room Query - Group	7319
058	Check-in/Check-out	732
059	Meet Me Enable	738
060	Minibar Account	733
061	Meet Me Cancel	739
062	Room Monitoring Enable	8385
063	Room Monitoring Activate	9

064	Wake Up Service - Group	8389
065	Headset User	742
066	Background Music	743
067	Listening to a Message Box	7585
068	Recording a Message to a Message Box	7586
069	Deleting a Message from a Message Box	7557
070	Deleting All System Messages	7558
071	Deleting All ACD Messages	7559
072	Deleting All Messages	7561
073	Message Copy	7560
074	Line Access with a Line on Hold	69
075	Listening to New Messages	8646
076	Listening to All Messages	8645
078	Leave Message	82
079	Temporary Absent Message	8648
080	Permanent Absent Message	737
082	Permanent Absent Message is Active	7371
083	Permanent Absent Message is Deactive	7372
084	Permanent Absent Message Clear	7370
085	Permanent Reminder with Message	8387
086	Temporary Reminder with Message	8384

- Q may be at least 1 digit and at most 8 digits.

If Q is less than 8 digits, then you have to press * after dialing Q to complete the entry of the program.

- If Q coincides with any existing code, error tone is received after entering the program. Then the existing code has to be cleared or changed first to be able to allocate this code to another feature.
- If the entry of the program results with an error tone, the coinciding number will be seen on the telephone set provided that a KAREL Feature Phone is used.

6. FLEXIBLE EXTENSION / LINE NUMBERS

Allows modifying the numbers of the extensions and lines.

800025 P Q

- PARAMETERS**

P : Extension or line number to be modified.

Q : New number for the extension or line.

- NOTES**

- Q may be at least 1 digit and at most 8 digits. If Q has less than 8 digits then the program code must be ended by *.

- 800025 P:

- If you dial "800025 P *", P is cleared. In that case none of the users can access P and the calls made by P (if P is an extension number) appear without the extension number.

Clearing an extension number is especially useful when there is a coincidence.

If the flexible extension number to be defined coincides with any existing extension number, error tone is received after entering the program. Then the existing extension number has to be cleared or changed first to be able to allocate this number to another extension.

- b. Note that, once *Flexible Numbering* is activated, the access table is loaded for all extensions no matter what the system capacity is. Therefore, the numbers of non-existing extensions cannot be assigned to the existing extensions, before clearing the numbers of those non-existing extensions.
(E.g. Error tone is received when “**800025 1110 1150**” is dialed before 1150 is cleared, even when the system capacity is 8/16.)
3. If the entry of the program results with an error tone, the coinciding number will be seen on the display of the telephone set provided that a KAREL Feature Phone is used.

7. GROUP FLEXIBLE EXTENSION / LINE NUMBERS

Allows modifying the numbers of a group of extensions and lines.

800026 P₁ P₂ Q

- **PARAMETERS**

P₁ : The first extension or line number in the group to be modified.

P₂ : The last extension or line number in the group to be modified.

Q : New number for the first extension or line in the group.

- **NOTES**

1. Q may be at least 1 digit and at most 8 digits. If Q has less than 8 digits then the program code must be ended by *.
2. Once the program is entered the access codes of all the extensions and lines will be changed automatically as taking the Q value as the access code of the first port and increasing the access codes one by one.

For example: If the first port number is 1110 and the last port number is 1113 and is the Q value is entered as 2110, then :

1110 becomes 2110,

1111 becomes 2111,

1112 becomes 2112 and

1113 becomes 2113.

CHAPTER 4

PRA ISDN LINE PROGRAMS

1. RINGING EXTENSIONS FOR PRA ISDN DDI NUMBERS

Allows defining different ringing extensions for each PRA ISDN DDI number.

Defining the ringing extensions with this program also assigns the number as the specific direct number of the extensions.

800055 S P E

- **PARAMETERS**

S : Two-digit slot number of the PRA ISDN module (an even number).

P : Three-digit DDI number of the PRA ISDN line number.

E : Ringing extension number.

- **BY DEFAULT**

No ringing extensions are defined.

- **NOTES**

- 1) The general-purpose slots from left to right are 00 to 13 for the first rack, 16 to 29 for the second rack and 32 to 45 for the third rack.
- 2) With this program and the program coded 800057, not only the ringing extensions are defined but also the direct numbers of the extensions are defined as well. In this case, the extensions may be called directly through their direct numbers and also their own number will be sent to C.O. when they make an outgoing call.

For example: If the numbers of the PRA ISDN line are from 2670200 to 2670399, then the root number is 2670 and the DDI digits are from 200 to 399. In this case, if the ringing extensions are defined as in the following table:

<u>DDI number</u>	<u>Ringling extension number</u>
200	1120
201	1121
202	1122
...	
399	1319

Then, when an external party calls 2670202, extension 1122 will ring. Similarly, when extension 1122 calls an external party, the system will send 2670202 as the calling number information.

2. DELETING RINGING EXTENSIONS FOR PRA ISDN DDI NUMBERS

Allows deleting the defined ringing extensions for the PRA ISDN DDI numbers and also the direct number of these extensions.

800056 S P E

- **PARAMETERS**

S : Two-digit slot number of the PRA ISDN module (an even number).

P : Three-digit DDI number of the PRA ISDN line number.

E : Extension number to delete the ringing extension facility.

- **NOTES**

- 1) The general-purpose slots from left to right are 00 to 13 for the first rack, 16 to 29 for the second rack and 32 to 45 for the third rack.

3. PRA ISDN NUMBER ROOT DEFINITION

Allows defining the root number of the PRA ISDN number of a specific EX200 (1S2/0) module.

By defining this root number, the system is activated to send the exact number of the extension, which has a specific number through this PRA ISDN line, to the external party.

800057 S P

- **PARAMETERS**

S : Two-digit slot number of the PRA ISDN module (an even number).

P : At most ten digit root number of the PRA ISDN line number.

- **BY DEFAULT**

No root numbers are defined.

- **NOTES**

- 1) If P is less than ten digits, you have to press "*" key to end the entry.
- 2) The general-purpose slots from left to right are 00 to 13 for the first rack, 16 to 29 for the second rack and 32 to 45 for the third rack.
- 3) After defining the root number with this program, 800055 coded program should be used to define the extensions for the DDI digits (last three digits of the whole number).

For example: If the numbers of the PRA ISDN line are from 2670240 to 2670299, then the root number is 2670 and the DDI digits are from 240 to 299.

4. DISA / AUTO ATTENDANT FOR PRA ISDN LINES

Allows marking a PRA ISDN line channel as DISA, so as to allow a remote user to access the extensions directly without the help of the operator.

The remote users calling through DISA lines receive a special DISA dial tone for 15 seconds during which they should dial the desired extension number.

800058 S P Q

- **PARAMETERS**

- S** : Two-digit slot number of the PRA module (an even number).
- P** : Three-digit DDI number of the channel of the ISDN line.
- Q** = 0 : DISA is not active on the specified channel.
- = 1 : DISA is active on the specified channel.
- = 2 : ACD is active on the specified channel.

- **NOTES**

- 1) The general-purpose slots from left to right are 00 to 13 for the first rack, 16 to 29 for the second rack and 32 to 45 for the third rack.
- 2) More than one external parties can access the system through the same DISA marked channel.
- 3) The party calling through the DISA line must have a DTMF telephone set to be able to dial the extension number.
- 4) If the party calling through the DISA line fails to dial an extension number during the special DISA dial tone, he is transferred to the operator or the ringing extension. The call rings on the operator or the ringing extension for 6 ringing periods and is released automatically at the end of 6 ringing periods if it is not answered.
- 5) The party calling through the DISA line can:
Refresh the special DISA dial tone by pressing “*” key. By this way, he can call another extension if the extension he called is busy or not answering.
Drop the line by pressing “#” key.
- 6) If the extension called through DISA line is busy or not answering, the system gives the party another 15 seconds to call another extension. By this way, the party is allowed to make 9 trials to establish a call. If he fails to establish a call within 9 trials, the call is transferred to the operator or the ringing extension and rings for 5 ringing periods and is released automatically at the end of 5 ringing periods if it is not answered.

5. REMARKS

The following programs, which are available for analog lines, are available for PRA ISDN lines as well.

800003 (Q parameter is not effective)

800004 (Q parameter is not effective)

800038

800067

800068

800023

800025

800026

CHAPTER 5

E&M LINE PROGRAMS

1. SIGNALIZATION PARAMETERS

Allows setting the signalization parameters of the E&M modules.

800101 R C P

• PARAMETERS

- R** = 00..22 : Table row no.
- C** = 0..9 : Table column no.
- P** = 000..255 : The value of the specified field of the table.

The E&M signalization parameter table is as follows:

<u>Parameter</u>	<u>Row no</u>	<u>Column No</u>	<u>Possible values</u>	<u>Multiplier</u>	<u>Default value</u>
Call Time	20	0	2-254	x 5 ms.	20
Wink Time	20	1	2-254	x 5 ms.	40
Close Time	21	0	2-254	x 5 ms.	40
Wait Time	21	1	2-254	x 5 ms.	40
Wait Before Dialing (for WS*)	21	2	2-254	x 40 ms.	125
Open Time	21	3	2-254	x 40 ms.	14
1. Line Signalization	21	5	0-2	= 0 : WS	
2. Line Signalization	21	6	0-2	= 1 : DS	0
3. Line Signalization	21	7	0-2	= 2 : IS	
4. Line Signalization	21	8	0-2		
Wait Before Dialing (for IS** & DS***)	22	3	2-254	x 40 ms.	6

- * WS: Wink Start
- ** IS: Immediate Start
- *** DS: Delayed Start

• NOTES

- 1) The meanings of these parameters can be found in the DS200 Technical Reference Guide.
- 2) After the E&M parameters are programmed accordingly, all the E&M modules must be powered off and powered on in order to load these parameters to the non-volatile memories on the E&M modules.
- 3) Once the program is entered to define the E&M parameters, all these parameters will be the same for all E&M modules on the PABX.

2. MONITOR SIGNALIZATION PARAMETERS

Allows sending the signalization parameters table of the E&M modules to the PC or printer so that you can check the active parameters.

800102

3. DIALING SPECIFICATIONS

Allows defining a prefix for E&M lines so that the access to these lines can easily be made and also if necessary these prefixes can be used to be dialed automatically to the next PABX.

800105 L D P Q

- **PARAMETERS**

- L : E&M line number.
- D = 2..7 : Number of digits to be dialed to access an extension of the next PABX including the prefix, itself.
- P = 0 : Prefix is not sent to the next PABX.
- P = 1 : Prefix is sent to the next PABX, automatically, as soon as the E&M line is accessed by an extension just by dialing the prefix of the E&M line.
- Q : 1 or 2 digits prefix of the E&M line.

- **NOTES**

1) "D" parameter must be defined correctly, otherwise there may be some problems while dialing numbers to the next PABX.

2) General example programming :

Assume the extension numbers of the next PABX are of 5 digits and all start with 23 (extension numbers are 23xxx). 1158 is the E&M line, which is connected to the next PABX.

So, 800105 1158 5 1 23 is entered. In this case, the E&M line 1158 is accessed easily by dialing 23 and as P=1, "23" is automatically sent to the next PABX.

This means an extension should dial only the extension number of an extension on the next PABX in order to call an extension on the next PABX.

4. TONE RECEPTION

Allows setting the E&M line to stand still to receive the tones generated by the next PABX. This is to increase the efficiency of the use of E&M lines and also let the users hear the tones received after dialing the numbers.

800107 L P

- **PARAMETERS**

- L : E&M line number.
P = 0 : E&M line does not check for the tone.
P = 1 : E&M line checks for the tone.

- **NOTES**

- 1) It is recommended to set the E&M lines to check tones, if the next PABX provides a tone after the connection is established and if the next PABX supports DTMF number signalization.
- 2) If E&M line is set to check tone, the number dialing format must be selected as DTMF, otherwise the line cannot send numbers to the next PABX.
- 3) If E&M line is set to check tone, then the D parameter of Dialing Specification program does not have any effect.
- 4) If E&M line is set to check tone, then the speech path of the E&M line is automatically connected to the user as soon as a tone from the next PABX is received.

5. TONE TRANSMISSION

Allows setting the E&M line to transmit tone to the next PABX as soon as a call is received from the next PABX. This is to improve the efficiency of E&M lines and also let the users of the next PABX hear the tones received after dialing the numbers.

800108 L P

- **PARAMETERS**

- L : E&M line number.
P = 0 : E&M line does not transmit tone.
P = 1 : E&M line transmits tone.

- **NOTES**

It is recommended to set the E&M lines to transmit tone, if the next PABX is capable of checking tones after the connection is established.

6. REMARKS

The following programs, which are available for analog lines, are available for E&M lines as well.

800003

800004

800038

800067

800068

800023

800025

800026

800070

800071

CHAPTER 6

CALL RECORD LISTING (CRL) PROGRAMS

1. CRL DEVICE

Allows making a selection among a PC and a serial printer as a CRL interface.

800040 P

- PARAMETERS

- P = 0 : PC is the CRL device.
- = 1 : Serial printer is the CRL device.

2. REMOTE CONTROL OF PRINTER

Allows sending On-Line or Off-Line commands to the serial printer from the Supervisor telephone.

800041 P

- PARAMETERS

- P = 0 : Printer is set on-line.
- = 1 : Printer is set off-line.

- NOTES

It is highly recommended to use this code at the first time you select a serial printer as the CRL device to make the printer on-line.

3. CRL PORT FILTER

Allows excluding calls of a specific port from call records. Especially useful when the relevant port is connected to another system via tie line, or the relevant extension makes confidential external calls.

800043 P N

- PARAMETERS

- P : Extension or line number.
- N = 0 : Call records of the port are recorded.
- = 1 : Call records of the port are not recorded.

- BY DEFAULT

800043 P 0 is active for all extensions and lines.

4. CALL RECORD LISTING LEVEL

Allows setting the types of the calls to be recorded.

800066 P

- **PARAMETERS**

- P** = 0 : No calls are recorded.
- = 1 : Only the international outgoing calls are recorded.
- = 2 : Only the international and long distance outgoing calls are recorded.
- = 3 : All outgoing external calls are recorded.
- = 4 : All outgoing external calls and missed incoming external calls are recorded.
- = 5 : All outgoing and incoming external calls are recorded.

CHAPTER 7

AUTO ATTENDANT & VOICE MAIL PROGRAMS

I. GENERAL INFORMATION

EVM200 is an integrated Auto Attendant and Voice Mail Module for DS200 Digital PABX system of Karel. Before starting with the software structure of this module, it is better to explain some basic concepts related to the module.

As an Auto Attendant module, EVM200 can be utilized for two different purposes:

- 1) Guiding external callers as an Automatic Call Distributor (ACD).
- 2) Informing the extensions about the states of their telephones.

As a Voice Mail module, EVM200 can be utilized as the answering machines for all the users (who are authorized) to leave and listen to the messages.

An EVM200 module has 4 channels to be used while listening to the messages, and 4 channels to leave or record messages.

For the different jobs of the module, there are some message boxes. These are:

- a) 64 message boxes for the messages to be used to inform the extensions about the states of their telephones. They will be mentioned as **SYSTEM MESSAGES** through the rest of this guide. The message boxes for the system messages are numbered from **000** to **063**.
- b) 64 message boxes for the messages to be used to guide the external callers. They will be mentioned as **ACD MESSAGES** through the rest of this guide. The message boxes for the ACD messages are numbered from **064** to **127**.
- c) 512 message boxes for the messages that the extensions will leave to each other as Voice Mails. They will be mentioned as **V-MAIL MESSAGES** through the rest of this guide. The message boxes for the v-mail messages are numbered from **128** to **639**.

As much as 8 EVM200 modules can be employed on a DS200 PABX. Depending on the capacity and the traffic density of DS200, the number of EVM200 modules required may vary.

The idea in increasing the number of the EVM200 modules is to increase the number of channels to serve more external callers simultaneously, and to support more message boxes for v-mail messages. Let's explain this case with an example:

Let's assume our DS200 system has 4 EVM200 modules. This means we have :

- $4 \times 4 = 16$ channels to listen to messages,
- $4 \times 4 = 16$ channels to leave or record messages,
- 64 message boxes for system messages,
- 64 message boxes for ACD messages,
- $512 \times 4 = 2048$ message boxes for v-mail messages.

As given in the example, increasing the module number in the PABX does not increase the message boxes for system messages and ACD messages since on all modules, the same messages must be recorded. It is not necessary to record each module one by one, as it is possible to copy the messages from one module to another.

There are 16 menus, which will be used in ACD functionality.

In order to make some programming on an EVM200 module, the EVM200 module must be put in the EVM programming mode in addition to the PABX programming mode.

While entering the programming codes for EVM200, it is necessary to keep in mind that the general-purpose slots from left to right are 00 to 13 for the first rack, 16 to 29 for the second rack and 32 to 45 for the third rack.

I.1. EVM PROGRAMMING MODE ENTRY/EXIT

Allows putting an EVM200 module into EVM programming mode and out of EVM programming mode.

800220 S P

- **PARAMETERS**

- S** : EVM200 module slot no
- P = 0** : EVM200 is put out of EVM programming mode.
- = 1** : EVM200 is put in EVM programming mode.

The details and related software facilities are given in the following pages.

- **NOTES**

- 1) EVM200 module must be put in EVM programming mode when an ACD or system message is to be recorded or deleted or copied to another module.
- 2) To put an EVM200 module into EVM programming mode, the DS200 PABX must also be in programming mode (877777).
- 3) Once the EVM200 module is put into programming mode, all the program codes starting with 800 can be entered by the system supervisor, whereas other codes starting with 7 can be entered by both the operator and the system supervisor.

IMPORTANT

BEFORE STARTING WITH PROGRAMMING EVM200

**IT IS RECOMMENDED TO READ THIS GUIDE THOROUGHLY AND
DEFINE THE REQUIREMENTS WITH DETAILS.**

II. SYSTEM MESSAGES RELATED PROGRAMS

II.1. SYSTEM MESSAGE ENTRY

Allows recording system messages, which are read to the extensions in order to inform them about their current state. Each system message box has a predetermined and unchangeable definition. So, the messages should be recorded as keeping this fact in mind.

7586 S M + Message

- **PARAMETERS**

S : EVM200 module slot no

M = 000..063 : System message box no

000 – “Follow me active” message :

This message is read to the extension, who has activated Follow Me, when he goes off hook.

001 – “Permanent absent message is on-line” message:

This message is read to the extension, who has activated Permanent Absent Message, when he goes off hook.

002 – “Got message” message:

This message is read to the extension, who receives a new voice mail message, when he goes off hook.

003 – “Night mode active“ message:

This message is read to the operator, if the system is in the night mode, when she goes off hook.

004 – “Auto-dialer active” message:

This message is read to the extension, who has activated auto-dialer, when he goes off hook.

005 – “Reminder” message:

This message is read to the extension, who has activated reminder service without message, when he goes off hook.

006 – “Unassigned port” message:

This message is read to the extension when he dials an irrelevant access code.

007 – “All lines busy” message:

This message is read to the extension, who attempts to access a line, when all the lines are busy.

008 – “No authority for line access” message:

This message is read to the extension, who has no line access authority, when he attempts to access a line.

009 – “No authority for this line” message:

This message is read to the extension when he attempts to access a line, which he has no right.

010 – “Authority not enough for this call” message:

This message is read to the extension when he attempts to make an external call beyond his authority.

011 – “No authority for restricted number” message:

This message is read to the extension when he attempts to make a call to a number, which is restricted by Prefix Restriction program and if he has no right to override these restrictions.

012 – “Operator only” message:

This message is read to the extension when he attempts to access an operator only feature.

013 – “System supervisor only” message:

This message is read to the extension when he attempts to access a supervisor only feature.

014 – “No authority for this facility” message:

This message is read to the extension when he attempts to access a facility, as he has no authority to access it.

015 – “No calls to pick up” message:

This message is read to the extension when he attempts to pick up a call by “82” code as there are no calls to pick up.

016 – “System out of programming mode” message:

This message is read to the system supervisor if he attempts to enter a program code without activating the programming mode.

017 – “All lines out of service” message:

This message is read to the system supervisor, when all the lines are out of service, each time he goes off hook.

018 – “Phone locked” message:

This message is read to the system supervisor, when he attempts to enter the programming mode from his locked phone.

019 – “Erroneous operation” message:

This message is read to the extension when he dials an irrelevant code.

020 – “Wrong password” message:

This message is read to the extension when he enters a wrong password, whenever password is required.

021 – “Auto-dialer busy” message:

This message is read to the extension, who attempts to activate auto-dialer when all the auto-dialers of the system are busy.

022 – “No password” message:

This message is read to the extension when he attempts to use a facility which requires password, without having a defined password.

023 – “Room clean” message:

This message is read when a clean hotel room extension is queried.

024 – “Room being cleaned” message:

This message is read when a being cleaned hotel room extension is queried.

025 – “Room dirty” message:

This message is read when a dirty hotel room extension is queried.

026, 027 – Reserved for future use.

028.. 063 time and date info messages:

028 – “Zero”	029 – “One”	030 – “Two”
031 – “Three”	032 – “Four”	033 – “Five”
034 – “Six”	035 – “Seven”	036 – “Eight”
037 – “Nine”	038 – “Eleven”	039 – “Twelve”
040 – “Thirteen”	041 – “Fourteen”	042 – “Fifteen”
043 – “Sixteen”	044 – “Seventeen”	045 – “Eighteen”
046 – “Nineteen”	047 – “Ten”	048 – “Twenty”
049 – “Thirty”	050 – “Forty”	051 – “Fifty”
052 – “January”	053 – “February”	054 – “March”
055 – “April”	056 – “May”	057 – “June”
058 – “July”	059 – “August”	060 – “September”
061 – “October”	062 – “November”	063 – “December”

- **NOTES**

- 1) ACD function must be disabled before entering messages.
- 2) The message must be read after hearing a short “beep”.
- 3) If the system message that is going to be entered already exists, then the old message is automatically cleared. Special dial tone is received while the old message is being cleared. The new system message can be entered when this tone is over.
- 4) You should hang up to complete entering a message. Since the DTMF tone of the “*” key is also recorded as a part of the system message, it is highly recommended not to use “*” key to hang up.
- 5) The Auto Attendant capacity should be considered and as short and explanatory messages as possible should be entered. If the Auto Attendant capacity is exceeded while entering a message, the recording is stopped immediately and internal dial tone is returned.
- 6) The time and date messages are used to inform the extension about the time and the date of the messages that are left for them.

II.2. CLEARING ALL THE SYSTEM MESSAGES

Allows clearing all system messages in case there is something wrong with the system messages or the Auto Attendant capacity is totally full.

7558 S

- **PARAMETERS**

S : EVM200 module slot no

- **NOTES**

- 1) ACD function must be disabled before entering this program.
- 2) While the messages are being cleared, silence is received from the handset. After all messages are cleared, the internal dial tone is received again.

II.3. SINGLE SYSTEM MESSAGE CLEAR

Allows clearing a specific system message in case there is something wrong with the message.

7557 S M

- **PARAMETERS**

S : EVM200 module slot no
M : 000..063 System Message box no

- **NOTES**

- 1) ACD function must be disabled before entering this program.
- 2) While the message is being cleared, silence is received from the handset. After the message is cleared, the internal dial tone is received again.

II.4. COPYING ALL THE SYSTEM MESSAGES FROM A MODULE TO ANOTHER MODULE

Allows copying all system messages recorded in one EVM200 module to another EVM200 module.

7560 S₁ S₂ 1

- **PARAMETERS**

S₁ : Source EVM200 module slot no
S₂ : Target EVM200 module slot no

- **NOTES**

- 1) All the system messages on the source module is copied on the target module and if some system messages have already been recorded on the target module, the new messages are overwritten.

II.5. COPYING SINGLE SYSTEM MESSAGE FROM A MODULE TO ANOTHER MODULE

Allows copying a specific system message recorded in one EVM200 module to another EVM200 module.

7560 S₁ S₂ 0 M₁ M₂

- **PARAMETERS**

- S₁** : Source EVM200 module slot no
- S₂** : Target EVM200 module slot no
- M₁** : Source system message box no (000..063)
- M₂** : Target system message box no (000..063)

- **NOTES**

- 1) Under normal conditions M₁ must be equal to M₂.
- 2) The specified system message on the source module is copied on the target module to the specified message box and if a system message has already been recorded on the target message box, the new message is overwritten.

II.6. LISTENING TO THE SYSTEM MESSAGES

Allows listening to the recorded system messages.

7585 S M

- **PARAMETERS**

- S** : EVM200 module slot no
- M** : System message box no (000..063)

- **NOTES**

- 1) If the system message box to be listened to is empty, internal dial is received.
- 2) If all the channels of the EVM is busy at the time of listening, then the music on hold (if activated) or silence is received till one of the channels gets idle.

III. ACD MESSAGES RELATED PROGRAMS

III.1. ACD FUNCTION ACTIVATION

Allows activating and deactivating the ACD services.

800219 P

- **PARAMETERS**

- P** = 0 : ACD functions are deactivated
 = 1 : ACD functions are activated.

- **BY DEFAULT**

P = 0

III.2. ACD MESSAGE ENTRY

Allows recording ACD messages which are read to the parties who call the system through Auto Attendant lines under appropriate states of ACD operation.

7586 S M + Message

- **PARAMETERS**

- S** : EVM200 module slot no
M = 064..127 : ACD message box no

- **NOTES**

- 1) ACD function must be disabled before entering messages.
- 2) The message must be read after hearing a short "beep".
- 3) If the ACD message that is going to be entered already exists, then the old message is automatically cleared. Special dial tone is received while the old message is being cleared. The new system message can be entered when this tone is over.
- 4) You should hang up to complete entering a message. Since the DTMF tone of the "*" key is also recorded as a part of the ACD message, it is highly recommended not to use "*" key to hang up.
- 5) The Auto Attendant capacity should be considered and as short and explanatory messages as possible should be entered. If the Auto Attendant capacity is exceeded while entering a message, the recording is stopped immediately and internal dial tone is returned.

III.3. CLEARING ALL THE ACD MESSAGES

Allows clearing all ACD messages in case there is something wrong with the ACD messages or the Auto Attendant capacity is totally full.

7559 S

- **PARAMETERS**

S : EVM200 module slot no

- **NOTES**

- 1) ACD function must be disabled before entering this program.
- 2) While the messages are being cleared, silence is received from the handset. After all messages are cleared, the internal dial tone is received again.

III.4. SINGLE ACD MESSAGE CLEAR

Allows clearing a specific ACD message in case there is something wrong with the message.

7557 S M

- **PARAMETERS**

S : EVM200 module slot no

M : 064..127 ACD Message box no

- **NOTES**

- 3) ACD function must be disabled before entering this program.
- 4) While the message is being cleared, silence is received from the handset. After the message is cleared, the internal dial tone is received again.

III.5. COPYING ALL THE ACD MESSAGES FROM A MODULE TO ANOTHER MODULE

Allows copying all ACD messages recorded in one EVM200 module to another EVM200 module.

7560 S₁ S₂ 2

- **PARAMETERS**

- S₁ : Source EVM200 module slot no
S₂ : Target EVM200 module slot no

- **NOTES**

- 1) All the ACD messages on the source module are copied on the target module and if some ACD messages have already been recorded on the target module, the new messages are overwritten.

III.6. COPYING SINGLE ACD MESSAGE FROM A MODULE TO ANOTHER MODULE

Allows copying a specific ACD message recorded in one EVM200 module to another EVM200 module.

7560 S₁ S₂ 0 M₁ M₂

- **PARAMETERS**

- S₁ : Source EVM200 module slot no
S₂ : Target EVM200 module slot no
M₁ : Source system message box no (064..127)
M₂ : Target system message box no (064..127)

- **NOTES**

- 1) Under normal conditions M₁ must be equal to M₂.
- 2) The specified ACD message on the source module is copied on the target module to the specified message box and if an ACD message has already been recorded on the target message box, the new message is overwritten.

III.7. LISTENING TO THE ACD MESSAGES

Allows listening to the recorded ACD messages.

7585 S M

- **PARAMETERS**

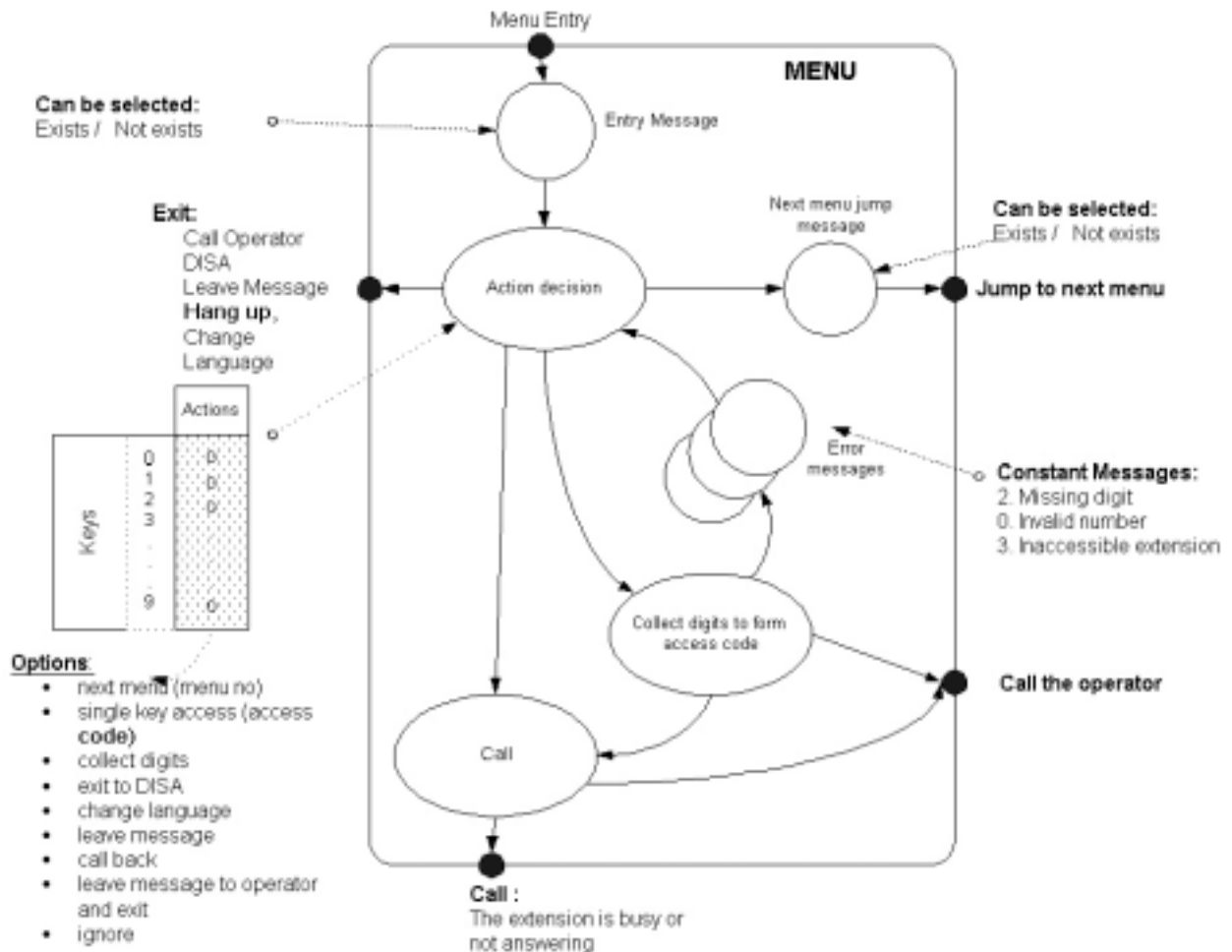
- S** : EVM200 module slot no
M : ACD message box no (064..127)

- **NOTES**

- 1) If the ACD message box to be listened to is empty, internal dial is received.
- 2) If all the channels of the EVM is busy at the time of listening, then the music on hold (if activated) or silence is received till one of the channels gets idle.

IV. MENU STRUCTURE & RELATED PROGRAMS

EVM200 has 16 menus to be used for ACD functions. All the menus have the same structure and the structure of a menu is given in the following figure:



Each menu has an entry message. This entry message can be selected to be read to the caller among the ACD messages (064..127) or can be selected not to be read.

This message can be set as a normal message or a special message. The difference between a normal message or a special message can be explained as follows:

- A normal message is read to the caller and then the caller is waited for a programmable period of time (normal time-out) to dial a digit. If the caller fails to dial a digit in this period then the call is transferred to the ringing extension of the menu, automatically. During the normal time-out the caller receives a special dial tone.
- A special message is read to the caller and then the caller is waited for another programmable period of time (special time-out) to dial a digit. If the caller fails to dial a digit in this period then the call is dropped. During the special time-out the caller receives a special dial tone.

Also this message can be set as a ignorable message or a protected message. The difference between the ignorable message and protected message can be explained as follows:

- An ignorable message is read to the caller, and while listening to the message caller may dial a digit and without listening to the rest of the message she / he can proceed.

- A protected message is read to the caller, and while listening to the message caller may not dial a digit and she / he must wait till the end of the message and then she / he can proceed.

As the caller dials a digit, after entering the menu while listening to the ignorable message or while in either normal or special time-out, Action Decision is started.

Action decision is made with respect to the action table defined by programming (details can be found in the following pages). Action decision is made by the first digit dialed by the caller. The options for different actions are:

- 1) Go to next menu
- 2) Access with a single digit
- 3) Collect digits dialed by the caller to form a valid access code
- 4) Exit ACD to DISA and go on with DISA services
- 5) Change the language of the menus to the second language
- 6) Leave message to the busy or not answering extension
- 7) Call Back – Stay in the queue of the busy extension
- 8) Leave message to the operator and exit
- 9) Ignore the dialed digit and wait for the new one to decide on the action

Action decision is the brain of a menu and the user is diverted to any action field with respect to the result of the action decision.

ACTION SCENARIOS

- 1) If the caller acts to go to a next menu :
 - a) The process goes to Next menu jump message. This message can be selected among the ACD messages or may not exist. Also, this message can be set as a normal or a special message and an ignorable or a protected message.
 - b) The process jumps to the next message from the menu entry step.
- 2) If the caller acts to access with a single digit:
 - a) The process checks for the access code defined for the single digit and calls the extension with this access code automatically.
 - b) If the called extension is busy, the process jumps to Busy Menu and then return back to the same menu and start from the entry message.
 - c) If the called extension does not answer the call, the process jumps to No Answer Menu and then return back to the same menu and start from the entry message.
- 3) If the caller acts to collect digits to form a valid access code:

The digits dialed within the normal or special time-out periods are collected. At the end, the system checks if the dialed access code is a valid access code or not.

 - a) If it is a valid access code, the extension with that access code is called.
 - i. If the called extension is busy, the process jumps to Busy Menu and then return back to the same menu and start from the entry message.
 - ii. If the called extension does not answer the call, the process jumps to No Answer Menu and then return back to the same menu and start from the entry message.
 - b) If it is not a valid access code or if it is the access code of an inaccessible extension then:

- i. If the access code digit number is not enough, Missing Digit constant message is read and the process returns back to Action Decision step.
 - ii. If the access code is wrong, then Invalid Number constant message is read and the process returns back to Action Decision step.
 - iii. If the access code belongs to an inaccessible extension, then Inaccessible Extension constant message is read and the process returns back to Action Decision step.
- 4) If the caller acts to exit ACD to DISA:
The process exits the ACD and the caller receives the DISA dial tone and can proceed as a normal DISA caller.
- 5) If the caller acts to change the language:
 - a) The system changes the messages in all menus to the other language.
 - b) The process returns back to the same menu to the menu entry with the other language.Once the language is changed, then the new language will be used till the caller exits ACD.
- 6) If the caller acts to leave a message to an extension :
 - a) The system, if programmed accordingly, reads a message to the caller to give information, like "leave your message after the beep".
 - b) The system lets the caller leave a message of at most 30 seconds long.
 - c) The process returns back to the same message to the menu entry.
- 7) If the caller acts to call back a busy extension:
 - a) The system puts the caller in the queue of the busy extension and reads a message like "Please wait", if programmed accordingly.
 - b) The system reads the Queue Info constant message to the caller.
 - c) The caller waits for 40 seconds in the queue:
 - i) If the extension is still busy at the end of this 40 seconds, the process returns back to the Busy Menu.
 - ii) If the extension is idle but does not answer the call at the end of the 40 seconds, the process jumps to No Answer Menu.
- 8) If the caller acts to call the operator:
 - a) The system transfers the caller to the operator.
 - b) If the operator is busy, a message like "operator is busy please hold on" is read to the caller and the caller is placed in the queue of the operator. When operator gets idle the connection is established.
 - c) If the operator does not answer the call, then a message like "sorry, we cannot answer your call, please try again later" is read to the caller and the line is dropped.
- 9) If the caller dials a digit which is programmed to be ignored:
 - a) The system ignores the digit.
 - b) The process returns back to the action decision and waits for the new digit to decide on the action.

The flexibility of the menu structure enables the EVM200 to meet any customer requirement. Below the program codes to form up the menus are given in details.

IV.1. SPECIFIC MENUS

Allows defining the four specific menus among the 16 menus.

800200 L G N A B

- **PARAMETERS**

L : Line number.

G = 00..15 : The menu number to be used as the Greeting Menu

N = 00..15 : The menu number to be used as the Night Greeting Menu

A = 00..15 : The menu number to be used as the No Answer Menu

B = 00..15 : The menu number to be used as the Busy Menu

- **BY DEFAULT**

G = 00, N = 13, A = 14 and B = 15

- **NOTES**

1. Night greeting menu is used instead of Greeting menu when the system is in night mode.
2. The other 12 menus can be used for any purpose.

IV.2. CONSTANT MESSAGES

Allows defining the constant messages among the ACD messages.

800201 N M

- **PARAMETERS**

N = 00..05, 08..11 : The constant message indication number

M = 064..095: The ACD message box no

N = 00 : "Wrong Number" message

01 : "Ringing" message : The busy extensions gets idle and her / his telephone is ringing.

02 : "Missing Digit" message

03 : "Inaccessible Extension" message

04 : "Operator does not Answer" message : The operator does not answer a call coming through the ACD.

05 : "Transfer to Operator" message : The caller fails to access a service so the call is transferred to the operator.

08 : "First in the Queue" message : The called extension is busy and the caller is the first caller waiting in the queue.

09 : "Second in the Queue" message : The called extension is busy and the caller is the second caller waiting in the queue.

10 : “Third in the Queue” message : The called extension is busy and the caller is the third caller waiting in the queue.

11 : “Fourth in the Queue” message : The called extension is busy and the caller is the fourth caller waiting in the queue.

- **BY DEFAULT**

N	M
00	068
01	069
02	065
03	070
04	076
05	071
08	077
09	078
10	079
11	080

- **NOTES**

1. Constant messages are ACD messages and therefore must be selected among the 064..127 numbered message boxes.
2. Constant messages are the messages that can be used in any menu automatically. And they are the same for all menus.

IV.3. TOTAL PENALTY

Allows defining the total penalty value, so that the callers who exceed the total penalty because of some wrong or unsuccessful operations are transferred to the operator automatically.

800202 P

- **PARAMETERS**

P : The value of the total penalty (01.99)

The events and their penalty values are:

- 1) Missing digit : Penalty = 1
- 2) Wrong number : Penalty = 2
- 3) Inaccessible extension : Penalty = 1
- 4) Called extension does not answer the call : Penalty = 2
- 5) Called extension is busy : Penalty = 1

- **BY DEFAULT**

P = 04

IV.4. LANGUAGE SETTING

The language options can be defined by the programmer while recording the ACD messages. The ACD message boxes (064..127) are divided into two sets. The first set covers the message boxes from 064 to 095 and the second set covers the message boxes from 096 to 127.

So, the ACD messages recorded into the first set must be recorded in the other language to the second set and in the same order.

Allows making the selection among two message box sets to determine the initial language to be used in the menus.

800203 P

- PARAMETERS

- P** = 0 : The first set of messages boxes (064..095) will be used initially.
 = 1 : The second set of message boxes (096..127) will be used initially.

- BY DEFAULT

P = 0

- NOTES

1. The messages in different languages must be recorded in the same order to the first and second sets of message boxes. For example:

Mes. Box 064: Message 1 in English	Mes. Box 096: Message 1 in Spanish
Mes. Box 065: Message 2 in English	Mes. Box 097: Message 2 in Spanish
.....	
Mes. Box 095: Message 32 in English	Mes. Box 127: Message 32 in Spanish

So, P=0 stands for English and P=1 stands for Spanish

2. If the caller acts to change language in any menu, the P parameter of this program is changed automatically by the system temporarily till that caller exits the ACD.

IV.5. TIME-OUT SETTING

Allows defining the normal and special time-out periods.

800204 N S

- PARAMETERS

- N** = 00..99 : The normal time-out period in terms of seconds.
S = 00..99 : The special time-out period in terms of seconds.

- BY DEFAULT

N = 08 and S = 04

- **NOTES**

1. If a message is selected to be normal then the caller has N seconds to dial a digit; otherwise the call is transferred to the ringing extension of that menu.
2. If a message is selected to be a special message then the caller has S seconds to dial a digit; otherwise the call is dropped.

IV.6. MENU ENTRY MESSAGE SELECTION

Allows selecting the message to be read as the menu entry message.

800205 M P N

- **PARAMETERS**

- M** = 00..15 : The menu number.
- P** = 0 : No message will be read.
 = 1 : Message is a protected and a normal message.
 = 2 : Message is a protected and a special message.
 = 3 : Message is an ignorable and a normal message.
 = 4 : Message is an ignorable and a special message.
- N** = 064..095 : ACD message box no (only if P ≠ 0)

IV.7. ACTION DECISION

Allows defining the action selection table. The program code may vary with respect to the action. The following table lists the action and the required parameters for each action.

<u>Action Code</u>	<u>Action</u>	<u>Parameter 1 (P1)</u>	<u>Parameter 2 (P2)</u>	<u>Parameter 3 (P3)</u>
01	Next Menu	Next menu no	Message type	Message no
02	Access with single digit	Extension no		
03	Collect digits			
04	Exit to DISA			
05	Change language			
06	Leave message	Message type	Message no	
07	Call Back	Message type	Message no	
08	Call the operator			
09	Ignore digit			

800206 M D A {P1 P2 P3}

- **PARAMETERS**

M	= 00..15 :	The menu number.
D	= 0..9 :	The digit to decide the action.
A	= 01..09 :	Action code (see the table above).

A=01 :

P1	= 00..15 :	The menu no to be jumped to.
P2	= 0 :	No message will be read.
	= 1 :	Message is a protected and a normal message.
	= 2 :	Message is a protected and a special message.
	= 3 :	Message is an ignorable and a normal message.
	= 4 :	Message is an ignorable and a special message.
P3	= 064..095 :	ACD message box no (only if P2 ≠ 0)

A=02 :

P1	:	Extension no to be accessed with the single key.
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A=06:

P1	= 0 :	No message will be read.
	= 1 :	Message is a protected message.
	= 2 :	Message is an ignorable message.
P2	= 064..095	ACD message box no (only if P1 ≠ 0)

A=07:

P1	= 0 :	No message will be read.
	= 1 :	Message is a protected message.
	= 2 :	Message is an ignorable message.
P2	= 064..095	ACD message box no (only if P1 ≠ 0)

A= 03, 04, 05, 08, 09

P1,	
P2,	These parameters are not entered for these A values.
P3	

IV.8. MENU RINGING EXTENSION

Allows selecting any extension as the ringing extension. The calls, when the caller acts to call the operator (action 08) or when the call is being transferred in case the caller has reached the total penalty value or failed to dial a digit in the normal time-out period, ring on that ringing extension.

800207 M E

- **PARAMETERS**

M = 00..15: The menu number.

E : Extension number

IV.9. SPECIFIC MENUS FOR PRA LINES

Allows defining the four specific menus among the 16 menus for PRA channels. Thus for 1000 different numbers that may be available on a PRA line, 1000 different ACD scenarios can be implemented.

800209 SS P G N A B

- **PARAMETERS**

S : Two-digit slot number of the PRA ISDN module (an even number).

P : Three-digit DDI number of the PRA ISDN line number.

G = 00..15 : The menu number to be used as the Greeting Menu

N = 00..15 : The menu number to be used as the Night Greeting Menu

A = 00..15 : The menu number to be used as the No Answer Menu

B = 00..15 : The menu number to be used as the Busy Menu

- **BY DEFAULT**

G = 00, N = 13, A = 14 and B = 15

- **NOTES**

1. Night greeting menu is used instead of Greeting menu when the system is in night mode.
2. The other 12 menus can be used for any purpose.

V. V-MAIL MESSAGES RELATED PROGRAMS

V.1. V-MAIL MESSAGE LOCK PERMISSION

Allows setting the permission of extensions for locking their v-mail messages.

800221 E P

- **PARAMETERS**

- E : Extension number.
- P = 0 : E cannot lock her/his messages.
 = 1 : E can lock her/his messages.

- **BY DEFAULT**

800221 E 0 is active for all extensions.

V.2. COPYING ALL THE V-MAIL MESSAGES FROM A MODULE TO ANOTHER MODULE

Allows copying all v-mail messages recorded in one EVM200 module to another EVM200 module.

7560 S₁ S₂ 3

- **PARAMETERS**

- S₁ : Source EVM200 module slot no
 S₂ : Target EVM200 module slot no

- **NOTES**

- 1) All the v-mail messages on the source module are copied on the target module and if some v-mail messages have already been recorded on the target module, the new messages are overwritten.

V.3. COPYING SINGLE V-MAIL MESSAGE FROM A MODULE TO ANOTHER MODULE

Allows copying a specific ACD message recorded in one EVM200 module to another EVM200 module.

7560 S₁ S₂ 0 M₁ M₂

- **PARAMETERS**

- S₁** : Source EVM200 module slot no
- S₂** : Target EVM200 module slot no
- M₁** : Source system message box no (128...)
- M₂** : Target system message box no (128...)

- **NOTES**

- 1) Under normal conditions M₁ must be equal to M₂.
- 2) The specified v-mail message on the source module is copied on the target module to the specified message box and if a v-mail message has already been recorded on the target message box, the new message is overwritten.

CHAPTER 8

MAINTENANCE PROGRAMS

IMPORTANT

Before any of the codes in this section (except for the 800229 code for Hardware Activation) is dialed, the already existing DS_DATA.BIN file of ADMIN200 PC interface must be renamed, then this code must be dialed and when the logging is finished, the new DS_DATA.BIN file must be copied to another position to be sent to Karel. Then the old file must be renamed back to DS_DATA.BIN.

1. COMMUNICATION QUERY TO DS_DATA.BIN FILE

Allows transmitting the communication information between Communication Controller of the CPU200 and other peripherals to DS_DATA.BIN file.

800555 P**• PARAMETERS**

- | | | |
|---|-----|--|
| P | = 3 | : The communication related to all the peripherals are transmitted to DS_DATA.BIN file. |
| | = 4 | : The communication related to all ISDN and digital extension peripherals are transmitted to DS_DATA.BIN file. |
| | = 8 | : The communication related to all Karel proprietary Telephones and DSS modules are transmitted to DS_DATA.BIN file. |
| | = 0 | : The transfer is stopped. |

• NOTES

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.
- 2) As the contents of DS_DATA.BIN file are encoded, the information in this file is of no use except for the Karel R&D engineers.

2. CC VERSION QUERY TO DS_DATA.BIN FILE

Allows transmitting the software version of Communication Controller of the CPU200 to the DS_DATA.BIN file.

800828 00**• NOTES**

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.

3. MODULE VERSION QUERY TO DS_DATA.BIN FILE

Allows transmitting the software version of any module of the system to the DS_DATA.BIN file.

800829 S 00

- PARAMETERS

S : Module slot number.

- NOTES

- 1) The slot numbers for the three racks:
 - First rack: 00 to 13 for the general purpose slots and 14 for the Utility module slot.
 - Second rack: 16 to 29 for the general-purpose slots and 30 for the Utility module slot.
 - Third rack: 32 to 45 for the general-purpose slots and 46 for the Utility module slot.
- 2) In order to be able to use this program, the ADMIN200 PC interface must be running.

4. EX200(0/16) VERSION QUERY TO DS_DATA.BIN FILE

Allows transmitting the software version of the EX200 (0/16) modules to the DS_DATA.BIN file.

800830 00

- NOTES

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.

5. EX200(0/8S0) VERSION QUERY TO DS_DATA.BIN FILE

Allows transmitting the software version of the EX200 (0/8S0) modules to the DS_DATA.BIN file.

800831 00

- NOTES

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.

6. EX200(8/0) VERSION QUERY TO DS_DATA.BIN FILE

Allows transmitting the software version of the EX200 (8/0) modules to the DS_DATA.BIN file.

800832 00

- NOTES

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.

7. EX200(1S2/0) VERSION QUERY TO DS_DATA.BIN FILE

Allows transmitting the software version of the EX200 (1S2/0) modules to the DS_DATA.BIN file.

800833 00

- NOTES

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.

8. PROPRIETARY TELEPHONE & DSS VERSION QUERY TO DS_DATA.BIN FILE

Allows transmitting the software versions of the Karel proprietary telephones and DSS modules to the DS_DATA.BIN file.

800834

- NOTES

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.

9. EXTENSION PARAMETER QUERY TO DS_DATA.BIN FILE

Allows transmitting all the parameters of an extension to DS_DATA.BIN file.

800835 E

- PARAMETERS

E : Extension number.

- NOTES

- 1) In order to be able to use this program, the ADMIN200 PC interface must be running.

10. SYSTEM ERROR QUERY TO DS_DATA.BIN FILE

Allows transmitting the state information of the system after a failure appears on the system to DS_DATA.BIN file.

800727

- NOTES

- 1) This program is especially useful, when a failure has appeared on the system and the state of the system has been frozen since then. For example, a line has remained stuck and nobody can access this line.
- 2) In order to be able to use this program, the ADMIN200 PC interface must be running.

11. HARDWARE ACTIVATION

Provides possibility to replace any line or extension interface module while the system power is on.

800229 P Q

- **PARAMETERS**

- P** : The module slot number.
- 00..13 : The general purpose slots in the first rack.
 14 : The UTIL200 module of the first rack.
 16..29 : The general purpose slots in the second rack.
 30 : The UTIL200 module of the second rack.
 32..45 : The general purpose slots in the third rack.
 46 : The UTIL200 module of the third rack.
- Q = 0** : The power of the module is off and the module is ready to be removed from the system.
- = 1** : The power of the module is on and the module is ready to run.

- **BY DEFAULT**

800029 P 1 for all modules.

- **NOTES**

When an interface needs to be replaced with a new one, then it is not necessary to power off all the system. By using this program, the power of this specific module can be cut and the module can be easily removed from the system. When a new module is inserted in the slot, then the power of the module should be fed again by this program.

CHAPTER 9

REMOTE PROGRAMMING

DS200 system can be remotely programmed via telephone lines.

Remote Programming facility is one of the best and efficient ways for software maintenance, especially for the systems that are under operation at customer site.

Instead of losing so much time and effort on the way to the customer, the technician in charge may use *Remote Programming* facility to enter all the programming codes as well as some user features.

This section gives information about the facilities that the technician can use via *Remote Programming* facility. The following terminology is used throughout the section:

- Technician : The technician making *Remote Programming*.
 System supervisor : System supervisor of the system at the customer site.

HOW TO ACTIVATE REMOTE PROGRAMMING:

The system supervisor can activate the remote programming mode of the system. To do this, while speaking to the technician, the system supervisor must make hook-flash and dial 74. In this case the line in use is marked as DISA automatically and the technician can program the system as using all the authorizations of the system supervisor. System supervisor can activate remote programming on more than one line, so that more technicians can program the system at the same time.

IMPORTANT NOTES FOR THE TECHNICIAN THAT USES *REMOTE PROGRAMMING* FACILITY

- a) If the technician is an extension of another system:
 - I. The technician must be using a DTMF telephone set.
 - II. The system that the technician is using must be sending the DTMF tones that he dials directly to the C.O., i.e. the system must not be processing these DTMF tones before sending them to the C.O. (E.g. If this system is MS48 system, the technician must be prohibited to use "*" / "#" keys by *Flash Disable* program.)
- b) If the technician is directly connected to the C.O. and if the *Remote Programming* line is in DP signalling mode,
 - I. Either the operator must call the technician to start *Remote Programming* or,
 - II. The technician must be using a DP-DTMF switchable telephone set and must use his telephone in DP mode to be able to call the operator. Later, he must switch his telephone to DTMF mode to be able to dial codes during *Remote Programming*.
- c) Once the remote programming is activated, the system releases the line automatically if within 5 minutes no codes are dialed by the technician.
- d) After *Remote Programming* is initiated, the technician starts hearing a special discontinuous dial tone and keeps on hearing this tone after each successful entry of a program or feature code.
- e) If the technician fails to make a successful entry of a program or feature code, he starts receiving error tone. In such a case, he can refresh the discontinuous dial tone by pressing "*" key.
- f) The technician must use the new codes if *numbering plan of the system has been modified previously* on the system that he is remote programming.

The technician can use all the program codes available in this guide. And in addition he can also use the following user and operator facilities during remote programming:

- 1) Night Mode
- 2) Time Setting,
- 3) Date Setting,
- 4) Common Pool Entry,

- 5) Parameter Download,
- 6) Call Listing,
- 7) All Call Listing / Stop Listing,
- 8) Total Cost Listing,
- 9) Call Record Clear,
- 10) Remote Follow Me,
- 11) Line Access,

As the line used for remote programming is marked as DISA automatically, the technician must access a new line by dialing an extension number and this extension's password.

After accessing a line, if he fails to dial any digit within 15 seconds, then the line he accessed is released automatically.

The external call, that the technician can make, can only take 50 seconds.

- 12) Calling an extension,

While using this facility, if the extension of the system hangs up, the line is not released but the technician receives the special dial tone for remote programming and he can go on programming the system remotely.

HOW TO EXIT THE REMOTE PROGRAMMING MODE:

When the technician finishes the remote programming, the technician may call the system supervisor and inform him about the programs entered.

In this case to exit the remote programming mode:

- 1) The technician may press “#” key of his telephone and drop the line, or
- 2) The system supervisor may dial 798 to terminate the remote programming mode and drop the line.

APPENDIX 1

FLEXIBLE NUMBERING TABLES

Flexible Numbering facility allows changing extension, line and feature access codes, thus the whole numbering plan of the system.

A table to help entering *Flexible Numbering Plan* is given attached. It is recommended to fill this table first and then begin *Flexible Numbering* to prevent any possible mismatches.

ACCESS TABLE

<u>FRC</u>	<u>Feature</u>	<u>Default FAC</u>	<u>New FAC</u>
001	Follow Me	85	
002	Call Back	81	
003	Line Park	4	
004	General Line Access	9	
005	Last Number Redial	60	
006	Calling From Common Pool	3	
007	Call Pick Up	82	
008	Group Call Pick Up	5	
009	Parked Call Retrieve	45	
010	Parked Call Retrieve From Parking Ext.	44	
011	Date Setting	833	
012	Time Setting	832	
013	Night Mode Entry	879	
014	Parameter Update	744	
015	Private Pool Entry	84	
016	Common Pool Entry	834	
018	Call Record Clear	8765	
019	Call Record Listing	8766	
020	Stop Listing	8768	
021	All Call Record Listing	8767	
022	Counter Reset	8769	
023	Program Code Prefix	800	
024	Programming Mode Entry	877777	
025	Programming Mode Exit	877778	
026	Night Mode Exit	878	
027	Parallel Ringing	835	
028	Do Not Disturb Activation	831	
029	Do Not Disturb Cancel	830	
030	Password Define	836	
031	Phone Lock	837	
032	Line Transfer	838	
033	Conference	5	
034	Executive – Secretary Enable	888	
035	Executive – Secretary Disable	889	
036	Reminder	883	
037	Remote Follow Me	865	
038	Line Drop	798	
039	Password Dialing From Another Extension	799	
040	ISDN Line Park	47	
041	Beeper Activation	741	
042	Serial Call Transfer	8	
043	Serial Call Transfer on ISDN phones	48	
044	Message Waiting On Operator	740	
045	Wake Up Service	8388	
046	Remote Programming Through DISA Line	74	
047	Auto-Dial Common Pool	78	
048	Auto-Dial Private Pool	77	
049	Night Guard Service	869	
050	Line Transmit Voice Level	67	
051	Line Receive Voice Level	66	
052	Marked External Call	790	
053	Account Coded External Call	797	
054	Remote Line Access	9	
055	Hotel Room Status	730	
056	Hotel Room Query	7311	

057	Hotel Room Query - Group	7319
058	Check-in/Check-out	732
059	Meet Me Enable	738
060	Minibar Account	733
061	Meet Me Cancel	739
062	Room Monitoring Enable	8385
063	Room Monitoring Activate	9
064	Wake Up Service - Group	8389
065	Headset User	742
066	Background Music	743
067	Listening to a Message Box	7585
068	Recording a Message to a Message Box	7586
069	Deleting a Message from a Message Box	7557
070	Deleting All System Messages	7558
071	Deleting All ACD Messages	7559
072	Deleting All Messages	7561
073	Message Copy	7560
074	Line Access with a Line on Hold	69
075	Listening to New Messages	8646
076	Listening to All Messages	8645
078	Leave Message	82
079	Temporary Absent Message	8648
080	Permanent Absent Message	737
082	Permanent Absent Message is Active	7371
083	Permanent Absent Message is Deactive	7372
084	Permanent Absent Message Clear	7370
085	Permanent Reminder with Message	8387
086	Temporary Reminder with Message	8384

1110		1334		1558	
1111		1335		1559	
1112		1336		1560	
1113		1337		1561	
1114		1338		1562	
1115		1339		1563	
1116		1340		1564	
1117		1341		1565	
1118		1342		1566	
1119		1343		1567	
1120		1344		1568	
1121		1345		1569	
1122		1346		1570	
1123		1347		1571	
1124		1348		1572	
1125		1349		1573	
1126		1350		1574	
1127		1351		1575	
1128		1352		1576	
1129		1353		1577	
1130		1354		1578	
1131		1355		1579	
1132		1356		1580	
1133		1357		1581	
1134		1358		1582	
1135		1359		1583	
1136		1360		1584	
1137		1361		1585	
1138		1362		1586	
1139		1363		1587	
1140		1364		1588	
1141		1365		1589	
1142		1366		1590	
1143		1367		1591	
1144		1368		1592	
1145		1369		1593	
1146		1370		1594	
1147		1371		1595	
1148		1372		1596	
1149		1373		1597	
1150		1374		1598	
1151		1375		1599	
1152		1376		1600	
1153		1377		1601	
1154		1378		1602	
1155		1379		1603	
1156		1380		1604	
1157		1381		1605	
1158		1382		1606	
1159		1383		1607	
1160		1384		1608	
1161		1385		1609	
1162		1386		1610	
1163		1387		1611	
1164		1388		1612	
1165		1389		1613	
1166		1390		1614	
1167		1391		1615	
1168		1392		1616	

1169		1393		1617	
1170		1394		1618	
1171		1395		1619	
1172		1396		1620	
1173		1397		1621	
1174		1398		1622	
1175		1399		1623	
1176		1400		1624	
1177		1401		1625	
1178		1402		1626	
1179		1403		1627	
1180		1404		1628	
1181		1405		1629	
1182		1406		1630	
1183		1407		1631	
1184		1408		1632	
1185		1409		1633	
1186		1410		1634	
1187		1411		1635	
1188		1412		1636	
1189		1413		1637	
1190		1414		1638	
1191		1415		1639	
1192		1416		1640	
1193		1417		1641	
1194		1418		1642	
1195		1419		1643	
1196		1420		1644	
1197		1421		1645	
1198		1422		1646	
1199		1423		1647	
1200		1424		1648	
1201		1425		1649	
1202		1426		1650	
1203		1427		1651	
1204		1428		1652	
1205		1429		1653	
1206		1430		1654	
1207		1431		1655	
1208		1432		1656	
1209		1433		1657	
1210		1434		1658	
1211		1435		1659	
1212		1436		1660	
1213		1437		1661	
1214		1438		1662	
1215		1439		1663	
1216		1440		1664	
1217		1441		1665	
1218		1442		1666	
1219		1443		1667	
1220		1444		1668	
1221		1445		1669	
1222		1446		1670	
1223		1447		1671	
1224		1448		1672	
1225		1449		1673	
1226		1450		1674	
1227		1451		1675	
1228		1452		1676	

1229		1453		1677	
1230		1454		1678	
1231		1455		1679	
1232		1456		1680	
1233		1457		1681	
1234		1458		1682	
1235		1459		1683	
1236		1460		1684	
1237		1461		1685	
1238		1462		1686	
1239		1463		1687	
1240		1464		1688	
1241		1465		1689	
1242		1466		1690	
1243		1467		1691	
1244		1468		1692	
1245		1469		1693	
1246		1470		1694	
1247		1471		1695	
1248		1472		1696	
1249		1473		1697	
1250		1474		1698	
1251		1475		1699	
1252		1476		1700	
1253		1477		1701	
1254		1478		1702	
1255		1479		1703	
1256		1480		1704	
1257		1481		1705	
1258		1482		1706	
1259		1483		1707	
1260		1484		1708	
1261		1485		1709	
1262		1486		1710	
1263		1487		1711	
1264		1488		1712	
1265		1489		1713	
1266		1490		1714	
1267		1491		1715	
1268		1492		1716	
1269		1493		1717	
1270		1494		1718	
1271		1495		1719	
1272		1496		1720	
1273		1497		1721	
1274		1498		1722	
1275		1499		1723	
1276		1500		1724	
1277		1501		1725	
1278		1502		1726	
1279		1503		1727	
1280		1504		1728	
1281		1505		1729	
1282		1506		1730	
1283		1507		1731	
1284		1508		1732	
1285		1509		1733	
1286		1510		1734	
1287		1511		1735	
1288		1512		1736	

1289		1513		1737	
1290		1514		1738	
1291		1515		1739	
1292		1516		1740	
1293		1517		1741	
1294		1518		1742	
1295		1519		1743	
1296		1520		1744	
1297		1521		1745	
1298		1522		1746	
1299		1523		1747	
1300		1524		1748	
1301		1525		1749	
1302		1526		1750	
1303		1527		1751	
1304		1528		1752	
1305		1529		1753	
1306		1530		1754	
1307		1531		1755	
1308		1532		1756	
1309		1533		1757	
1310		1534		1758	
1311		1535		1759	
1312		1536		1760	
1313		1537		1761	
1314		1538		1762	
1315		1539		1763	
1316		1540		1764	
1317		1541		1765	
1318		1542		1766	
1319		1543		1767	
1320		1544		1768	
1321		1545		1769	
1322		1546		1770	
1323		1547		1771	
1324		1548		1772	
1325		1549		1773	
1326		1550		1774	
1327		1551		1775	
1328		1552		1776	
1329		1553		1777	
1330		1554		1778	
1331		1555		1779	
1332		1556		1780	
1333		1557		1781	

PROGRAM LIST

<u>PROGRAM NAME</u>	<u>RELATED TO</u>	<u>PROGRAM CODE</u>	<u>PAGE</u>
ACD FUNCTION ACTIVATION	ACD	800219 P	69
ACD MESSAGE ENTRY	ACD	7586 S M + Message	69
ACTION DECISION	ACD	800206 M D A {P1 P2 P3}	79
CLEARING ALL THE ACD MESSAGES	ACD	7559 S	70
CONSTANT MESSAGES	ACD	800201 N M	76
COPYING ALL THE ACD MESSAGES FROM A MODULE TO ANOTHER MODULE	ACD	7560 S ₁ S ₂ 2	71
COPYING SINGLE ACD MESSAGE FROM A MODULE TO ANOTHER MODULE	ACD	7560 S ₁ S ₂ 0 M ₁ M ₂	71
LANGUAGE SETTING	ACD	800203 P	78
MENU ENTRY MESSAGE SELECTION	ACD	800205 M P N	79
MENU RINGING EXTENSION	ACD	800207 M E	81
SINGLE ACD MESSAGE CLEAR	ACD	7557 S M	70
SPECIFIC MENUS	ACD	800200 L G N A B	76
TIME-OUT SETTING	ACD	800204 N S	78
TOTAL PENALTY	ACD	800202 P	77
DIALING SPECIFICATIONS	E&M Line	800105 L D P Q	52
MONITOR SIGNALIZATION PARAMETERS	E&M Line	800102	52
SIGNALIZATION PARAMETERS	E&M Line	800101 R C P	51
TONE RECEPTION	E&M Line	800107 L P	53
TONE TRANSMISSION	E&M Line	800108 L P	53
EVM PROGRAMMING MODE ENTRY/EXIT	EVM200	800220 S P	62
AUTOMATIC PASSWORD SETTING	Extension	800034 E	20
CRL PORT FILTER	Extension	800043 P N	57
DISA / ACD INACCESSIBLE EXTENSION	Extension	800050 E P	27
EXTERNAL CALL AUTHORITY	Extension	800010 E P {Q}	12
EXTERNAL CALL AUTHORITY (GROUP)	Extension	800011 E ₁ E ₂ P {Q}	12
FLASH ENABLE	Extension	800044 E N P	25
GUEST / STAFF DEFINITION	Extension	800065 E P	31
HOT LINE	Extension	800035 E P {Q}	21
HOTEL ROOM ACCESS PERMISSION	Extension	800062 E P	30
HOTEL ROOM ACCESS PERMISSION (GROUP)	Extension	800063 E ₁ E ₂ P	30
HOTEL ROOM DEFINITION	Extension	800060 E P	29
INCOMING CALL TIME-OUT	Extension	800048 P	26
INTRUSION AUTHORITY	Extension	800036 E P	22
INTRUSION AUTHORITY (GROUP)	Extension	800037 E ₁ E ₂ P	22
LINE ACCESS GROUP	Extension	800012 E P	13
LINE ACCESS GROUP (GROUP)	Extension	800013 E ₁ E ₂ P	13

LOCAL EXTENSION	Extension	800039 E P	23
OUTGOING CALL TIME-OUT	Extension	800032 E P	20
PAGER CODE	Extension	800049 E P	27
PBX GROUP	Extension	800014 E ₁ E ₂	13
SYSTEM SUPERVISOR	Extension	800001 E	9
CLEARING ALL EXTENSION AND LINE NUMBERS	Flexible Number	800021	37
CLEARING ALL FEATURE ACCESS CODES	Flexible Number	800022	37
FLEXIBLE EXTENSION / LINE NUMBERS	Flexible Number	800025 P Q	41
FLEXIBLE FEATURES	Flexible Number	800024 P Q	39
FLEXIBLE NUMBERING FOR PHYSICAL ADDRESSES	Flexible Number	800023 P Q	38
FLEXIBLE NUMBERING INITIATION	Flexible Number	800120	37
GROUP FLEXIBLE EXTENSION / LINE NUMBERS	Flexible Number	800026 P ₁ P ₂ Q	42
ACCESS GROUP LINE MATCHING	Line	800027 L P (P P P ...)	18
ACCESS GROUP LINE MATCHING (GROUP)	Line	800028 L ₁ L ₂ P (P P P ...)	18
AUTOMATIC HOLD	Line	800047 T	26
DISA / ACD FOR ANALOG LINES	Line	800042 L P	24
FOLLOW ME BUSY LINE	Line	800038 L ₁ L ₂	22
LINE PARAMETERS	Line	800005 L E P Q	10
LINE PARAMETERS (GROUP)	Line	800006 L ₁ L ₂ E P Q	10
LINE STATUS AND SIGNALING	Line	800003 L P {Q}	10
LINE STATUS AND SIGNALING (GROUP)	Line	800004 L ₁ L ₂ P {Q}	10
PULSE PRICE	Line	800007 E N P	11
PULSE PRICE (GROUP)	Line	800008 E ₁ E ₂ N P	11
RECEIVE VOICE LEVEL	Line	800068 L P	32
TRANSMIT VOICE LEVEL	Line	800067 L P	31
MODULE VERSION QUERY TO DS_DATA.BIN FILE	Maintenance	800829 S P	88
CC VERSION QUERY TO DS_DATA.BIN FILE	Maintenance	800828 P	87
COMMUNICATION QUERY TO DS_DATA.BIN FILE	Maintenance	800555 P	87
EX200(0/16) VERSION QUERY TO DS_DATA.BIN FILE	Maintenance	800830 P	88
EX200(0/8S0) VERSION QUERY TO DS_DATA.BIN FILE	Maintenance	800831 P	88
EX200(1S2/0) VERSION QUERY TO DS_DATA.BIN FILE	Maintenance	800833 P	89
EX200(8/0) VERSION QUERY TO DS_DATA.BIN FILE	Maintenance	800832 P	89
EXTENSION PARAMETER QUERY TO DS_DATA.BIN FILE	Maintenance	800835 E	90
HARDWARE ACTIVATION	Maintenance	800229 P Q	91
PROPRIETARY TELEPHONE & DSS VERSION QUERY TO DS_DATA.BIN FILE	Maintenance	800834 P	89
SYSTEM ERROR QUERY TO DS_DATA.BIN FILE	Maintenance	800727	90
DELETING RINGING EXTENSIONS FOR PRA ISDN DDI NUMBERS	PRA ISDN Line	800056 S P E	46
DISA / ACD FOR PRA ISDN LINES	PRA ISDN Line	800058 S D P	47

PRA ISDN NUMBER ROOT DEFINITION	PRA ISDN Line	800057 S P	46
RINGING EXTENSIONS FOR PRA ISDN DDI NUMBERS	PRA ISDN Line	800055 S P E	45
AUTOMATIC NIGHT MODE	System	800051 HHMM _S HHMM _E	28
CALL RECORD LISTING LEVEL	System	800066 P	58
CRL DEVICE	System	800040 P	57
DAILY AUTOMATIC SERVICES	System	800059 S D P	29
MUSIC ON HOLD ACTIVATION	System	800031 P	19
PBX GROUP PARAMETERS	System	800030 P Q R	19
PERMITTED PREFIX DEFINITION	System	800016 P Q	15
PREFIX / CODE ERASE	System	800018 P Q	17
PROGRAMMING MODE ENTRY	System	877777	5
PROGRAMMING MODE EXIT	System	877778	5
RECALL TIME	System	800045 T	25
REMOTE CONTROL OF PRINTER	System	800041 P	57
RESTRICTED PREFIX DEFINITION	System	800015 P Q	14
SAVING PROGRAMS	System	800000	9
STD / ISD CODE DEFINITION	System	800017 P Q	16
TABLE INITIALIZATION	System	800002 P	9
UNIFORM CALL DISTRIBUTION AMONG EXTENSIONS	System	800052 E N	28
CLEARING ALL THE SYSTEM MESSAGES	System Message	7558 S	65
COPYING ALL THE SYSTEM MESSAGES FROM A MODULE TO ANOTHER MODULE	System Message	7560 S ₁ S ₂ 1	66
COPYING SINGLE SYSTEM MESSAGE FROM A MODULE TO ANOTHER MODULE	System Message	7560 S ₁ S ₂ 0 M ₁ M ₂	67
SINGLE SYSTEM MESSAGE CLEAR	System Message	7557 S M	66
SYSTEM MESSAGE ENTRY	System Message	7586 S M + Message	63
COPYING ALL THE V-MAIL MESSAGES FROM A MODULE TO ANOTHER MODULE	V-Mail	7560 S ₁ S ₂ 3	83
COPYING SINGLE V-MAIL MESSAGE FROM A MODULE TO ANOTHER MODULE	V-Mail	7560 S ₁ S ₂ 0 M ₁ M ₂	84
V-MAIL MESSAGE LOCK PERMISSION	V-Mail	800221 E P	83