

1 Essential programming

The switch will operate when CO lines and phones are installed and the system is powered up. Users can make and receive calls. All incoming calls will ring the first eight extensions. However there can be problems if some minimum programming is not carried out.

1.1 How to enter programming mode from an ECX 1000 or ECX 2000 phone

Go to the first extension, extension number 20.
Press the “Program” key situated above the display.
Scroll down and select system programming.
Dial the programming password (default is 1111).

1.2 Equipped CO Lines programming

If all the installed CO line interfaces have CO Lines connected then this programming is not necessary.

If there are spare CO Line positions or CO Line interfaces that do not have CO Lines connected, ensure correct system operation by un-equipping the line interface.

From the programming phone the programming is under “Lines ⇒ Equipped Lines”.

Toggle the line to “unequip” until the diamond shape is clear.

1.3 Local Codes

The Caller ID information supplied on CO Lines does not include the toll digit 1. This must be inserted by the switch when a Toll call is received so that switch, or caller ID phones, can redial the number correctly.

The switch supplies the Caller ID information to extensions and inserts the digit 1 when a call is received from a number that does not match the codes entered here.

From a programming phone the programming is in “System ⇒ Local Codes”

1.4 Time and Date

The time and date is updated from the Caller ID information on a daily basis, the first incoming call after 3.00 am, and the first call received after a reset. (Either a power/button reset or a reset to default values).

If caller ID is available installers should update the time by making a call to the switch on a line with Caller ID. The Caller ID information is detected after the first ring burst so it is not necessary to answer the call.

If Caller ID is not available then the Time and Date should be programmed.

From the programming phone the programming is in ""System ⇒ Time And Date"

To disable the network update refer to the EncoreCX knowledge database.

1.5 Caller ID Detection

Caller ID detection is programmed ON in default. The Caller ID will be detected from the network and supplied to the extensions.

If the Lines do not supply Caller ID information it is recommended that the Caller ID Detection is turned off.

The programming is in "Lines ⇒ PSTN Programming ⇒ Caller ID Detection" on the programming phone.

1.6 Sales and Service numbers, if applicable

It is suggested that the sales and Service numbers, that are accessed under the Directory key, be programmed before the installation is completed.

The programming is in “System ⇒ Sales – Service Numbers” on the programming phone.

2 Extension Groups

You can group extensions together in up to 20 groups. Each group can contain up to 16 extensions. In default, extensions 20-27 are in group 1 and all other groups contain extension 20 only.

Extensions can belong to more than one group.

You would put extensions in groups for two basic reasons:

To ring a group of phones at the same time from another extension.(Dial 180 –199 for groups 1 – 20).

To have CO Lines ring different groups of phones. (Sales number ringing a Sales Group, Service number ringing a Service Group etc.).

Programming is in “Lines ⇒ Group Programming” from the programming phone.

To ring multiple phones together select “Ring Groups”.

To ring single phones select “Hunt Groups”.

3 Two Incoming CO line call handling options

3.1 All calls ringing the Operator position – Extension 20

To achieve this you re-program group 1 to have extension 20 only in the group.

The programming is in “Lines ⇒ Group Programming”. Select all extensions except extension 20. It will be the only extension showing a solid diamond beside it.

3.2 Calls on different lines ringing different groups

Set up the extension Ring Groups as in 2 above.

Associate the lines with the groups.

Programming is in “Lines ⇒ Incoming Ringing ⇒ Line X ⇒ Mode ⇒ Group ” from the programming phone.

4 More advanced CO Line call handling

4.1 Courtesy Service

With this facility calls that are not answered for a period are relayed a message telling them that their call will be answered and that they should hold on. This facility is available in every unit. A voice module is not required. While the message is being relayed the phones continue to ring.

If the call is not answered, and the Voice Module is not equipped, the call will be disconnected after 3 minutes.

If the Voice Module is fitted the call goes to the System Voice Mail box after 3 minutes.

The facility is programmed in Lines γIncoming Ringing ⇒ Line X ⇒ Mode ⇒ Courtesy service.

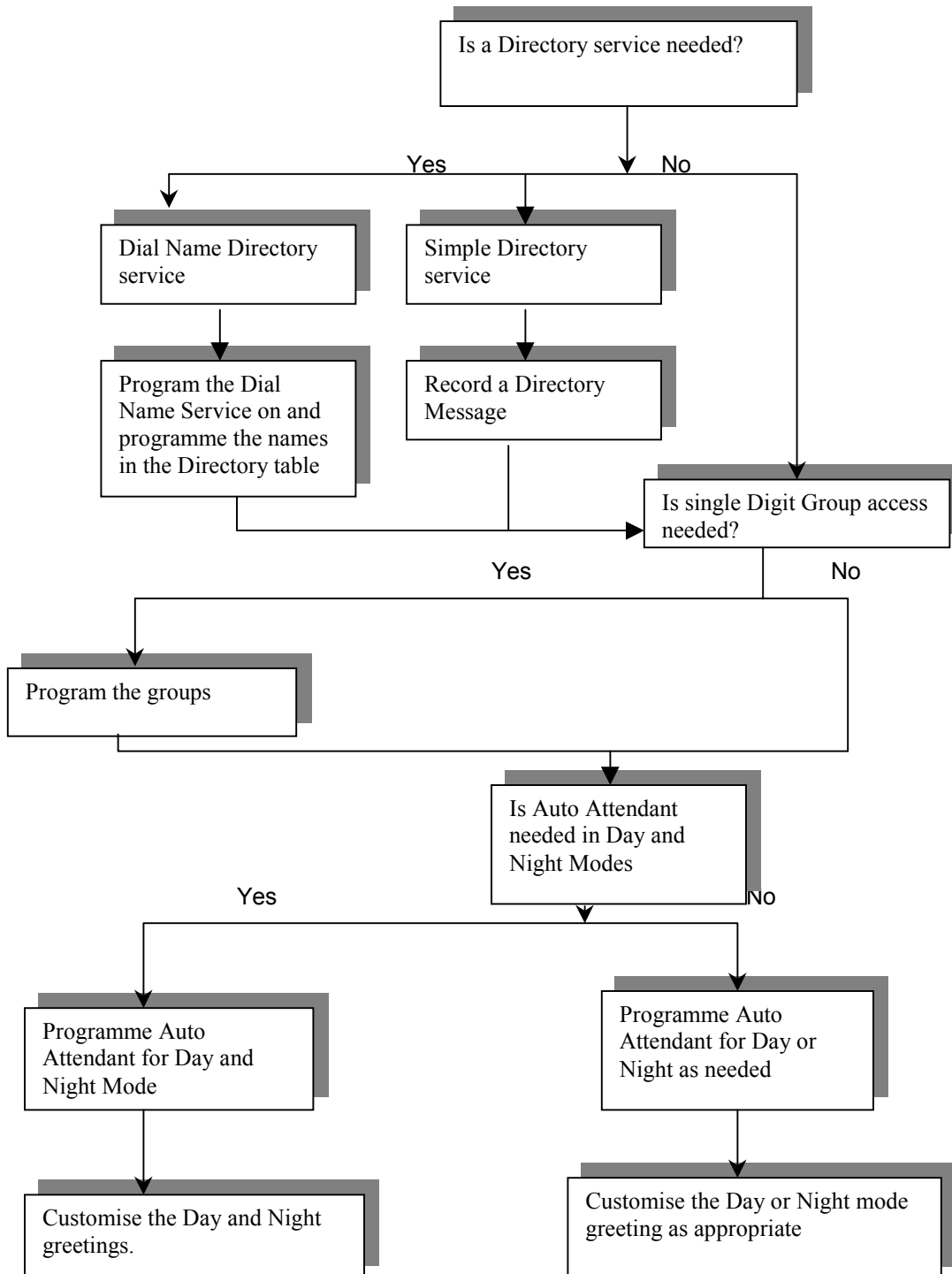
The timer which determines how long calls will ring before the message is given can be programmed in “System ⇒ Timers ⇒ Courtesy Delay. (The default is 30 seconds).

4.2 Auto Attendant

For Auto Attendant facilities a Voice Module must be fitted.

You program those lines to be answered by the Auto Attendant in Lines ⇒ Incoming Ringing ⇒ Line X/ Mode ⇒ Auto attendant.

When lines are programmed to be answered by the Auto Attendant a number of choices are available:



4.3 Auto Attendant Greetings

There are separate Day and Night Greetings for the Auto Attendant.

Auto Attendant greeting programming is “System ⇒ Change Greetings ⇒ Auto Attendant Day, Auto Attendant Night”.

4.4 Directory Services

There are two types of Directory Service available, the Simple Directory Service and the Dial Name Directory service.

The **Simple Directory Service** is one where a Directory Message is recorded giving a list of users and their number. The option to Press # to access a directory message is activated only when a Directory message is recorded.

Directory message programming is “System ⇒ Change Greetings ⇒ Directory Message”.

The **Dial Name Directory Service** provides a standard prompt telling callers to enter the name of the person they want to contact. The callers dial # when listening to the Auto Attendant greeting to access the service.

Programming the Dial name Directory service "On" and programming the list of names activates this feature. All voice mailbox users should also record their name.

Turning the Dial Name Directory service on/off programming is in “System ⇒ Dial Name Directory”.

Entering Names in the Directory Table is in “System ⇒ Dial Name Directory ⇒ Directory Table”.

Users record their own names by accessing their voice box.

4.5 Dialing through the Auto Attendant or the Directory Message

When the Auto Attendant greeting or directory message is being replayed external callers can dial through the Auto Attendant.

If an invalid number or busy extension is dialed the call is presented to the ring group or the extension programmed for the line that call is received on.

4.5.1 Dialing Extensions

The extensions are 20 – 59 in default.

Both digits must be dialed within 2 seconds

4.5.2 Dialing Groups

Numbers 180 – 199 (20 Groups).

4.5.3 Dialing single digit groups

Digits 1-9 can be dialed and they will access groups

If the user dials a single digit and pauses for 2 seconds, the calls are presented as follows:-

Digit 1 Presented to Group 20

Digit 2 Presented to Group 19

Digit 3 Presented to Group 18

Digit 4 Presented to Group 17

Digit 5 Presented to Group 16

Digit 6 Presented to Group 15

Digit 7 Presented to Group 14

Digit 8 Presented to Group 13

Digit 9 Presented to Group 12

4.5.4 Dialing 0 for assistance

Dialing 0 in the Auto Attendant rings the Group or Extension programmed to ring for the Line the call is received on.

In default this is group 1 for all lines and this group contains extensions the first eight extensions.

This can be changed for each line to ring a different group or a different extension.

When programming the Auto Attendant ensure the appropriate group or extension is also set.

Dialing 0 during a Voice mail greeting rings the Group or Extension programmed to ring for the Line the call is received on.

4.6 Voice Mailboxes

There are four types of mail box programming in the system.

- **Extension Mail boxes** Each extension can be provided with a mail box and calls directed to the extension can leave messages in this box. (if the extension is in a group then calls to group will not leave messages in this box) .
- **Group Mail boxes** The 20 groups (Internal, Ring or Hunt) can be allocated mail boxes. Calls to the group can leave messages in these mail boxes.
- **Phantom Mail boxes** There are 10 Mail boxes that are not associated with an extension. They can be used for people who do not work in the office but need to access voice mail.
- **System Voice Mail box refer to 4.7**
The default is no mail boxes are programmed.
Programming is in “Extension ⇒ Voice Mail Boxes ⇒ Standard Voice Boxes”. When an extension is programmed with a voice box Forwarding on No Answer is set automatically to that Voice box.

4.7 Information Only Voice Mailboxes

The Phantom, Extension and Group mailboxes can be programmed to be information only voice mailboxes. When programmed callers to these mailboxes are not given the option to leave a message. Programming is “Extension ⇒ Voice Mail Boxes ⇒ Information only VB”.

4.8 System Voice Mail Box

For this facility a Voice Module must be installed. A System Voice Mail Box can be programmed to answer calls on lines.

Programming is in “Lines ⇒ System Voice Mail Box”

When the System Voice Mail Box is programmed the prompt “System Voice Mail Box” is shown on the display of extension 20. When it is selected the calls on the lines programmed with the box will be answered by it after a period. This timer is programmable from 1 second to 30 seconds.

The programming is in “System ⇒ Timers ⇒ System VM box delay”.

All System Voice Mail messages are stored in mail box 0, which is controlled by extension 20. The System Voice Mail box is turned on and off at extension 20, the greeting can be customized and messages played by accessing mail box 0.

It is possible to dial through the mail box.

4.9 Voicemail Box Capacity

You can change the number of messages that can be left in a voice mail box from the default of 20 messages.

Programming is in “System ⇒ Voice Mail Capacity”. The range is 10 to 100 messages.

4.10 Programming Examples

Are calls to be answered by a number of extensions?

If yes - program the line to ring a group.

Do you want multiple phones to ring simultaneously?

If yes program a Ring Group.

If no program a Hunt Group.

Are calls to be answered by a single extension?

Program the lines to ring an Extension.

OR

Program a group with one extension in the group.

It is preferable in this case to program an extension as the forwarding rules for the extension will be followed.

If a Group with a single extension is chosen the user would need to set the Group forwarding to handle incoming calls and this could be confusing.

5 Incoming call handling

5.1 Transfer a call to another extension

- While on a call, select “Internal Transfer” on the display.
- Select the desired extension from the extension list presented on the display, or dial the extension number.
- Select “Transfer” or replace the Handset, to transfer the call.

Note: You can transfer a call to an extension when the extension has answered, while ringing the extension, or while the busy tone is being received from the extension.

If the call is not answered it will ring back to the extension that attempted the transfer after a pre-programmed amount of time (range 1-300 seconds).

5.2 Transfer a call to voicemail

- While on a call, select “Transfer to Voice Mail” on the display.
- Select the desired voice mail box from the list presented on the display, or dial the voice mail box number.
- Select “Transfer” or replace the Handset, to transfer the call.

6 Conference Call (three-way call)

This feature allows you to hold a three-way conversation between three extensions, or between two extensions and a CO line, or between two CO lines and an extension.

6.1 To hold an Internal Conference

- When on a call, press the Scroll Down Key (▼) until “Internal Conference” is displayed.
- Select “Internal Conference”.
- Select the extension to be included in the conference.
- When the extension answers, select “Conference” on the display.

6.2 To hold an External Conference

- When on a call, press the Scroll Down Key (▼) until “External Conference” is displayed.
- Select “External Conference”.
- Select a free line and dial the external number.
- When the call is answered, select “Conference” on the display.

NOTE: At the start of a conference call, a single tone is presented to all parties to indicate that the call is a conference call.

NOTE: From a standard telephone, press Hookflash when on a call, place the second call and when it is answered, dial Hookflash 3.