



## Model SP-208 (2 lines x 8 extensions) Automated Telephone System

**SOHO-PBX is your ideal small or home office receptionist. The SP-208 is features packed and very easy to use. For more information please go to SOHO-PBX website at [www.soho-pbx.com](http://www.soho-pbx.com) or send email to [support@soho-pbx.com](mailto:support@soho-pbx.com)**

### **SP208 FEATURES**

#### DIALING OUT

1. Direct outside line access

*Outside line can be accessed by dialing the number directly and no access code required. Any one of the outside line can be accessed by all extensions.*

2. 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.*

3. Prefix dialing restriction scheme

*Long-distance prefix dialing can be disabled on any extension by restricting the dialing of certain numbers.*

4. Password protected outside line scheme

*Outgoing calls and long-distance dialing on any extension can be restricted by the use of password. The extension is automatically password protected after each use.*

5. Forced disconnect

*All outgoing calls can be programmed to disconnect after a programmable delay of a certain period (in minutes).*

6. Listening-in

*Extension 81 can listen-in on any outside calls made to any extension.*

## INCOMING CALLS

7. Automated attendant

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

8. Attendant call selection (incoming call route selection)

*Incoming calls can be transferred automatically to an attendant on duty extension.*

9. Do not disturb

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

10. Call hold, transfer

*Incoming calls can be put on hold and transferred from any extension without any limit even on misdials. Incoming caller hears music on hold during the transfer.*

11. Secretary assisted transfer

*Secretary can first talk to the extension on request before transferring an incoming call (to prevent taking unnecessary incoming calls).*

12. Transfer with no answer

*Incoming call will be redirected back to extension first made the transfer if the requested extension does not answer within 20 seconds. Incoming caller hears music on hold during the transfer.*

13. Incoming call pick-up

*Incoming calls can be picked up from any extension.*

## INTERCOM CALLS

### 14. Internal calls

*Intercom calls can be made between different extensions.*

## ADDITIONAL FEATURES

### 15. Most communication equipments capable

*The SP208 can be connected to telephones, Facsimile machines, computers and other communication equipments requiring a phone line.*

### 16. Power failure tolerant

*During a power failure extension number 81 to number 84 remain functional for both internal and outgoing calls.*

### 17. Incoming call alert

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

## **OPERATING INSTRUCTIONS:**

- The SP208 must be connected to a power source before use (the power indicator should start blinking).
  - Programming of all functions needs to be done on extension #81 with a touch tone telephone.
  - If a feature is set correctly you will hear a tone similar to a busy signal for one second. If a feature is set incorrectly you will hear a tone similar to a long misdial signal and you need to perform the task over again.
1. Accessing outside line  
*Outside line can be dialed directly without any prefix. Line number 81 will first be accessed then line number 82 if number 81 is in use. However,*

*either line can be used specifically to make outgoing calls. To dial out using line number 81 - press '\*91'. To dial out using line number 82 - press '\*92'.*

2. Secretary assisted outgoing calls

*For example if your extension is number 81 and your secretary's extension is number 82. After connecting to the outside line your secretary only needs to press '#\*81' (extensions 81 to 88) to transfer the line to extension number 81 (during the transfer the other end will hear music on hold). Extension number 81 can pick up the call as soon as the phone rings.*

3. Restricting outgoing calls

*Extensions can be set to allow internal calls only.*

*Instructions: Press '\*4n10' (n indicates the extension number. For example, n=1 represents extension number 81, n=2 represents extension number 82). Extension with outgoing call restriction can make internal calls directly by dialing the extension number. (To cancel just press '\*#4n00' For example, to cancel call restriction on extension 82 just press '\*#4200').*

4. Number key dialing restriction (to restrict long distance dialing)

*Restricting the dialing of certain number keys can restrict international long distance dialing (such as the prefixes 011).*

*Instructions: Press '\*#5\*ABCD' (ABCD represent the maximum 4 digit long distance prefixes. Replace the unused number with '#'). For example, to restrict all extensions from dialing the prefixes '011' just press '\*#5\*011#'. To cancel just press '\*#5900'.*

*To restrict the dialing of one number key on a specific extension.*

*Instructions: Press '\*#5nm#' (n indicates the extension number. For example, n=1 represents extension number 81, n=2 represents extension number 82. m = 0 to 9 prefix). For example, to restrict extension 88 from dialing the prefix '1' press '\*#581#'. To cancel just press '\*#5n##' (n = 1 represents extension number 81 etc.).*

*To restrict the dialing of two number keys on a specific extension.*

*Instructions: Press '\*#5nmm' (n indicates the extension number. For example, n=1 represents extension number 81, n=2 represents extension number 82. m = 0 to 9 prefix). For example, to restrict extension 88 from*

dialing the prefix '01' press '\*#5801'. To cancel just press '\*#5n##' (n = 1 represents extension number 81 etc.).

6. Setting security code

*Security code can be set to allow each extension to dial the restricted number keys.*

*Instructions: Press '\*#8yyyyy' (y = 0-9 digit code). To dial the security code protected number just press '\*#9yyyyy' (y = corresponding 0-9 digit code). After each use just hang up and the extension becomes protected again.*

7. Time limit on outgoing calls

*Time restriction can be set to each extension.*

*Instructions: Press '\*#6nab' (n=1 represents extension number 81, n=2 represents extension number 82 etc., ab = 01-99 minutes). For example, you want to restrict extension number 82 from making outgoing calls longer than 5 minutes press '\*#6205'. If you want to restrict extension number 83 from making outgoing calls longer than 25 minutes press '\*#6325'. (To cancel the restriction on an extension press '\*#6n00' and the factory default is no limit on all extensions).*

8. Listen-in

*Extension number 81 can listen in on any one of the engaged outside line.*

*Instructions: Press '\*91' or '\*92'. Ensure that only authorized personnel can access extension number 81.*

9. Digital recording

*Recording and playback of your greeting must be done on extension number 81. A premium quality telephone should be used to ensure sound quality on the recording.*

*Instructions: Press '\*#2200' wait for the busy signal tone and start your recording. After you finish recording just press '#' (the maximum recording time is 10 seconds). To play back your recorded greeting just press '\*#2300'. To record a new greeting just repeat the above procedure. To play the music on hold press '\*#2400'.*

10. Incoming calls

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

a. Automated attendant:

*To set automated attendant.*

*Instructions: Press ‘\*#2100’. Once this feature is set all incoming calls will be answered by the recorded greeting and no extension will ring. The caller will be asked to input the requested extension number (81 to 88). The extension will be connected once it is dialed otherwise if the extension is invalid or no extension is entered within 10 seconds then the line will be connected to extension number 82 which becomes the attendant on duty by default.*

b. Manual pickup:

*To set manual pickup by attendant on duty.*

*Instructions: Press ‘\*#2000’. Once this feature is set all incoming calls will ring the extensions without the ‘do not disturb’ feature turned on. Therefore, all non attendant extensions must have the ‘do not disturb’ feature turned on. (see section below on do not disturb feature).*

11. Do not disturb

*Incoming calls will not ring phones with this feature turned on.*

*Instructions: Press ‘\*#3n10’ (n represents extension 81 to 88 – where 81=1, 83=3, etc. – also note that this feature does not work on extension number 82 because it is the attendant extension by default ). To cancel press ‘\*#3n00’ (n represents the extension 81 to 88 – where 81=1, 83=3, etc.). Extension with the do not disturb feature turned on can still answer and transfer incoming calls. To have more than on attendant on duty just turn off the do not disturb feature on those extensions.*

12. Incoming call transfer

*An incoming call can be transferred to other extension by dialing the extension number directly and the call will connect to the requested extension number (81 to 88). There is no limit on the frequency of transfer. Once the extension is dialed and the music on hold comes on the*

*transferring extension can hang-up. (Note: Misdialed number can simply be redialed but do not press the hook!)*

- *If the extension making the transfer does not hang up after dialing the requested extension and the requested extension does not pick up the call within 20 seconds, the extension making the transfer would be reconnected (during this time the incoming call would hear music on hold).*
- *If the extension making the transfer does not hang up after dialing the requested extension and the call is picked up the requested extension, the extension making the transfer would connect to the requested extension and if the requested extension does not want to take the call, the line will reconnect to the incoming caller once the requested extension hangs up.*
- *If the extension making the transfer hangs up after dialing the requested extension the incoming caller will connect to the requested extension if the call is answered within 20 seconds. If the requested extension does not answer the call, the extension initiated the transfer will ring and the call will reconnect if the call is answered. At this time the incoming caller can request another extension and the call can be transferred again or the line will disconnect if the call is not answered within 30 seconds.*

### 13. Call pickup

*Besides the ringing extension, incoming calls can be answered up from any extension.*

*Instructions: Press '\*7'. The call can also be transferred afterwards.*

### 14. Intercom

*If the SP208 is not connected to any external line then to make internal calls just dial the desired extension number (81 to 88). If the SP208 is connected to external lines then to make internal calls you need to press '\*' and when you hear a crisp dial tone just dial the extension number (81 to 88).*

## RESETTING TO FACTORY DEFAULT

*The SP208 features can be reset to factory default by pressing '\*#1000'.*

### *Factory default setting*

- *Manual attendant .....manual pick up*
- *Do not disturb..... turned off for all extensions*
- *Outgoing call restriction .....No restriction for all extensions*
- *Time limit on outgoing calls .....No restriction for all extensions*

## TROUBLESHOOTING

*If the SP208 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 81 to perform the restore*
- *Other problem – Go to SOHO PBX website at [www.soho-pbx.com](http://www.soho-pbx.com)*