

COMPLETE BUSINESS PHONE SYSTEM

Digital PBX Keyphone System with 4 x LCD Telephones

EASYPBX™

www.easypbxphones.com



Quick User Guide



N517

Please read this quick guide carefully before installation and keep it in a safe place.

Please refer to the complete user manual on the supplied CD for information on all system functionality.

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MADE IN TAIWAN

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Introduction

Purpose

Thank you for purchasing an *EasyPBX Phone System*. The purpose of this document is to provide you with a guide to getting the system up and running quickly. Full instructions for installing, configuring and operating the system can be found on the supplied CD.

Safety Information

When using your *EasyPBX Phone System* please adhere to the following safety points.

- Read and follow all instructions carefully.
- Follow all warnings and instructions on the product.
- Unplug the product from the power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water.
- Do not place this product on an unstable cart, stand or table.
- Do not allow anything to rest on the power cords. Do not place this product in a location where the cords can be stepped on or where someone can trip over them.
- Do not use this product near an area where there is a potential of gas leaks or near any explosive fumes.
- Do not place this product near or over a radiator or any other heat source.
- Use ONLY the power cord supplied with the system.
- Do not overload the wall outlet or power cord where the power cord is installed. This can result in fire or electric shock.
- This equipment is to be opened by ONLY a qualified serviceperson. There are no user serviceable parts inside. Opening this equipment may expose you to dangerous voltage and other risks. Incorrect re-assembly of this equipment may result in electric shock.
- Avoid spilling liquid on this equipment and do not insert any objects through the ventilation slots.

Warranty

RhinoCo Technology (ABN 74 001 621 610) (Seller), warrants its products to be in conformance with its own plans and specifications and to be free from defects in materials and workmanship under normal use and service for twelve months from the date of original purchase. Seller's obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labour, any part which is proved not in compliance with Sellers specifications or proves defective in materials or workmanship under normal use and service. Seller shall have no obligation under this Limited Warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than Seller.

For warranty service, return transportation prepaid, to 9 Hannabus Place McGraths Hill NSW 2756. Seller has no obligation to attend the buyer's location to retrieve the goods or make repairs onsite.

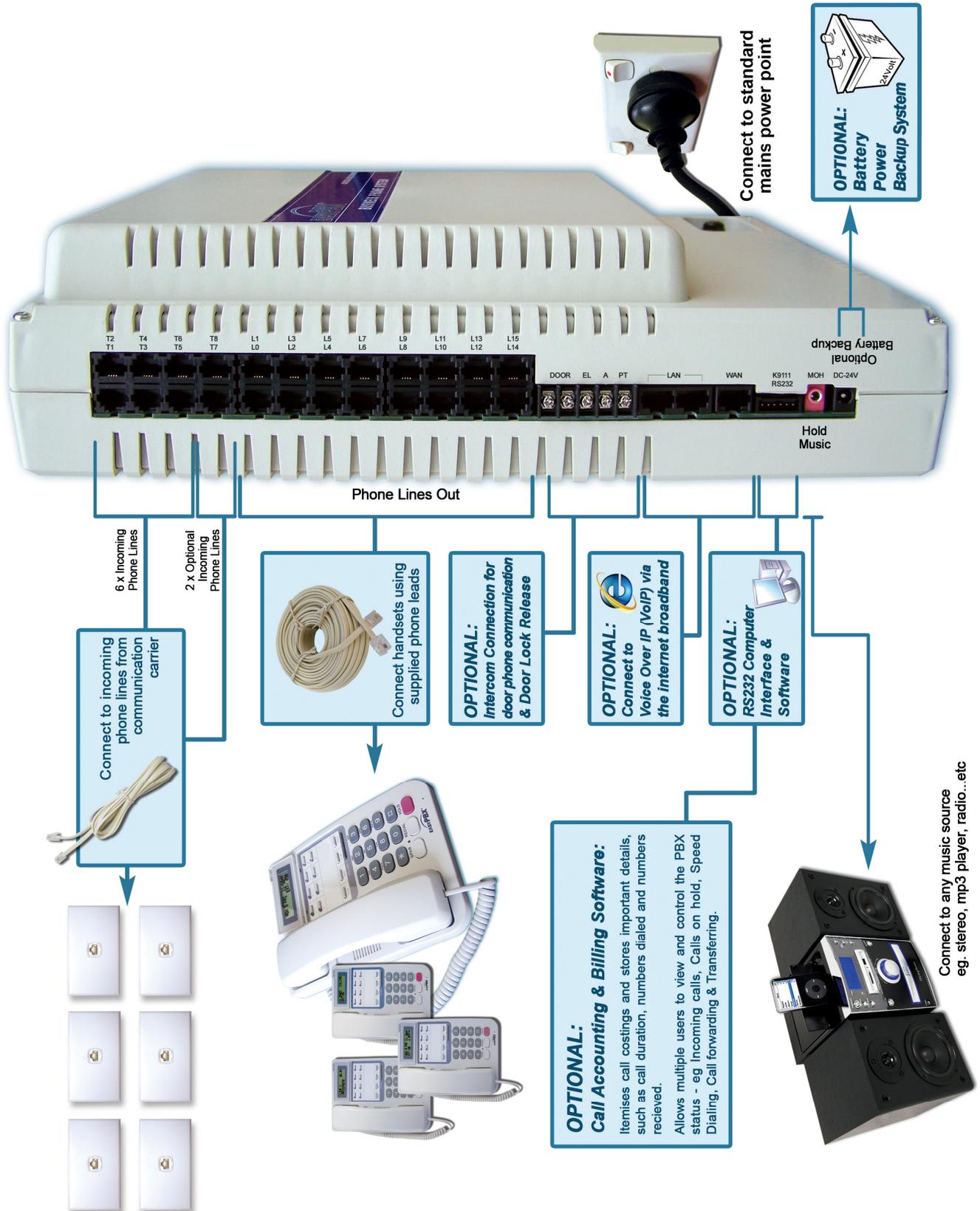
There are no warranties, expressed or implied, of merchant ability, or fitness for a particular purpose or otherwise, which extend beyond the description on the face hereof. In no case shall Seller be liable to anyone for any consequential or incidental damages for breach of this or any other warranty, express or implied, or upon any other basis of liability whatsoever, even the loss or damage is caused by its own negligence or fault.

Seller does not represent that the products it sells may not be compromised. Consequently, Seller shall have no liability for any personal injury; property damage or other loss based on a claim the product failed. However, if Seller is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regardless of cause or origin, Seller's maximum liability shall not in any case exceed the purchase price of the product, which shall be the complete and exclusive remedy against Seller.

This warranty replaces any previous warranties and is the only warranty made by Seller on this product. No increase or alteration, written or verbal, of the obligations of this Limited Warranty is authorised.

Overview

EasyPBX Kit



EasyPBX EPDH008 8 Line Key Telephone



Installation

Package contents

- 1 x EasyPBX Digital Hub
- 4 x EasyPBX 8 Line Handsets
- 6 x RJ-11 Phone Lead (1.5 metre)
- 2 x RJ-11 Phone Lead (10 metre)
- 1 x RJ-11 Phone Lead (20 metre)
- 1 x RJ-11 Phone Lead (30 metre)
- 1 x Manual CD

Important Notes

It is a requirement for a standard DIY EasyPBX installation that you have one or more incoming telephone line(s) with either modular or 606 sockets. These should be fitted by your telecommunications provider or an ACMA licensed technician.

Line Hunt / Rotary Groups

To allow your EasyPBX system to correctly handle incoming calls on multiple lines, please ensure that your telecommunications provider has enabled Line Hunt on each of your incoming lines. Line Hunt, sometimes referred to as line rotation or rotary lines, automatically directs calls bound for a busy line to the next free line. Without this feature, callers will encounter a busy signal if the line associated with the number dialled is already in use.

Line Hunt Disabled

Each line functions as an independent normal line. If any given line is in use, outside callers will receive a busy tone when they try to dial in on that number. For this example, if a caller were to dial in on line 1 (02 9999 1111), this would tie up the line and its associated number – any new callers would receive a busy tone on that line and be forced to dial each of your numbers until they found one not in use. This can cause obvious problems and is not recommended for use in the business environment.

02 9999 1111 ————— Line 1
02 9999 1112 ————— Line 2
02 9999 1113 ————— Line 3
02 9999 1114 ————— Line 4



Line Hunt Enabled

Each of your lines becomes part of a single hunt group – As in the above example, each will function as normal standalone line when called directly. However with line hunt enabled, one line is designated as your main line and its number is carried over to the hunt group. This is the number you would then advertise to your customers.

In this example, when the main number (02 9999 1111) is dialled, the hunt group will first attempt to ring the first line (02 9999 1111). If this line is already in use, the hunt group will forward the call to the second line (02 9999 1112). If this line is also already in use, the hunt group will forward the call to the third line (02 9999 1113) and so on. Only if all four lines are in use will your callers receive a busy tone. In this instance more telephone lines will be required.

02 9999 1111 ————— Line 1
02 9999 1112 ————— Line 2
02 9999 1111 ————— Line 3
02 9999 1114 ————— Line 4

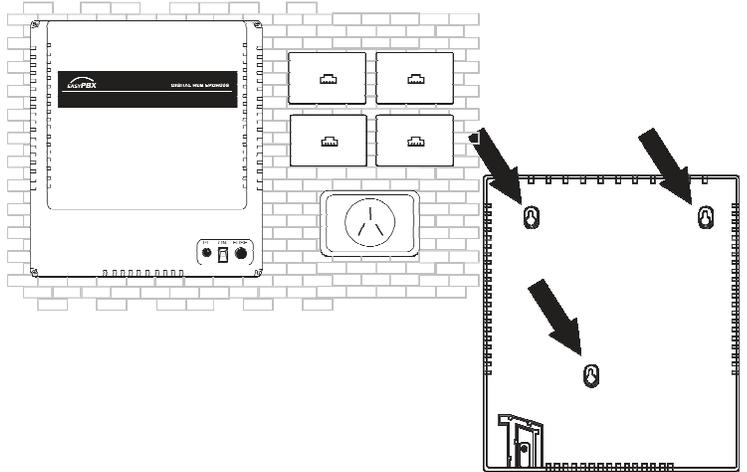


Simple four step installation

Step 1 – Mount the EasyPBX Digital Hub

You should choose a location close to your telephone line sockets and a power outlet. Also consider where you wish to place the telephones, taking into account the length of the phone leads provided.

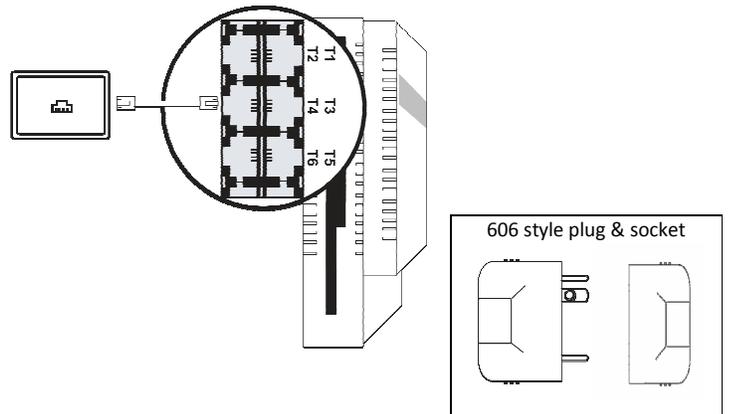
If you wish to wall mount your EasyPBX system, three button head screws will be required. The EasyPBX system hooks over the top of these screws. Please see the included template for mounting positions.



Step 2 – Connect your incoming telephone lines

Plug the incoming telephone lines from your telephone wall sockets into the EasyPBX main unit using the supplied 1.5m cables. Standard EasyPBX units support up to 6 incoming lines, these should be connected into ports T1 to T6. Ports T7 and T8 are not connected and should not be used.

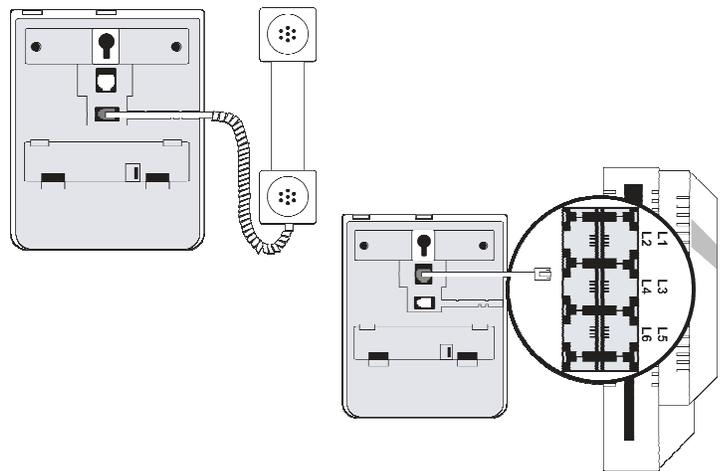
If the phone sockets in your premises are of the older 606 type (see illustration) please use the included 606 to modular adapters.



Step 3 – Connect the EasyPBX key telephones

Locate the supplied phones and their handsets. Connect the handset to the phone using the coiled handset lead provided. Gently push the straight part of the lead between the retention tabs on the bottom of the phone.

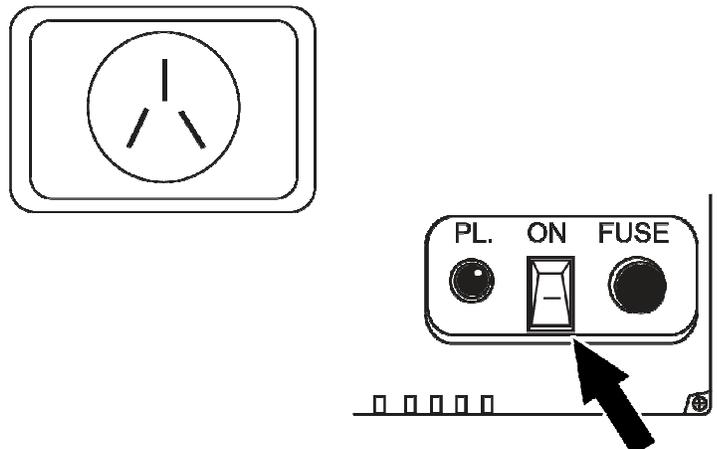
Connect the handsets to the digital hub using the included 10m, 20m and 30m telephone leads. These should be plugged into ports L0 to L3. Additional handsets should be connected from ports L4 onwards.



Step 4 – Power on your EasyPBX

First Ensure that all of the above steps have been completed. Plug the EasyPBX digital hub into a power outlet and move the main power switch to the ON position.

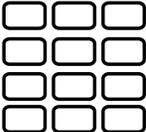
The front status light on the EasyPBX main unit should begin to flash and the telephones will perform a self-test before powering on. Your EasyPBX system is now ready to make and receive calls.



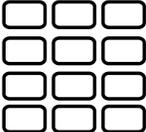
Basic Functions

Making Calls

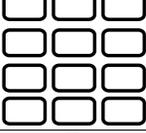
Make an outgoing call (handset)

Lift the handset	
Select a line OR press 0 to auto select	
Dial the number using the phone keypad	
When done, Replace the handset to end the call	

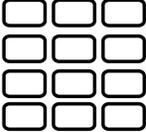
Make an outgoing call (hands-free)

Select a line OR press 0 to auto select	
Dial the number using the phone keypad	
When done, press the [SPKR] key to end the call	

Make an intercom call (handset)

Lift the handset	
Dial the extension of the person you wish to speak to	
When done, replace the handset to end the call	

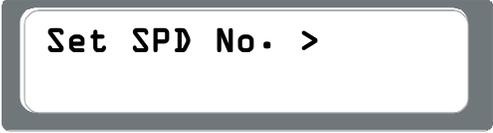
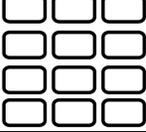
Make an intercom call (hands-free)

Dial the extension of the person you wish to speak to using the phone keypad.	
When done, press the [SPKR] key to end the call	

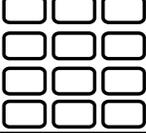
Note: Extension numbers range from 20-35 and correspond to the extension port in use (20=L0, 21=L1 etc). Extension numbers will also be displayed on the phone LCD (see "Phone Overview" for more information)

Saving a speed dial number

Speed dialling can be used to reduce the time require to call frequently used telephone numbers. Each speed dial number must be entered into the machine calling.

Press the # key twice.	
The LCD screen will display this message.	
Enter a number between 00 and 89 using the keypad. This is the location of the speed dial.	
Enter the number you wish to store as a speed dial.	
Press the SPKR key to save the speed dial number.	

Making a call using speed dial

Select an outbound line (1-6), or skip for automatic line selection.	
Press the SPD key.	
Enter the two-digit speed dial location – The number to be dialled will be displayed on the LCD before beginning to dial.	

Receiving Calls

Using the telephone handset:

To receive a call using the handset, simply pick up the same way you would when using a normal telephone. To select from multiple incoming calls, press the corresponding line button before lifting the handset.

Using speakerphone:

To receive a call using the phones inbuilt speaker and microphone, press the [SPKR] when there is an incoming call; the line will be automatically selected. To select from multiple incoming calls, press the corresponding line button.

Global Call Pickup

Global call pickup is used to answer a ringing phone at an unattended desk. This is generally used when an intercom call is ringing on an unattended station. To activate global call pickup, simply lift your phone handset and press the [G-UP] button while another station is ringing – this will automatically transfer and answer the call.

Call Features

Call Hold

Placing a call on hold allows you to temporarily disconnect the person you were talking to from your phone, while still keeping them on the line. This has the effect of muting the call while also allowing you to pick up the call from another handset. The person you were talking to is now being played background hold music. The call can be retrieved from any handset.

To place a call on hold, simply press the [HOLD] button mid-call.	
To retrieve the call, press the corresponding line button as indicated by flashing the green light.	

To prevent callers being forgotten, after one minute on hold the call will be returned to the phone that last handled it. The LCD will display the line number followed by “Callback”.

LCD Example:

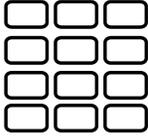


This feature can be disabled or have its time increased. Please refer to the *Basic Programming Options* section of this guide for more information.

Transferring a call

The call transfer feature allows you to pass calls between phones connected to the EasyPBX system, without having to place them on hold.

To transfer a call:

While a call is in progress, press the [TRAN] button, you will be presented with the transfer tone and the person on the line will hear the background music.	
<p>Dial the station number of the person to which the call should be transferred.</p> <ul style="list-style-type: none"> To perform a blind transfer, simply hang up the phone handset, the line light will flash yellow until the call has been answered. If the call recipient does not answer during this period, the call may be retrieved by pressing the line key. To perform an attended transfer, stay on the line. The station you are transferring the call to will now be ringing. When the user answers, you will be connected to that station. This gives you the option of communicating information to the call recipient, such as who the call is from. When you are finished hang up the phone handset, this will automatically pass the line to the call recipient 	

Fast call switching

Fast call switching allows you, while already on a call, to make a second call and quickly switch between the two. This can be useful if you are serving as a broker between two parties or you need to quickly contact an installer while on the phone with a customer. Using fast call switching rather than placing the call on hold also prevents other users from picking up your call.

Using fast call switching:

While on a call, press [TRAN] – You will be presented with the transfer tones and the other party is played music.	
Now pick up another line by pressing the corresponding line button before dialling the second number.	
Pressing the [TRAN] button will now toggle between the two calls.	

Three way calling

Three-way calling allows you to invite a third person into your call, either another local phone connected to the PBX, or any other number through a telephone line.

- Please note that three-way calling must first be enabled, see **Basic Programming Options** for more information.
- When three way calling is enabled, the **fast call switching** feature will behave as a three way call.

To start a three way call:

While on a call, press [TRAN] – You will be presented with the transfer tones and the other party is played music.	
To invite a local station, dial the station number and wait for the user to pick up. To invite a remote telephone number, pick up a line by pressing any unused line key, dial the participant's number and wait until they answer.	
Once the third participant has successfully connected, press the [TRAN] key once more to begin the three-way call. Pressing the [TRAN] key during the conversation will toggle between the three way call and each participant.	

Paging

Call paging allows the EasyPBX to function as a PA system. One phone acts as the microphone while the rest become speakers. This can be useful for informing employees of calls when they cannot be located. What ever is said into the handset will be played out of the speakers of all the other phones connected to the system.

Note: An external amplifier can be fitted to the EasyPBX system to allow for overhead paging. For information regarding this feature please contact your local EasyPBX dealer.

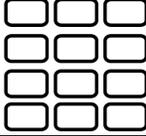
Starting a page:

To start a page, simply press the [PAGE] button twice.	
To stop paging, simply hang up the phone.	

Basic Configuration

Setting the Time and Date

Depending on time zone, you may need to alter the PBX time and date. Please note that this is a global setting, you need only set it on one phone.

Press [*][*][*][5]	
The LCD will display this message	
Using the telephone keypad, set the time using the format outlined below. Once complete, the phone will emit	
Press [#] to cancel if required	

Time and Date Format:

Year	Month	Day	Weekday	Hour	Minute
(00-99)	(01-12)	(01-31)	(1-7)	(00-23)	(00-59)

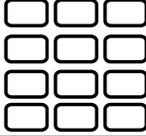
Example - To enter the date and time of "Sunday March 9th 2008 6:30pm" press:

[0][8] [0][3] [0][9] [7] [1][8] [3][0]

Setting a time based alarm

The phone system can be set to function as an alarm clock. Local, global, one off and recurring alarms can be set - Please see the Advanced Manual for more information.

To set a one-off alarm:

Press [*][5]	
The LCD will display this message	
Using the phone keypad, enter the desired alarm in 24 Hour time i.e. 0100 = 1:00am	
A tone will sound and the LCD will display this message. Your alarm has now been set. Press [SPRK] to exit.	

Example - To set a time based alarm to occur at 8:00pm, press:

[*][5][2][0][0][0]

Note:

A time based alarm can be set to occur every weekday by adding the prefix [*][1] to the desired alarm time

Example - To set a time based alarm to occur every weekday at 8:00pm, press:

[*][5][*][1][2][0][0][0]

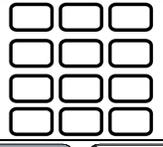
Changing the volume level

The handset volume can be altered either by using the volume keys during a particular event, or through the volume selection menu.

Nine separate volumes can be set:

1. Background music: Sets the background music on your particular phone (Dial [*] [1] [4] [8] to activate)
2. Trunk Handset: Volume of outside handset calls
3. Trunk Hands free: Volume of outside hands free calls
4. Handset: Volume of internal handset intercom calls
5. Hands free: Volume of internal hands free intercom calls
6. Alarm Ringing: Volume of timed alarm
7. Ringing: Ringing volume for incoming calls
8. Paging: Volume of internal paging
9. Key Tone: Volume of phone keypad tones

Entering the volume selection menu

Press [*][1][5][4]	
The LCD will display this message	
Select which volume option to change using the [*] and [#] buttons	
Set the desired volume level between 0 and 63 decibels. <i>Note: Keypad tones are limited to 0 and 15</i>	
To save and exit press [HOLD] followed by [SPKR] OR	
To exit without saving press the [SPKR] button	

Example – To set the time base alarm to sound at its highest volume (63dB), press:

[*][1][5][4] [*][*][*][*][*] [6][3] [HOLD] [SPKR]

Basic Programming Options

This section gives a brief rundown of commonly used programming options. Out of the box, all phones will ring when there is an incoming call and the corresponding line light will flash red. Every phone can both make and receive calls and are unrestricted in the numbers they can dial.

If during any of the following programming options you make a mistake and do not wish to save your changes, simply press [SPKR]. This will exit programming and return you to the phone standby screen.

Please refer to the Advanced Manual on the included CD for all setup options.

Programming Mode

Before you can change many of the following settings you must first enter programming mode.

To enter Programming mode:

Without lifting the handset, press [*][*][*][4]	
The LCD will display this message	 Keyin Password:
Enter the EasyPBX default programming password [2][6][5][6] <i>Note: See advanced manual if you wish to change this password.</i>	
The LCD will display this message You are now in programming mode. To exit this mode without changing any settings, press [SPKR].	 ** PGM Ver 2.10 ** Welcome EPDH Set

Switch between internal and external music on hold

Use this programming option to switch between your EasyPBX's internal hold music and the external hold music input. Please ensure that you have connected a working music source (e.g. an FM radio) to the hold music port (refer diagram on page 3).

After entering programming mode:

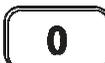
Press [1] [HOLD]	
The LCD will display this message	 System ITEM:_
Press [4] [4] [HOLD]	
The LCD will display this message	 System ITEM:44 MuscSorcnHold:1
Press: <ul style="list-style-type: none"> [0] to use external hold music input [1] to use internal hold music tune 	
Press [HOLD] to confirm the change	
Press [SPKR] to exit	

Paging tones

This option is used to set what tones are played both before and after Page announcement. Two different tones can be set, the Prelude tone, which comes before the page announcement and the Coda tone, which comes after the page announcement. Both of these tones can be customized, please see the Advanced Programming Manual on the included CD for more information.

Configure Prelude (lead in)

After entering programming mode:

Press [1][HOLD]	
The LCD will display this message	
Press [3][HOLD]	 
The LCD will display this message	
Press: <ul style="list-style-type: none"> [0] to disable the prelude paging tone [1] to enable the prelude paging tone 	 OR 
Press [HOLD] to confirm the change	
Press [SPKR] to exit	

Configure Coda (lead out)

After entering programming mode:

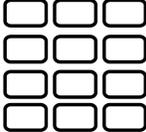
Press [1][HOLD]	 
The LCD will display this message	
Press [4][HOLD]	 
The LCD will display this message	
Press: <ul style="list-style-type: none"> [0] to disable the coda paging tone [1] to enable the coda paging tone 	 OR 
Press [HOLD] to confirm the change	
Press [SPKR] to exit	

Callback from hold

After a call has spent more than a set amount of time on hold, the caller will be forwarded back to the phone that last handled the call. This timeout is designed to prevent callers being forgotten on hold and the time before callback occurs can be changed to suit your needs.

Configure time until Callback

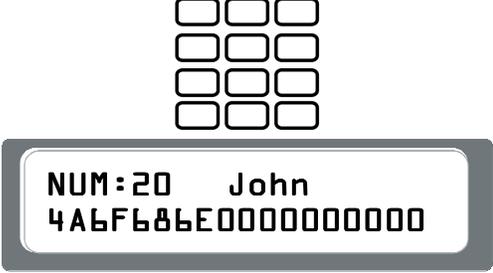
After entering programming mode:

Press [1] [HOLD]	
The LCD will display this message	
Press [2] [1] [HOLD]	
The LCD will display this message	
Enter the desired time before callback in seconds between [0][0][0][1] and [9][9][9][9] To disable callback from hold completely, enter [0][0][0][0]	
Press [HOLD] to confirm the change	
Press [SPKR] to exit	

Phone Extension Names

Each extension can be set up with a custom name. This name is displayed on the phone LCD and is also used when calling internal extensions. Please note that these names are stored on the main PBX unit, replacing a phone will not alter the extension name.

Altering an extension name

Without lifting the handset, press [*][*][*][6]	
The LCD will display the internal number and current extension name in ASCII.	
Using the phone keypad and the following table as a reference, enter your desired name for the extension in ASCII - For example – to input the name “John”: J-[4][Line 1] o-[6][Line 6] h-[6][8] n-[6][Line 5]	
If you make a mistake, press [REDIAL] to undo changes	
Save you changes press [HOLD]	
To exit press [SPKR]	

Character Table

Character / Key Combinations											
A	4	1	Q	5	1	g	6	7	w	7	7
B	4	2	R	5	2	h	6	8	x	7	8
C	4	3	S	5	3	i	6	9	y	7	9
D	4	4	T	5	4	j	6		z	7	
E	4	5	U	5	5	k	6		o	3	0
F	4	6	V	5	6	l	6		1	3	1
G	4	7	W	5	7	m	6		2	3	2
H	4	8	X	5	8	n	6		3	3	3
I	4	9	Y	5	9	o	6		4	3	4
J	4		Z	5		p	7	0	5	3	5
K	4		a	6	1	q	7	1	6	3	6
L	4		b	6	2	r	7	2	7	3	7
M	4		c	6	3	s	7	3	8	3	8
N	4		d	6	4	t	7	4	9	3	9
O	4		e	6	5	u	7	5	.	2	
P	5	0	f	6	6	v	7	6	SPC	2	0

Three-Way Calling

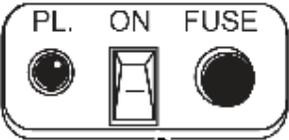
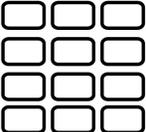
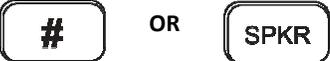
To change the three way calling:

- 1) Enter System Programming
- 2) Press [2] [HOLD] to enter PBX programming kind 2
- 3) Enter the station extension number you wish to enable for three-way calling using the phone keypad. Press [HOLD] to confirm.
- 4) Enter the item number [1] [3] [6] followed by [HOLD] to confirm
- 5) Press [1] to enable three-way calling, or press [0] to disable.

Three-way calling is now enabled; please see **Call Features** for information.

Returning to Factory Default Settings

If after programming you find that your EasyPBX is not functioning in the manner expected, or you are unable to correct a programming issue, you may wish to factory default the system. Taking this step will **erase all PBX and telephone programming data** with the exception of current date and time. Please be certain that this is what you want to happen before continuing.

<p>Switch off the red power switch on the front of EasyPBX system and wait at least 5 seconds before switching it back on.</p>	
<p>The PBX will now restart, wait until the telephones attached show the normal standby screen.</p>	
<p>Without lifting the handset, enter [*] [*] [*] [4] using the phone keypad</p>	
<p>The LCD will display the following:</p>	
<p>Enter [*] [*] [3] [7] [2] [1] [2] [8] [6] [3] [2] [1] using the phone keypad.</p>	
<p>The LCD will display a final confirmation.</p>	
<p>If you still wish to go ahead with the factory reset, press [#] to confirm. To Cancel without changing any settings, press [SPKR].</p>	
<p>A countdown will be displayed before all custom PBX settings are erased. The phones will restart.</p>	
<p style="text-align: center;">Your EasyPBX system has now been reverted to factory settings</p>	



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