



Model SP-108 (1 line + 8 extensions) Automated Telephone System

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

SP-108 FEATURES

1. Direct outside line access

Outside line can be accessed by dialing the number directly and no access code required.

2. Delayed outside line release

No re-queuing is necessary on busy signal and misdial disconnects because other extensions are prevented from accessing the outside line for two seconds.

3. Automated attendant

Greet callers with a digital self recorded message (8 seconds) and connect callers to the appropriate extensions.

4. Attendant call selection (incoming call route selection)

Incoming calls can be transferred automatically to a programmed extension on duty or cascaded to other extensions.

5. Call hold, transfer

Incoming calls can be put on hold and transferred from any extension without any limit even on misdials.

6. Three-way conference call

Incoming calls can be connected with another extension for three-way conferencing.

7. Hotline ring down

When an incoming call is transferred to another extension, it will cascade to the next extension in line (with the exception of the ones with the 'do not disturb' on) if it is not answered within 6 seconds.

8. Intercom call

Make internal calls from any extension.

9. Facsimile connection

Any extension can receive facsimiles.

10. Incoming call alert

Engaged extensions will receive a special tone alerting both parties when there is an incoming call.

11. Privacy blockage

Other extensions are blocked from listening-in.

12. Toll restriction scheme

Long-distance dialing can be disabled on any extension.

13. Outside line restriction scheme

Restrict any extension from dialing an outside line.

14. Forced disconnect

All outgoing calls can be programmed to disconnect after a programmable delay (maximum 24 minutes).

15. Secretary assisted dialing

A secretary can make outgoing calls from any extension and then transferred the call to another extension. Once the call is connected to the second extension; the secretary can hang-up or remain connected for three way conference call.

16. Incoming call assignment

Any extension can be programmed to take internal calls only.

17. Power failure tolerant

During a power failure extension #1 connects directly to the outside line by default.

18. Do not disturb

Extension with 'do not disturb' turned on will not ring and the call will be transferred to another extension.

19. Attendant group

Incoming calls reaching the attendant group extensions (without the 'do not disturb' turned on) will ring.

20. Automated or live attendant option

Incoming calls can be answered by a real person or programmed to be answered by automated attendant.

Operating instructions:

1. Accessing outside line

Outside line can be dialed directly.

2. Accessing extensions

Press '#' then dial extension number (1,2,3,4,5,6,7,8,). Dialed extension will ring 6 times before the line disconnect.

3. Incoming calls

Outside calls can be answered manually by a picking up the handset or by the automated attendant (factory default is manual pickup).

- **Automated attendant:**

Once the outside call is connected the caller will be asked to input the desired extension number. The extension will be connected once it is dialed. If no extension number is inputted within 4 seconds or the extension is invalid, the call will cascade to other extensions one by one or it will connect to the extension on duty. During this time the call can also be answered from any extension.

- **Manual pickup:**

The outside line will cascade to all extensions one at a time. During this time the call can be answered from any extension.

4. Incoming call transfer (manual transfer)

An incoming call can be transferred to other extension by first pressing '#' and the requested extension number (1,2,3,4,5,6,7,8). There is no limit on the frequency of transfer. Once the extension is dialed and the call waiting tone comes on the transferring extension can hang-up. (Note: Wrong number can simply be redialed but do not press the hook!)

5. Three-way conference call

- *For a three-way conference call, first press '*' and then the extension number (1,2,3,4,5,6,7,8), then wait for the call waiting tone (do not press the hook), the extension pickup and the call is connected. (Note: Wrong number can simply be redialed but do not press the hook!)*

- *During a three-way conference call any one extension can be disconnected. To disconnect the other extension from the conference call just press ‘#’ then press your own extension number.*

6. Secretary assisted operations

- *Secretary assisted dialing*
 - *For example if your extension is number 1 and your secretary’s extension is number 2. After your secretary got the outside line connected she only needs to press ‘##1’ to transfer the line to extension number 1 (during the transfer the incoming caller can only hear a call waiting tone) or press ‘#*1’ for three-way conferencing.*
- *Call hold, transfer*
 - *For example if your extension is number 1 and your secretary’s extension is number 2. Your secretary rings your extension informing you of the incoming call (The incoming caller can only hear a call waiting tone at this time). To take the call your secretary needs to press or return the handset to the hook. If you do not want to answer the call you only need to press the hook or put the handset back. (note: While the two extensions are connected before the transfer, a warning tone will come on every 2 seconds to remind you that there is caller waiting on the outside line)*

The following steps need to be done on extension number 1 with a touch tone telephone.

(If a feature is set correctly you will hear a tone similar to a busy signal. If a feature is set incorrectly you will hear a tone similar to a long misdialed signal and you need to perform the task over again).

7. Programmable features

- *Do not disturb*
*Press ‘*41’ note: (1-8) is the extension number*
For example: You want the do not disturb feature for extension number 3.
*Instruction: When you hear a dial tone press ‘*413’ (to cancel just repeat the instruction one more time).*
The ‘do not disturb’ feature only disables the ringer of the programmed extension and leaves other function intact (this feature does not affect other operations).

- *Attendant call selection (incoming call selection)*
You just need to turn on the do not disturb feature for extension number.
For example: You want extension number 3 to take all incoming calls.
*Instruction: For extension number 1 - When you hear a dial tone press '*411'. For extension #2 - when you hear a dial tone press *412.*
*For extension number 4 - when you hear a dial tone press '*414' etc...*
(to cancel just repeat the procedure one more time for each extension).
- *Digital recording*
You can record an 8 second message to greet your callers.
*Instruction: Using extension number 1 when you hear the dial tone Press '*41*' and when you hear the beep you can start your recording. After 8 seconds you will hear the beep sound again indicating the end of the recording (to record a new message just repeat the procedure again one more time).*
- *Listen to your recorded greeting*
*Instruction: Press '*42*' a beep will come on follows by the recorded message and at the end of the message the beep will come on again.*
- *Outside line restriction scheme*
*Press '*1' then the extension number (incoming and internal calls are not affected). To cancel press '*2' then the extension number followed by '#'.* *For example: You want to restrict extension number 2 from dialing out.*
*Instruction: Press '*12#' (to cancel just press '*22#'.*
- *Toll restriction scheme*
*Press '*1' then the extension number and then press '0' (the first digit for long distance direct dialing). To cancel press '*2' then the extension number and the first digit for long distance direct dialing.*
For example: You want to restrict extension number 2 from making long distance calls.
*Instruction: Press '*120' (to cancel just press '*220').*
- *Forced disconnect (1 to 12 minutes, maximum 24 minutes)*
*Press '*3' then the extension number that you want to impose the time limit and then press the number of minutes. (1 = 1 minute, 2 = 2 minutes 9 = 9 minutes, 0 = 10 minutes, * = 11 minutes and # = 12 minutes). You can double the time limit if it was not long enough.*

*To double the time limit after you performed the first step just press '*4' then the extension number and '2'.*

If the forced disconnect feature is activated you will hear three beeps when there are 30 seconds left on the time limit.

For example: You want to apply forced disconnect to extension number 4 with 20 minute time limit.

*Instruction: Press '*340'. After you finish the previous step just press '*442' (to cancel forced disconnect just press '*4' then the extension number and '#').*

- *Automated attendant*
*Press '*435' (to cancel just repeat the procedure one more time)*
Incoming calls will be connected to the requested extension within 4 seconds (lag time will be longer if the recording is shorter than 8 seconds). If the requested extension does not answer, the call will cascade to other extensions one at a time or to the programmed attendant extension.
*To shorten the lag time to 2 seconds just press '*433' (just repeat the procedure to return to 4 seconds).*
- *Facsimile connection*
Any extension can be used to answer faxes.
- *Cancel all features and restore Factory default settings*
*Instruction: Press '*438'.*

TROUBLESHOOTING

If the SP108 fails to function as expected, check the list of common problems below:

- *Problem – Can not make outgoing nor intercom calls*
Possible cause – Outside line problem or outside line not connected; no power; pbx problem
- *Problem – Can make incoming calls but not outgoing calls*
Possible cause- The phone is not a touch tone unit or outgoing call restriction is turned 'on'.
- *Problem – The line automatically disconnects after a period of time*
Possible cause – Time limit is set on that particular extension or the outside line problem
- *Problem – Static interference*
Possible cause – Outside line interference or phone lines not connected properly; improper power source; incomparable telephone set
- *Problem – Poor sound quality*

Possible cause – Low quality telephone set; low quality telephone line and too long

- *Problem – Can not restore factory default settings*
Possible cause - Not using line number 1 to perform the restore
- *Other problem – Go to SOHO PBX website at www.soho-pbx.com*