



EURACOM®

141F ◊ **18xF** ◊ **26xF** ◊ **141** ◊ **18x** ◊ **26x**

User manual for PABX systems

ACKERMANN
Systemes- that connect

Important notes to start with

Our contribution to environmental protection

- This instruction manual is printed on chlorine-free paper.
- All plastic parts of your PABX consist of fully recyclable material (PC+ABS-FR).

Attachment to EURACOM Manuals

- Supplementary Services, mentioned in the documentation, may not be available in all countries and areas. Please consult your local distributor for further informations and for assistance.
- Description of Least Cost Routing (LCR) functionality (--> „Configuration manual“ pag. 74 - 79) is based on implementation for Germany. Due to the fact, that not all countries offer the possibility of network provider selection by the subscriber on a call-by-call basis, the described routing algorithm and assigned procedures may not be available in your country.
- Caller-ID, showing the caller number on the display of an analogue telephone or a separat monitor, is dependent at least from two major basic requirements:
 1. Telephone with Caller-ID implementation according to ETS 300 659-1. Implementation is according to German standard with FSK-transmission between first and second ringing signal, using no polarity reversal methode.
 2. Advice of charge (AOC-D) (--> pag. 64) during connection has to be switched by your network provider (normally has to be applied for separately) and has to be activated in your EURACOM by the subscriber.

A word in advance

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1. A word in advance

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The EURACOM - Making telephone calls and more

With your EURACOM PABX you have chosen a high quality and future proof product. From now you can benefit from all advantages, the EURO ISDN is offering you. Making three party telephone calls, transferring calls to every place of the world, calculating charge information in a comfortable way and many more. And everything with already existing analogue terminals (standard telephones, fax machines group 2 and 3, modems, answering machines).

Your EURACOM is making easier your daily telephone life in many areas. For example calls may be transferred to other subscribers in a quick and easy way and you may be called back, if your selected conversation partner is engaged. In addition to that the EURACOM offers you a variety of functions, going far beyond pure telephone calls. Thus it is possible to be reminded of a date, to perform a room surveillance via the telephone and even to switch on the heating control in your office via the car phone.

This is how you find your way

Structure of the user manual

The instruction manual of the EURACOM consists of three separate brochures for installation, configuration and operation (user's manual).

The brochure on hand for operation is divided into 6 chapters. The chapter "**A word in advance**" contains valuable informations about the structure of the user manual and to differences between telephones. In chapter "**At the end**" you find beside lists and overviews also some comments to cleaning and recycling of the PABX as well as to "first aid" in case of problems. The actual operation will be described in the following chapters:

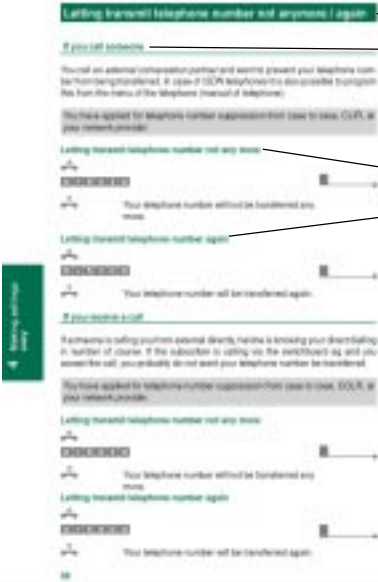
In chapter "**Right around telephone conversations**" all functions are described, you actually need for making telephone calls - for example accepting and transferring calls. This is where you find everything you need, if you want to call someone or if you receive a call.

In chapter "**More than only telephone calls**" you find functions going far beyond actual telephone calls. For example, if you want to be available on another telephone or want to switch an alarm system via the EURACOM. Thus all functions, offering more comfort for you.

In chapter "**Making settings easy**" settings first are described, influencing the actual telephone call, thus the functions of the chapter "Right around telephone conversations". Part of it is for example assigning of speed dialling numbers.

In chapter "**Everything concerning charge information**" you find beside charge registration and charge analysis via telephone additionally some important informations to the enclosed charge analyzing program.

Structure of the individual pages

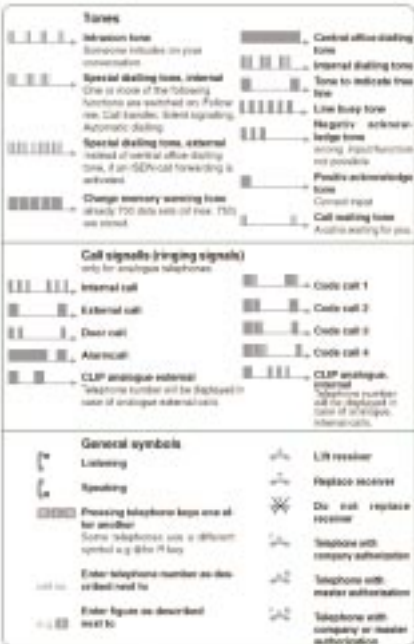


- Start of a new subject.
- Start of a new function.
- Overview to the function.
- Conditions for the function.
- Operation of the function.

All symbols are described on the front folder.

ISDN telephones, network provider ...
 All explanations printed in italic are described on the front folder.

Front folder



Telephone is not telephone

You are operating all functions of an ISDN PABX via the connected telephones. However most different models of them are in the market. For some telephones the operation is different in some points from the description in this user manual. Thus in this chapter it is described, what has to be done, to operate the ISDN PABX also with such a telephone.

ISDN telephones

Lift the receiver of your telephone and enter a telephone number. If you neither hear tones nor a crackling noise during the dialling process, you have an ISDN telephone.

Your ISDN telephone has no R key (hold key)

Some ISDN telephones use a different symbol for the R key. For example ●. Some ISDN telephones have the R key as so-called “softkey”. This means, that it is possible to operate the function via the menu of the telephone. Than the word “enquiry call” or “hold” is shown in the display (--> manual of the telephone).

Keys # and * are not shown in display

It is only possible to program the EURACOM in that case; if your ISDN telephone is prepared for block dialling (--> manual of the telephone). Block dialling means, that your entries are not going to be transferred one after another, as usual, but gathered in one block after having finished the entry.

The automatic connection to external line therefore has to be switched off (--> page 53). During configuration the internal telephone numbers 98 and 99 have had to be reserved for # und #* (--> “Configuration”, page 29).

For block dialling there are the following differences compared with the description in this manual:

- Do not lift the receiver prior to the input.
- Enter 99 instead of #*. For a # at the end of the input do not enter anything. Example: To lock your telephone, enter 9977 instead of #* 77 #.
- Lift the receiver after conclusion of the input (now the entries will be transferred in a block).
- To substitute single # in the beginning of a procedure (eg in the case of # 4 for pick-up), dial 98. Example: to pick up a call, dial 984 instead of # 4.

However there is a drop of bitterness. It is not possible to program ISDN call forwarding that way.

Analogue telephones

Lift the receiver of your telephone and enter a telephone number. If you hear tones or a crackling noise during the dialling process, you have an analogue telephone.

For all analogue telephones

It may happen, that it is impossible to forward calls, but instead you “throw the caller out of the line”. The same may also occur, if you want to have an enquiry call to another subscriber and the caller shall be held in the line during this time.

In this case enter # * 701 # once with receiver off hook. The problem then should not exist anymore. For specialists: With this procedure you switch over the EURACOM from Standard Flash to Hook Flash. With # * 700 # you return to Standard Flash.

If your telephone does not indicate any charging information although you have ordered them from your network provider (AOCD), your telephone probably needs a 12 kHz charge pulse (standard setting of the EURACOM is 16 kHz). In this case enter # * 7612 # with receiver off hook. The EURACOM then makes the 12 kHz charging pulse available. With # * 7616 # you return to 16 kHz.

Some newer telephones offer the feature of telephone number display with incoming calls. With this feature you see the caller’s number in the display, as in the case with ISDN telephones. If you own such a telephone, it is also possible to let the number be shown. In the default setting this feature is switched off. Switch on this feature with # * 711 #. Your ringing signal now is slightly different each time you are called. Between the first and second ringing signal is a short break, used for transmission of the telephone number to your telephone. If this ringing behaviour is not convenient for you or you are using a telephone set from abroad, which however offers this feature, but uses a different procedure for number transmission, then it is possible to switch off the telephone number display for analogue terminal equipment with # * 710 #.

If your analogue telephone uses pulse dialling

Pulse dialling means: when entering the telephone number, you hear a crackling noise (eg 8 times for the number 8). Your telephone is not able of transmitting # and * in that case. If possible, switch over the terminal equipment to tone dialling (--> manual of the telephone). If this is not possible, there are following restrictions:

- 1) You can only operate functions, beginning only with # (and not with # *). And you can only operate functions not ending with a #. Thus for example # 500 for “pick-up of calls from an answering machine”. For # then enter 98, thus 98500 for # 500.

The automatic connection to external line therefore must be switched off (--> page 53).

During configuration the internal telephone numbers must have had to be reserved (--> “Configuration”, page 29).

Telephone is not telephone

- 2) To forward calls with or without advance notice, press key 1 and afterwards enter the telephone number of the subscriber. It is not possible, to operate a hold or broker's call connection.

If your analogue telephone uses tone dialling

Tone dialling (also dual tone multiple frequency) means: during input of the telephone number you hear a different tone for each figure. In this case it is possible to operate all functions of the EURACOM, as described. Before making a call for the first time, dial once a figure higher than 2. Thus the EURACOM recognizes the dialling method. Also enter the figure after having switched over from pulse dialling (--> see last page) to tone dialling.

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To call someone

Before calling someone you should be sure, if the automatic connection to external line is switched on for your telephone. Therefore lift the receiver. If you hear the internal dialling tone, no automatic connection to external line is switched on. How to switch on the automatic connection to external line, can be found on page 53. You are able to dial faster via speed dial numbers, prepared for often used external telephone numbers. The speed dial number has to be assigned before (-->page 54).

You can only establish external conversations, if you have an authorization or half authorization for external calls for your telephone (-->"Configuration", page 48). In case of half authorization for external calls it is possible to establish external conversations via speed dialling. Without authorization for external calls you always receive a busy tone, if you want to dial "to the outside". Exceptions are programmed emergency call numbers (-->"Configuration", page 53).

Internal conversation



With automatic connection to external line

* phone no. Internal telephone number (eg 12).



Without automatic connection to external line

phone no. Internal telephone number (eg 12).



External conversation



With automatic connection to external line

phone no. External telephone number (eg 01234 56789).



Without automatic connection to external line

0 phone no. External telephone number (eg 01234 56789).



Via speed dialling

speed Speed dial number, programmed before (eg 123).



IMPORTANT NOTE!

If the speed dial number only contains part of the telephone number, it is possible just to post dial the remaining part of the number (eg the extension of a subscriber).

Project conversation

You want to assign the cost for an external connection in the charge analyzing program to a project (--> page 75). Therefore you assign a project number to the connection.



9 5

project no.

Number from 000 - 999, 3-figured, eg 005 for project 5.

number

External telephone number, always without 0 for *external line connection* (eg 01234 56789).



Private conversation

You want to make a private *external call* in a company. For the charge registration then not the called number will be stored, but the word "private". Thus private calls can be calculated separately. It is also possible to establish private calls, if you have no *authorization for external calls*.

You are allowed to make private calls (-->"Configuration", page 48).



9 9

number

External telephone number, always without 0 for *external line connection* (eg 01234 56789).



Conversation with PIN

You want to make an *external call* from a telephone without *authorization for external calls*. For that it is possible to transfer the authorization for external calls of your own telephone to this telephone for the time of the conversation. Concerning charge registration the charges then will be assigned to your telephone.

You have authorization for external calls for your telephone ("Configuration", page 48). You have entered a personal identification number (PIN) (--> page 55).



9 4

number

Your own telephone number (eg 12).

PIN

Your personal identification number (eg 4231).

*

number

External telephone number, always without 0 for *external line connection* (eg 01234 56789).



Selecting external line purposeful

In case of two or more *basic accesses* your telephone will be assigned to one of them automatically. Your telephone then is dialling via one *external line* of this basic access. But it is also possible to select an external line of another basic access purposeful - eg, if your external line is engaged. If you occupy the external line of a *multiple subscriber connection*, you can additionally determine, which of the *multiple subscriber numbers* shall be transmitted to your conversation partner. In the connection bill of your provider, showing each of the connections, the charges also will be assigned to this multiple subscriber number (concerning this subject also refer to: "Determining, which telephone number will be transmitted")

Seizure of external line in case of PABX connection



☎ 9 1

eg 1

1,2,3 or 4: Number of the basic access of which you want to seize the external line.

If you do not know the number, read the configuration via the PC (ISDN ports) or consult your distributor. Make notes of the numbers for later attempts.



number

External telephone number of the desired subscriber. You are now making a call via an external line of the selected basic access.



Seizure of external line in case of multiple subscriber connection



☎ 9 1

eg 1

1,2,3 or 4: Number of the basic access of which you want to seize the external line.

If you do not know the number, read the configuration via the PC (ISDN ports) or consult your distributor. Make notes of the numbers for later attempts.

eg 0

Number from 0 - 9. Index of one of the *multiple subscriber numbers* of the basic access.

The assignment of the index to the multiple subscriber number can be read from the configuration or asked from your distributor.



number

External telephone number of the desired subscriber. You are now making a call via an external line of the selected basic access. The entered multiple subscriber number will be transferred to the subscriber, as long as you or the network provider have not switched off the telephone number transfer (-->page 56).



Determine which device type your call shall address

With modern ISDN PABX's it is possible to assign the internal analogue telephone numbers to a specific device type. Doing this, mistakes may cause difficulties. For example, if you try to send a fax to someone. In the case, the line is constantly busy, it may be, that your partner did not configure the dialled telephone number as fax connection, but eg as telephone. With input of the so-called service identifier preceding the telephone number, you can discover, if such a mistake is existing. Would you enter the service identifier for telephone in the present case, the fax could be transferred.

But also in case everything has been configured correctly, sometimes problems with the recognition of the device type may occur. For example, if your partner has configured a fax and a telephone under one *multiple subscriber number* of a *multiple subscriber connection*. If you program via the service identifier, which device shall be addressed by your call, nothing will go wrong.



9 2

eg 1

With this you determine, which device type shall be addressed by your call.

- 0 Multi function device (combined fax etc.)
- 1 Telephone
- 2 Analogue fax, group 2/3
- 3 Modem

number

External telephone number of the desired subscriber. The terminal equipment will now be called with the programmed service identifier.

Conversation without Least Cost Routing

You want to inactivate the automatic least cost routing (LCR) for the following conversation.

You must have the authorization for that (-->"Configuration", page 78, exempt subscriber from LCR).



9 6

number

External telephone number, always without 0 for automatic connection to external line (eg 01234 56789).

To accept, take over, forward calls

Your telephone is ringing and you want to accept the call. Or you want to take over a call from another telephone or from an answering machine (pick-up). All calls can be forwarded afterwards.

Calls can come from *internal*, *external*, or from the door intercom system. With analogue telephones the calls may be distinguished from the *ringing signal*. If someone is calling you on your telephone, while you are having a conversation, you hear the *call waiting tone*. Condition for that is, that the protection against call waiting is switched off for your telephone (--> page 52). Also these "waiting" calls may be accepted and forwarded. You may also change between the waiting caller and your first conversation partner (broker's call).

With *ISDN telephones* the number of the caller is shown in the display.

To accept *external calls*, you must have an authorization for external calls (-->"Configuration", page 48).

To forward external calls to external, additionally the call transfer central office-to-central office has to be programmed (-->"Configuration", page 52).

If pick-up groups are programmed for your PABX, it is only possible to pick up calls of your group (-->"Configuration", page 70).

It is not possible to pick up all calls (eg not calls, having been forwarded already). In case of several calls at the same time, you pick up the first call.

Accept, forward calls

Accept call



You are connected to the caller. If the call originates from the door intercom system, you are able to open the door with key sequence R # 7. The conversation is then terminated.

Forward call with announcement

R number

Internal telephone number (eg 12) or external telephone number with connection to external line (eg 001234 56789). In case of busy state, with R key back to caller.



Announce the caller

You have forwarded the caller.

Forward call without announcement

R number

Dial internal telephone number or external telephone number with connection to external line and replace the receiver immediately.



You have forwarded the caller. In case of busy state or if the called subscriber does not answer, the call is returned to you.

Accept call waiting, conclude first conversation

You are having a conversation and hear the call waiting tone.



You hear the ringing signal for internal call, external call or door call.



You are connected to the waiting caller. If the call comes from the door intercom system, then you can open the door with the key sequence R # 7. Thus the conversation will be terminated.



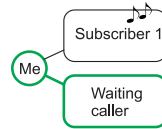
Accept call waiting, hold first conversation

You are having a conversation and hear the call waiting tone.



R R

You are connected to the waiting caller. If the call comes from the door intercom system, then you can open the door with the key sequence R # 7. Thus the conversation will be terminated.



If the “waiting caller” has replaced the receiver.

R

You are connected again to the first conversation partner.



or

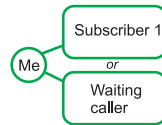
Broker’s call (changing between both conversation partners without terminating a connection. The other subscriber hears the programmed music-on-hold at a time).

R R

Changing between the conversation partners.

R # # 0 1 R

Terminating the connection to the current conversation partner. You are now connected to the remaining conversation partner.



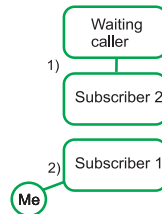
or

Forwarding connection with waiting caller to an internal subscriber. Back to first conversation partner.

R # #

number

Internal telephone number (eg 22). You have forwarded the call. In case of busy state or if the called subscriber does not answer, the call is returned to you.



R

You are connected to the first conversation partner again.

To accept, take over, forward calls

Take over call from another telephone (pick up)

In case of several calls at the same time, you pick up the call having been received first. Thus these might also be calls for a fax machine or an answering machine.



You are connected to the caller. Now it is also possible, to forward the call by first pressing the R key and entering the telephone number afterwards.

Pick up of incoming call / conversation from an answering machine

Pick up of incoming call / conversation from an answering machine

In case of several calls at the same time to various answering machines, the EURACOM selects one.



You are connected to the caller. Now it is also possible, to forward the call by first pressing the R key and entering the telephone number afterwards.

Pick up of incoming call / conversation from a specific answering machine



number

Internal telephone number of the answering machine (eg 32). Now it is also possible, to forward the call by first pressing the R key and entering the telephone number afterwards.

Making three party calls

Making an enquiry call, three party + broker's call

You are already having a conversation and want to speak to a second subscriber without terminating the connection to the first. For example, to enquire in case of a question. Or, to speak to two subscribers at the same time (three party call) or alternating (broker's call). The conversation partners can be *internal* or *external subscribers*. In case of two external subscribers both external lines might be occupied. Further calls via this connection then are not possible any more. In case of frequent connections to two external subscribers, you therefore can apply for the ISDN three party service arranged by your network provider. (--> page 20.)

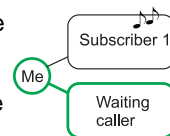
1) Speaking to the second subscriber without terminating the connection to the first. The first subscriber hears the programmed music-on-hold.

R

number

Internal telephone number (eg 12) or external telephone number with connection to external line (eg 001234 56789).

Now it is possible, to speak to the second subscriber. For example for enquiry. If you replace the receiver now, both of your conversation partners are connected with each other. In case of two external subscribers for that call forwarding has to be activated.



2) If the “enquiry partner” has replaced the receiver.

R

You are connected to the first conversation partner again.

or



2) Broker's call (changing between both conversation partners without terminating a connection. The other subscriber hears the programmed music-on-hold at a time).

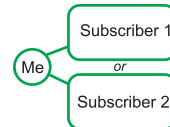
R R

R # # 0 1 R

Changing between the conversation partners.

Terminating the connection to the current conversation partner. You are now connected to the remaining conversation partner.

or



2) Three party call (speaking to both subscribers at the same time)

In case of ISDN telephones also via menu of the telephone (--> manual of the telephone).

R # 3

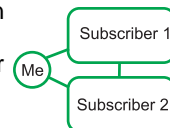
Speaking to both subscribers at the same time. If you replace the receiver, both of your conversation partners are connected with each other.

R # # 0 3 1

You are still connected to the first subscriber and can make a broker's call to the second with key sequence RR.

R # # 0 3 2

You are still connected to the second subscriber and can make a broker's call to the first with key sequence RR.



Making three party calls

ISDN three party + broker's call in the central office

Both does only work, if you want to speak to two *external subscribers* - at the same time (three party) or alternating (broker's call). Unlike the three party conversation, in case of the three party conference call there always will be occupied only one external line. Thus during your conversation also another subscriber of the EURACOM is able to make external calls.

You are operating the EURACOM on *multiple subscriber connection*. You have applied for three party conference at your *network provider*.

1) Establish connection to both external subscribers



☎ 9 0

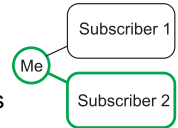
number

Telephone number of the first external subscriber with 0 for *connection to external line* (not with *automatic connection to external line*). Does not apply, if the subscriber has called you.

R ☎ 9 0

number

Telephone number of the second external subscriber with 0 for *connection to external line* (not with *automatic connection to external line*). You talk to the second subscriber. The first listens to a waiting announcement.

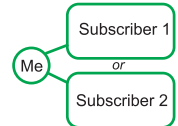


2) Broker's call (changing between both conversation partners without terminating a connection. The other subscriber hears a waiting announcement)

R R

Change between the conversation partners.

or

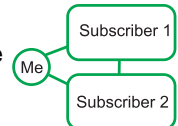


2) Three party conference (speaking to both subscribers at the same time)

In case of ISDN telephones also via menu of the telephone (manual of the telephone).

R ☎ 3

You can now talk to both subscribers at the same time. If you replace the receiver, all connections will be terminated.



If it is engaged

Call completion on busy (CCBS)

You are calling an *internal* or *external subscriber* being engaged. You would like to be called back, if the subscriber has replaced the receiver. If you lift the receiver when called back, the telephone of the desired subscriber is ringing. It is not possible to initiate call completion for internal telephones with call protection. If you switched to silent signalling yourself (page 53), you receive the call back nevertheless.

There are following differences between internal and external “call completion on busy subscriber”:

- Internally it is also possible to initiate call completion, if the subscriber does not answer. For example, if he is not at his place.
- If you do not accept an internal call completion call, it will be repeated later - an external call completion call however not.
- If the EURACOM does not get a connection to the subscriber within a certain time, call completion will be deleted automatically - internally after one hour, externally different, depending on *network provider*.

You must have applied for “call completion on busy” at your *network provider*.

Initiating call completion on busy

In case of *ISDN telephones* also via menu of the telephone (--> manual of the telephone).

The called subscriber is engaged.



R

In case of internal call completion you may now take your time with initiating call completion, in case of external call completion you have to continue within 20 seconds.

⏏ 0 0

If you now hear the *error tone* or the *free signal*, in case of external “call completion on busy” your call completion was refused. If this frequently happens, talk to your network provider.



You will receive the call back soon.

Deleting call completion on busy again



⏏ 0 5



You will not receive any call back anymore.



If it is engaged

Reserving external line

You would like to call an *external subscriber* (central office call) and receive a busy tone already after dialling 0 for *connection to external line*. This means, that all external lines are engaged. In case of automatic connection to external line you then hear the internal dialling tone after lifting the receiver. You can now let an external line be reserved. If an external line is available, you receive a call back from your PABX. After one hour the reservation will be deleted.

Reserving external lines

All external lines are engaged.



Continue now within 30 seconds.



0 0



You will receive a call back from your EURACOM, as soon as an external line is available.



Establishing central office call in case of call back



You now have an external line available for 30 seconds.



number

External telephone number with connection to external line (not with automatic connection to external line).



Intrusion to an internal conversation

You have dialled the number of an *internal subscriber*. However he is already having a conversation. You can now intrude to this conversation. This means, that you are connected to both subscribers afterwards. The subscriber you have called, then hears the *intrusion tone*.

It is only possible to intrude, if the subscriber has not switched on call or intrusion protection. If you want to prevent others from intruding to your conversation, you can also switch on an intrusion protection for your telephone (--> page 52).

Subscribers with *company* or *master authorization* can always intrude.

During configuration an intrusion authorization was programmed for you (--> "Configuration", page 51).

The called subscriber is engaged.



6

You can now participate in the conversation. If you replace the receiver, both of the other subscribers keep connected to each other.

If the subscriber has switched on intrusion protection, you will hear the *error tone* after entry.

2 Right around telephone conversation

3. More than only telephone calls

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Being obtainable everywhere

You are not obtainable at your telephone and therefore would like to divert your calls to another telephone. For that you have several possibilities. Which one will be the right for you, first depends on the fact, if you want to divert to an *external* or *internal telephone*. With “follow me” eg it is only possible to divert calls to an internal telephone.

For every purpose the right diversion	internal calls	external calls	to internal telephone	to external telephone
Follow me ¹⁾ (page 26)	•	•	•	
Call diversions ²⁾ (page 27 - 32)	•	•	•	•
Call forwarding ²⁾ (page 33)		•		•

1) With “follow me” it is possible to divert calls from that telephone, you want to be obtainable from.

2) Call diversions divert calls within the EURACOM. If you forward an external call to an external telephone with this procedure, both *external lines* will be occupied. In case of frequent diversions to external telephones it is useful to apply for call forwarding at your network provider. In that case calls will be diverted already in the *central office*.

“Follow me”

You are on another internal telephone and would like to divert your calls to this telephone. Or you would like to reset the diversion from any telephone again.



* 6 5

Switch on “follow me”.

or

* 6 6

Switch off “follow me”.

number

Your own internal telephone number.



You have now switched on “follow me” or off again.

Call diversion “unconditional”

You want to forward your calls unconditionally to another internal or external telephone. In case of ISDN telephones you can program this also in the menu of the telephone (--> „manual of the telephone“). Call diversions for door calls see page 39.

Applying for internal telephones:

The telephone you want to divert to, is not allowed to have a call protection.

If the telephone you want to divert to, has also been programmed for call diversion, your calls nevertheless will be diverted to this telephone.

If you want to divert external calls, the telephone you want to divert to, must have an external authorization (-->“Configuration”, page 48). If not, you may switch on call diversion however, but the call nevertheless will not be diverted.

1) Determine destination of the “unconditional” call diversion

An existing “unconditional” diversion will be substituted by the new diversion.



☎ * 6 1

number

Telephone number to be diverted to. In case of external telephone numbers without 0 for connection to external line.



You have now determined the destination of the call diversion. You must now just switch on the call diversion.



2) Switch on “unconditional” call diversion



☎ * 6 0 1 1 ☎



You have now switched on call diversion. If you lift the receiver the next time, you hear the special dialling tone, internal (not with *automatic connection to external line*)



2) Switch off “unconditional” call diversion



☎ * 6 0 1 0 ☎



You have now switched off call diversion. The destination of the call diversion remains stored. If you want to divert to the same destination later, you only have to switch on call diversion again.



Clearing destination of “unconditional” call diversion

You want to make sure, that no destination for call diversion is stored any more.



☎ * 6 1 ☎



Now no destination for call diversion is stored any more.



3 More than only telephone calls

Call diversion “unconditional” from remote

You want to switch on call diversion “unconditional” from an external telephone.

During configuration a virtual subscriber must have had been programmed with remote control been activated (--> “Configuration”, page 85). You must have entered a personal identification number for your *internal telephone* (--> page 55). In the basic setting (default mode) call diversion can not be operated. You need a telephone or a *hand transmitter* with *tone dialling* for entry.

1) Preparing to switch on / off of call diversion



number

The virtual telephone number (eg 88). After 10 seconds you hear the special dialling tone for a short period. Afterwards continue rapidly with the entry.



1

number

Your internal telephone number.

PIN

Your personal identification number.

*

You can now switch on or off the call diversion.



2) Switching call diversion on

☎ * 6 1

number

The telephone number to be diverted to. In case of external telephone numbers without 0 for connection to external line.

☎



You have now switched on call diversion.

or

2) Switching off call diversion

☎ * 6 1 ☎



You have now switched off call diversion.



3 More than only telephone calls

Call diversion “on busy”

You would like to forward calls to an *internal* or *external telephone* in case your connection is engaged. In case of *ISDN telephones* this is also possible via the menu of the telephone (--> manual of the telephone). Call diversions for door phones see page 39.

Applying for internal telephones:

The telephone you want to divert to, is not allowed to have a call protection. If the telephone you want to divert to, has also been programmed for call diversion, your calls nevertheless will be diverted to this telephone.

If you want to divert external calls, the telephone you want to divert to, must have an external authorization (--> “Configuration”, page 48). If not, you may switch on call diversion however, but the call nevertheless will not be diverted.

If the caller shall not signal call waiting first but rather be diverted immediately, you must have switched on call waiting protection (--> page 52).

1) Determine destination for call diversion “on busy”

An existing call diversion “on busy” will be substituted by the new diversion.



☎ * 6 2

number

The telephone number to be diverted to. In case of external telephone numbers without 0 for *connection to external line*.



You have now programmed the destination of the call diversion.

Now you only have to switch on call diversion.



2) Switch on call diversion “on busy”



☎ * 6 0 2 1 ☎



You have now switched on call diversion. If you lift the receiver the next time, you hear the special dialling tone, internal (not with *automatic connection to external line*)



Switching off call diversion “on busy”

The destination of the call diversion remains stored.



☎ * 6 0 2 0 ☎



You have now switched off call diversion.

If you want to divert to the same destination later, you only have to switch on call diversion again.



3 More than only telephone calls

Being obtainable everywhere: call diversions

Clearing destination of call diversion “on busy”

You want to make sure, that no destination for call diversion is stored any more.



☎ * 6 2 ☎



Now no destination for call diversion is stored any more.

Call diversion “no reply”

You would like to forward calls to an *internal* or *external telephone*, in case after a certain time there is no reply on your extension. In case of *ISDN telephones* this is also possible via the menu of the telephone (--> manual of the telephone). Call diversions for door phones see page 39.

Applying for internal telephones:

The telephone you want to divert to, is not allowed to have a call protection. If the telephone is engaged, the call will still be indicated on your telephone. If the telephone you want to divert to has also been programmed for call diversion on “no reply”, your calls will be diverted to the new destination (diversion chain). If you want to divert external calls, the telephone you want to divert to, must have an external authorization (-->“Configuration”, page 48). If not, you may switch on call diversion however, but the call nevertheless will not be diverted.

1) Determine destination for call diversion “no reply”

An existing call diversion “no reply” will be substituted by the new diversion.



 eg 

Time period between 001 and 120 seconds, after that the call shall be diverted.

number

The telephone number to be diverted to. In case of external telephone numbers without 0 for *connection to external line*.




You have now programmed the destination of the call diversion. Now you only have to switch on call diversion.

2) Switch on call diversion “no reply”





You have now switched on call diversion. If you lift the receiver the next time, you hear the special dialling tone, internal (not with *automatic connection to external line*)

Switching off call diversion “no reply”

The destination of the call diversion remains stored.





You have now switched off call diversion. If you want to divert to the same destination later, you only have to switch on call diversion again.

3 More than only telephone calls

Being obtainable everywhere: call diversions

Clearing destination of call diversion “no reply”

You want to make sure, that no destination for call diversion is stored any more.



☎ * 6 3 ☎



Now no destination for call diversion is stored any more.

3

More than only
telephone calls

ISDN call forwarding “unconditional”, “on busy”, “no reply”

You want to forward *external calls* to an *external telephone*. If you operate the EURACOM on a PABX connection, all calls for the *PABX telephone number* will be forwarded; it is not possible to program call forwarding for a special extension. On a *multiple subscriber connection* it is possible to program call forwarding specific for each of your multiple subscriber numbers.

You have the choice between three different modes of call forwarding:

- Unconditional (the call will always be forwarded).
- If your extension is engaged.
- If no one replies after a certain time period (4 - 5 times ringing).

You must have applied for call forwarding at your *network provider*.

In case of ISDN telephones it is only possible to program ISDN call forwarding, if # and * appear in the display after pressing the keys. *Analogue telephones* must be able of dialling with *tone dialling* (dual tone multiple frequency mode).

Switching on call forwarding in case of PABX connection

Please first read the description next to the keys.



eg 6

eg 1

Mode of call forwarding

- 1 Call forwarding “unconditional”
- 2 Call forwarding “on busy”
- 3 Call forwarding “no reply”

eg 1

1,2,3 or 4: number of the basic access, the PABX telephone number belongs to. If you have only one basic access, you then enter 1. In case of two basic accesses read the configuration via PC (ISDN ports) or consult your distributor.

eg 0

Service identifier: describes, which service is to be forwarded.

Example: if you want to forward your calls, but receive ISDN data and fax (group 2 / 3) still on your extension, enter a 0. In case of forwarding all, enter a 9.

- 0 Analogue and ISDN call
NOTE: analogue fax can be forwarded too.
- 1 ISDN calls
- 2 Fax, group 2 / 3
- 3 Analogue calls
- 4 ISDN data for your PC
- 9 All services

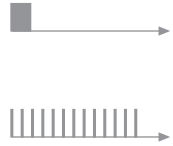


Being obtainable everywhere: call forwarding

number The telephone number to be forwarded to, without 0 for connection to external line! Please enter carefully, otherwise your calls will arrive at an uninvolved person.



You have now determined the destination of call forwarding. If you lift the receiver the next time, you normally will hear the special dialling tone, external, as soon as you have got an external line.



Switching on call forwarding in case of multiple subscriber connection

Please first read the description next to the keys.



eg **1**

Mode of call forwarding

- 1** Call forwarding “unconditional”
- 2** Call forwarding “on busy”
- 3** Call forwarding “no reply”

eg **1**

1,2,3 or 4: number of the basic access, the multiple subscriber number belongs to.

If you have only one basic access, you then enter 1. In case of two basic accesses read the configuration via PC (ISDN ports) or consult your distributor.

eg **0**

Number from 0 to 9: index of multiple subscriber number, you intend to program call forwarding for. The assignment of index to multiple subscriber number was specified during configuration.

eg **0**

Service identifier: describes, which services are to be forwarded.

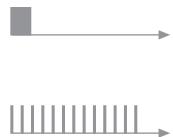
Descriptions see last page: “Switching on call forwarding in case of PABX connection”.

number

The telephone number to be forwarded to without 0 for connection to external line! Please enter carefully, otherwise your calls will arrive at an uninvolved person.



You have now programmed the destination of the call forwarding. If you lift the receiver the next time, you will normally hear the special dialling tone, external, as soon as you have got an external line.



Switching off call forwarding in case of PABX connection



eg **1**

Mode of call forwarding to be switched off:

- 1** Call forwarding “unconditional”
- 2** Call forwarding “on busy”
- 3** Call forwarding “no reply”

eg **1**

1,2,3 or 4: number of the basic access, the PABX telephone number belongs to. If you have only one basic access, you then enter 1. In case of two basic accesses read the configuration via PC (ISDN ports) or consult your distributor.

eg **0**

Service identifier (descriptions see page 33 “Switching on call forwarding in case of PABX connection”): Service not to be forwarded any more. If you do not enter anything here, the call forwarding for all services will be switched off.



You have now switched off call forwarding.



Switching off call forwarding in case of multiple subscriber connection



eg **1**

Mode of call forwarding to be switched off

- 1** Call forwarding “unconditional”
- 2** Call forwarding “on busy”
- 3** Call forwarding “no reply”

eg **1**

1,2,3 or 4: number of the basic access, the multiple subscriber number belongs to. If you have only one basic access, you then enter 1. In case of two basic accesses read the configuration via PC (ISDN ports) or consult your distributor.

eg **0**

Number from 0 to 9: index of multiple subscriber number, for that you intend to clear call forwarding. The assignment of index to multiple subscriber number was specified during configuration.

eg **0**

Service identifier (descriptions see page 33 „Switching on call forwarding in case of PABX connection”): Service not to be forwarded any more. If you do not enter anything here, the call forwarding for all services will be switched off.



You have now switched off call forwarding.



More than only
telephone calls
3

Being obtainable everywhere: call forwarding

ISDN call forwarding per subscriber on PABX connection

In case of a PABX connection the whole connection is forwarded with ISDN call forwarding. An individual forwarding per subscriber can not be carried out like this. To achieve this, you have to apply for the service partial rerouting (call forwarding partial rerouting) at your *network provider*. In case of direct dialling in with this forwarding mode, the central office will be informed about the subscriber individual settings of call forwarding (--> page 27-32) as forwarding request. Partial rerouting does only work with *external* incoming calls and only with external forwarding destination.

Switching on partial rerouting



☎ * 8 9 1 ☎



With that your programmed call forwarding will be executed as partial rerouting.



Switching off partial rerouting



☎ * 8 9 0 ☎



With that your forwarding will be executed as call forwarding via the PABX again



Parking a call

You are having a conversation with an *external conversation partner* and would like to continue the conversation from another telephone. For that you are able to park the call in the central office for up to three minutes. Your conversation partner hears an announcement during this period.

In case of *ISDN telephones* you are able to park the call also via the menu of the telephone. Condition for that is: you also continue with the conversation from an ISDN telephone and both telephones are connected to the same internal ISDN bus. With EURACOM 141F, 141 this is always the case. In case of the other PABXs read the configuration via the PC or consult your distributor.

You can only park a call with this procedure, if you have connected the EURACOM to a *multiple subscriber connection*.

1) Parking a call



You speak to your conversation partner and would like to continue with the conversation from another telephone.

R ▣ 6 9

eg 5 5

Any 2-figured number. You have to remember this number, to continue the conversation from the other telephone.



You can now continue the conversation within three minutes from another telephone. If not continued, the connection will be cancelled after three minutes.

2) Continuing the conversation from another telephone



▣ 6 8

eg 5 5

Enter the 2-figured number, you remember from parking of the conversation.



You can now continue with the conversation.

Using the door intercommunication system

If the doorbell is ringing

Someone is ringing the doorbell. In the configuration it was determined, which telephones should then ring (call distribution). For example in the head office. In case of *analogue telephones* you hear the ringing signal for door call. Some *ISDN telephones* show the information "door call" in the display.

Speaking to person at the door

If your telephone is ringing during door call:



If your telephone is not ringing during door call:



number

Internal telephone number of door intercom system. Normally 91 or 92. If you have questions concerning this matter, read the configuration via the PC (a/b ports) or consult your distributor.

Opening the door

If you speak to the person in front of the door or having a telephone conversation with someone else:



The door opens. A conversation with the person at the door will be terminated. If you had a telephone conversation with someone else, you can return to your conversation partner with R.

If you do not speak to the person at the door and having no telephone connection:



eg 1

1 or 2: number of the port, your door intercom system is connected to. In case of EURACOM 141F, 141 with MST module and EURACOMs without MD module this is always 1. For the other PABXs read the configuration via PC (DIS ports) or consult your distributor.

The door opens.

Establishing call diversion for door calls (pharmacist mode)

You want to forward door calls to an *internal* or *external telephone*, eg, if you are not present in the shop. The door call then will always be signalled at the forwarding destination.

For this you need a telephone with *master authorization* (default).

Establishing pharmacist mode



* 4 3 9

eg 1

1 or 2: number of the port, your door intercom system is connected to. In case of EURACOM 141F, 141 with MST module and EURACOMs without MD module this is always 1. For the other PABXs read the configuration via PC (DIS ports) or consult your distributor.

number

Telephone number to be forwarded to. In case of external telephone numbers without "0" for connection to external line.



You have now programmed the pharmacist mode.

Clearing pharmacist mode



* 4 3 9

eg 1

1 or 2: number of the port, your door intercom system is connected to. Descriptions see above "Establishing pharmacist mode".



You have now cleared the pharmacist mode. With door calls now those telephones ring again, being programmed in the call distribution.

Programming an alarm call

You want to make an *internal telephone* ring at a certain time. For example to be reminded of a date. Or also to wake up guest in your hotel. For that it is possible to set up an alarm call for your telephone or for other internal telephones.

In case of a single alarm call the telephone rings once at the programmed time. In case of a periodical alarm call the call will be repeated every week at the programmed days. It is only possible to program a periodical alarm call for the own telephone.

During an alarm call the telephone rings for 30 seconds, if the receiver is not lifted before. If you lift the receiver, you will hear the *internal special dialling tone*. You will not receive an alarm call, if you are having a telephone conversation at that time.

Programming of a single alarm call for the own telephone

Your telephone shall ring once at the programmed time.



* 5 9

hhmm

hh = Hour: eg 09 for 9 am

mm = Minutes: eg 05 for 5 minutes



Your telephone will now ring at the programmed time.

Programming of a periodical alarm call for the own telephone

Your telephone shall ring every week at certain days. For this you first enter the desired time and afterwards the desired days.

1) Enter desired time



* 5 7

hhmm

hh = Hour: eg 09 for 9 am

mm = Minutes: eg 05 for 5 minutes



Your telephone will now ring at the programmed time. Now enter the desired days.



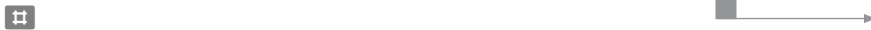
2) Enter desired days



eg *

Days, the telephone shall be ringing at the time, programmed before. Enter days one after another, eg 12 for Mondays and Tuesdays.

- | | |
|----------------------|----------------------------|
| 1 = Monday | 5 = Friday |
| 2 = Tuesday | 6 = Saturday |
| 3 = Wednesday | 7 = Sunday |
| 4 = Thursday | * = during all days |



Your telephone will now ring during the programmed days at the time, programmed before.

Clearing a periodical alarm call / time

You clear the alarm call by clearing the programmed time. The programmed days will not be affected by this operation. In order to program an alarm call during these days again, you only have to enter the time again.



You have now cleared the periodical alarm call.

Clearing programmed days

The entered time will not be cleared. The programmed days will also be cleared, if you enter the days again (see above).



You have now cleared the programmed days.

3 More than only telephone calls

Programming of a single alarm call for other telephones

You want to program an alarm call for one or several *internal subscribers*. For example, to remind them of a date.

You need a telephone with *company authorization* or *master authorization* (presetting).

Switching on alarm call



* 4 2 1

hhmm

time for alarm call

hh = Hour: eg 09 for 9 am

mm = Minutes: eg 05 for 5 minutes

number

Telephone number(s) of the internal subscribers, you intend to program the alarm call for. **0 0** for all subscribers.

Enter the telephone numbers one after another. You hear the confirmation tone after each telephone number.



You have now switched on the alarm call for the programmed subscribers.

Switching off alarm call



* 4 2 1 * * *

number

Telephone number(s) of the internal subscribers, you intend to clear the alarm call for. **0 0** for all subscribers.

Enter the telephone numbers one after another. You hear the confirmation tone after each telephone number.



You have now cleared the alarm call for the programmed subscribers.

Switching lights, heating, alarm system ...

It is not only possible to connect telephones, fax devices etc. to the EURACOM, but also control equipment for lights, heatings, alarm systems ... These can then be switched on and off from an *internal* or *external telephone* via control contacts of the EURACOM.

In configuration the control contacts are programmed for manual switching (--> "Configuration", page 65).

Furthermore remote control is activated and a virtual subscriber established for switching via an external telephone. A remote control PIN is programmed for the virtual subscriber (--> "Configuration", page 86).

If you want to operate the control contacts from an internal telephone, this must have a *master authorization* or *company authorization*.

If you want to operate the control contacts from remote, you need a telephone or *hand transmitter* with *tone dialling* for entry.

Operating control contacts from an internal telephone



* 0 5 9

eg 1

1 or 2: number of the control contact, the lights, heating ... is switched to.

In case of the EURACOM 141F, 141 with installed MST module always the 1. In case of the other PABXs read the configuration via the PC (actors) or consult your distributor.

eg 0

0 switching off lights, heating ...

1 switching on lights, heating ...

#



You have now switched on or off the lights, heating

...

Operating control contacts from an external telephone



number

The number of the virtual subscriber (PABX telephone number + dial-in or multiple subscriber number). After 10 seconds you will hear the special dialling tone for a short time. Continue with the input afterwards rapidly.



2 PIN #

PIN = personal identification number of the virtual subscriber. Now operate the control contacts in the same way as from an internal telephone (see above).

For the safety of your children

Surveillance of a room

You want to monitor noise in a room. For example, to check, if your child is sleeping (similar to a babyphone). It is possible to do this from an *internal* or *external telephone*.

In the room you intend to monitor is placed an *analogue telephone* of your PABX. This telephone has no call or call waiting protection. You have entered a personal identification number (PIN) for this telephone (--> page 55).

You need a telephone or a *hand transmitter* with *tone dialling* for the room surveillance.

3

More than only
telephone calls

1) Preparing room surveillance



Telephone in the room, you want to monitor



Place the receiver next to your telephone or switch the telephone to the hands-free mode (manual of your telephone).

You can now monitor the room from another telephone.

2) Room surveillance



Telephone, you want to monitor from.

number

The telephone number of the telephone you want to use for room surveillance. You hear the special dialling tone for 10 seconds. Afterwards continue with the input rapidly.



PIN

The personal identification number of the telephone, used for room surveillance.



You can now hear noise from the room.

3) End room surveillance



You can terminate the surveillance at any time by replacing one of the two receivers. If you replace the receiver only in the room you are monitoring from, it is only necessary for a further surveillance to perform step 2.

Automatic dialling of a number

After lifting the receiver a previous programmed number shall be dialled automatically. For example, that your children are enabled to call for help in an emergency case. It is up to you to determine the time between lifting the receiver and dialling, eg 10 seconds. During the period of 10 seconds it is possible to dial a number "as usual".

1) Programming the number for automatic dialling



☎ * 6 9

number

External telephone number, which shall be dialled automatically. Enter without 0 for *external connection*.



You have now programmed the number for automatic dialling. Now you still have to switch on automatic dialling.



2) Switching on automatic dialling



☎ * 8 6 1 ☎



You have now switched on automatic dialling. If you lift the receiver the next time, you hear the internal special dialling tone (not with *automatic connection to external line*).



3) Determine time between lifting receiver and dialling



☎ * 6 8

eg 0 0 5

time in seconds, always 3-figured (001 to 120 allowed).



You have now switched on time delay.



IMPORTANT NOTE!

Be aware of not choosing the time period too shortly. Otherwise it may happen, that you will have no more chance to switch off automatic dialling with the telephone.

Switching off automatic dialling



☎ * 8 6 0 ☎



You have now switched off automatic dialling.



3 More than only telephone calls

Identifying malicious calls

You are annoyed by an unidentified caller and want to identify his telephone number. The telephone number will be reported to you by your *network provider* as written report. The telephone number can also be identified, if the caller has switched off the transfer of his telephone number on his telephone.

In case of some *ISDN telephones* it is also possible to switch on “malicious call identification” via the menu of the telephone (--> manual of the ISDN telephone).

You have applied for “malicious call identification” at your *network provider*.



You are connected to the unidentified caller and would like to identify his telephone number.



The telephone number has now been transferred to your network provider. The caller hears the programmed music-on-hold during the entry.



You are now connected to the caller again. You can replace the receiver at any time and thus terminate the conversation.

Transmitting a code call

A code call is transmitted to all *internal telephones*. Four different code calls are existing. You first have to determine the meaning of the code calls. For example: in case of code call 1 all shall meet for a discussion, in case of code call 2 a certain employee shall call back. If you enter the code call, all *analogue telephones* are ringing in a certain rhythm; some *ISDN telephones* show the code call in the display, others are not capable of showing it. The first subscriber lifting the receiver, is connected to you.

Engaged subscribers will not receive a code call. If the EURACOM is separated into two companies (company separation), only the employees of your company receive the code call.

By the way, it is also possible to assign a code call to external calls (-->“Configuration”, page 24/25). These then can be distinguished in a better way from internal calls.



0 1 code call 1



or

0 2 code call 2



or

0 3 code call 3



or

0 4 code call 4



Using intercom

If you operate one or more EURACOM P4 telephones in EURACOM mode on your PABX, the feature intercom is available. With intercom it is possible from every telephone on your PABX:

- to make an announcement to all EURACOM P4 or
- perform intercom with a single EURACOM P4.

In this case the corresponding telephones will be switched to speaker mode (announcement) or hands-free mode (intercom).

The EURACOM P4 must be operated in EURACOM mode and must be in idle mode.



☎ ☎ 0 6

eg 0 0

Now make an announcement to all EURACOM P4 in EURACOM mode. If you enter an internal subscriber number instead of 00 (eg 22), you activate intercom.



Terminate the announcement by replacing the receiver.

3

More than only
telephone calls

Barring of your telephone

You do not want someone making *external calls* from your telephone during your absence. For this reason you can lock your telephone. *Internal telephone numbers* as also programmed emergency numbers can still be dialled.

To clear the lock again, you must have entered a personal identification number (PIN) for your telephone (--> page 55).

Barring telephone



☎ * 7 7 ☎



You have now locked your telephone for external calls.

Unlocking telephone again



☎ * 7 7

PIN

Your personal identification number



NOTE: In case you have not entered your PIN correctly you will hear the *negative acknowledge tone* instead of positive acknowledge tone.



The lock is removed again

3 More than only telephone calls

4. Making settings easy

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Switching on/off call protection	53
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Switching on / off call waiting protection

You want to prevent someone from making an incoming call, indicated with “call waiting” during a conversation (--> page 17). For that you are able to establish a call waiting protection. The caller then hears a *line busy tone*. If you switch on call waiting protection in the telephone menu in case of *ISDN telephones*, the caller hears a *tone to indicate free line* (may differ depending on manufacturer), and the call is indicated in your display.

In case of *ISDN telephones* it is also possible to switch on and off call waiting protection via the menu (telephone manual).



Switching on call waiting protection

* * 8 4 1 □

or

Switching off call waiting protection

* * 8 4 0 □



Switching on / off intrusion protection

You want to prevent someone from intruding on your conversation (--> page 23).

Nevertheless callers with *master authorization* and *company authorization* are still able to intrude.



Switching on intrusion protection

* * 8 5 1 □

or

Switching off intrusion protection

* * 8 5 0 □



Switching on / off call protection

If you want to prevent the telephone from ringing, it is possible to activate a call protection. The caller then hears a line busy tone. In case of some ISDN telephones it is also possible to activate call protection in the menu of the telephone. In this case the caller hears a tone to indicate free line (may differ depending on manufacturer).

If call protection is switched on:

- it is still possible to make outgoing calls.
- the telephone rings nevertheless with activated call completion (--> page 21).

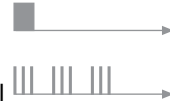
Switching on call protection



* * 8 3 1 #



The call protection is now switched on. If you lift the receiver the next time, you will hear the special internal dialling tone (not with automatic connection to external line).



Switching off call protection



* * 8 3 0 #



The call protection is now switched off.



Switching on / off automatic connection to external line

With automatic connection to external line, it is not necessary to predial a 0 in case of external calls. Immediately after lifting the receiver you are connected to the central office. But in return it is then necessary to predial * in case of internal calls.



Switching on automatic connection to external line

* * 8 1 1 #

or

Switching off automatic connection to external line

* * 8 1 0 #



Assigning / deleting speed dialling numbers

You can dial often used telephone numbers faster and more convenient via speed dial numbers (--> page 12). It is possible to assign up to 200 speed dial numbers from 100 to 299. With programmed company separation (--> "Configuration", page 71) each company receives 100 speed dial numbers. A speed dial number may also be only part of a telephone number; in this case postdial the rest of the number (eg direct dialling in number).

You need a telephone with *company authorization* or *master authorization* (presetting).

Assigning speed dial number



speed no. Speed dial number from 100 to 299 (eg 150).
number Telephone number.



You have now assigned a speed dial number to the telephone number.



Deleting speed dial number



speed no. Speed dial number from 100 to 299 (eg 150).



You have now deleted the programmed speed dial number.



Programming / changing PIN

For some functions of the EURACOM you need a personal identification number (PIN). With that it is guaranteed, that it is only possible for yourself to change the settings of your telephone. You have to program your PIN once before. You are able to change it afterwards at any time. If you should have forgotten your PIN, it is possible to set it to 0000 from a telephone with *company authorization* or *master authorization* (presetting). Afterwards it is possible to program the PIN again from your telephone.

Setting / changing PIN



* 5 5

PIN old

Your old PIN. If you enter the PIN for the first time, enter 0000.

*

PIN new

Your (new) PIN. It is useful to set it at least as 3-figured number, but not using more than 6 figures.



You have now programmed or changed your PIN.

Setting PIN to 0000



* 4 2 9

number

Internal telephone number of the telephone, you want to program the PIN to 0000 for.

*



You have now programmed the PIN for the entered telephone to 0000.

Transmitting telephone number not anymore / again

If you call someone

You call an *external conversation partner* and want to prevent your telephone number from being transferred. In case of *ISDN telephones* it is also possible to program this from the menu of the telephone (--> manual of telephone).

You have applied for telephone number suppression from case to case, CLIR, at your *network provider*.

Transmitting telephone number not any more



☎ * 5 1 1 ☎



Your telephone number will not be transferred any more.

Transmitting telephone number again



☎ * 5 1 0 ☎



Your telephone number will be transferred again.

If you receive a call

If someone is calling you from external directly, he/she is knowing your direct dialling in number of course. If the subscriber is calling via the switchboard eg and you accept the call, you probably do not want your telephone number be transferred.

You have applied for telephone number suppression from case to case, COLR, at your *network provider*.

Transmitting telephone number not any more



☎ * 5 2 1 ☎



Your telephone number will not be transferred any more.

Transmitting telephone number again



☎ * 5 2 0 ☎



Your telephone number will be transferred again.

Determining, which telephone number will be transmitted

The EURACOM automatically transfers your telephone number to your conversation partner, without the need for programming anything. With a single *PABX connection* this works without problems in any case. In case of a *multiple subscriber connection*, several PABX connections with different telephone numbers or a combination of PABX connection and multiple subscriber connection in some rare cases not the right telephone number may be transferred. In your telephone bill from your network provider, showing all calls, the charges are then assigned to this number. If you want to guarantee, that the right number will always be transferred, you should program this for your telephone. It is also possible to make this setting in the PC program (<PABX configuration program> <Configuration> <Subscriber configuration>). In case of multiple subscriber connection the EURACOM transfers the *multiple subscriber number*, in case of PABX connection the *PABX number* plus your direct dialling in number.

If you purposeful select the external line of a multiple subscriber connection (--> page 14), in any case the multiple subscriber number, you are then entering, will be transferred.

The telephone number will not be transferred, if you have switched off the telephone number transfer (--> page 56).

Dialling via a PABX connection



eg 1

With this procedure you determine the *basic access* your telephone is “making external calls” from. If this is engaged by two conversations, the EURACOM shall:

- 1 use the next free basic access and transfer the corresponding telephone number.
- 2 not use another basic access. You receive a line busy signal.

eg 0

0 The basic access designated for use, belongs to a single PABX or a master PABX of two networked PABXs.

1 The basic access designated for use, belongs to a slave PABX of two networked PABXs.

eg 4

1,2,3 or 4: Number of the basic access, your telephone shall “make external calls” from. If you do not know the number, read the configuration via the PC (ISDN ports) or consult your distributor.



Your telephone number is now being transferred as determined by yourself. If the EURACOM shall assign the telephone number again automatically, lift the receiver and dial

#*500#.

Dialling via a multiple subscriber connection



* 5 0

eg 1

With this procedure you determine the *basic access* your telephone is “making external calls” from. If this is engaged by two conversations, the EURACOM shall:

- 1 use the next free basic access and transfer the corresponding first telephone number.
- 2 not use another basic access. You receive a line busy signal.

eg 0

0 The basic access designated for use, belongs to a single PABX or a master PABX of two networked PABXs.

1 The basic access designated for use, belongs to a slave PABX of two networked PABXs.

eg 4

1,2,3 or 4: Number of the basic access, your telephone shall “make external calls” from. If you do not know the number, read the configuration via the PC (ISDN ports) or consult your distributor.

eg 9

Number from 0 to 9: index of “your” multiple subscriber number, you want to make external calls with. About which index belongs to your multiple subscriber number, you have received a written information from your distributor.



Your telephone number is now being transferred as determined by yourself. If the EURACOM shall assign the telephone number again automatically, lift the receiver and dial # *5 0 0 #.



Switching off all special functions in one go

If you have switched on one or several of the following functions, you will hear the *special internal dialling tone* after lifting the receiver:

- Follow me (--> page 26)
- Call diversion (--> page 27 - 32)
- Call protection (--> page 53)
- Automatic connection (--> page 45)

If you intend to change something and can not remember which functions are switched on, it is possible to switch off all functions in one go. Afterwards it is possible to switch on the desired function(s).



☎ * 8 0 0 ☎



You have now switched off all functions. You will not hear a special internal dialling tone any more after lifting the receiver the next time.



Influencing time controlled switch over

Many functions are operated time controlled within the PABX. This includes switching to another call distribution or change to another provider of the automatic LCR. Concerning bank holidays, it might eg be useful, to switch off the automatic or force the change of day type early. There are the following three possibilities for switching, assuming, that you know, which of the periods is currently active.

- You switch to the currently inactive condition (eg switching to night during day time phase). That is how you achieve an earlier switching time. The automatic then continues again with the regular switching time.
- You switch to the currently active condition (eg to day during day phase). Doing this, you skip a whole cycle.
- You switch to automatic. This is how you activate the condition being valid for that time period.

The next switching will be executed as programmed.

Switching call distributions manually



☎ * 0 2 7

eg **1** 1,2,3 or 4: enter number of basic access

eg **2** Number from 0 to 9: index of multiple subscriber number

0

eg **0** Activate phase:

0 Night

1 Day

* Automatic



You have now switched to the desired phase. 

Switching LCR time profile



☎ * 4 8 1


eg **0** Set type of day

0 Automatic

1 weekday

4 holiday



You have now switched to the desired phase. You have now switched to the desired daytime. It will be switched back automatically at 0:00 to the daytime being valid at that time. 

Occupation management

In ISDN your calls can be signalled, although you are already having a conversation - in your own place by call waiting tone or at other free subscribers of the call distribution. You already could be prevented from call waiting, but it was not possible so far to prevent other free subscribers of the call distribution from signalling. With the features "MSN busy" and "Switching off call waiting from central office" you are then capable of distinguishing between internal and external call waiting and of preventing further calls in case of engaged MSN (*multiple subscriber number*).

MSN engaged

With MSN busy (Busy-on-Busy) your MSN is forced to be engaged, as soon as a subscriber of the active call distribution is having a conversation with this MSN.

Switching on MSN busy



☎ * 0 2 8 1

eg **1** 1,2,3 or 4: enter number of basic access, the MSN belongs to.

eg **2** Number from 0 to 9: index of multiple subscriber number.



You are now busy, as soon as a subscriber of the call distribution has a conversation.

Switching off MSN busy



☎ * 0 2 8 0

eg **1** 1,2,3 or 4: enter number of basic access, the MSN belongs to.

eg **2** Number from 0 to 9: index of multiple subscriber number.



Further calls are signalled again at every free subscriber.

Switching off call waiting from central office

If you switch off call waiting from central office (busy on call waiting), yet external callers will be signalled by call waiting only during an active conversation, if you are able to forward these. The function „Switching off call from central office“, indicates the central office in case of a call with the same MSN, that this MSN is engaged, if both B channels are already engaged. If you switch on „call waiting from central office“, a third external caller will be signalled by call waiting although both B channels are engaged. However you can accept the third caller, but is not possible to forward the call.

Switching off call waiting from central office




 * 0 2 9 1

eg **1** 1,2,3 or 4: enter number of basic access

eg **2** Number from 0 to 9: index of multiple subscriber number




Call waiting from central office will now be refused, if both B channels are occupied. 

Switching on call waiting from central office again



 * 0 2 9 0

eg **1** 1,2,3 or 4: enter number of basic access, the MSN belongs to.

eg **2** Number from 0 to 9: index of multiple subscriber number 



Calls can now be signalled again from central office by call waiting, also in case both B channels are occupied. Forwarding of the call would then not be possible anymore.

5. Everything concerning charge information

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Analyzing charging information with help of the telephone

It is possible with the EURACOM to capture call data from incoming as also from outgoing calls. To capture outgoing calls, your network provider has to provide you with charge informations.

It is possible for you:

- to print call data as protocol record during running operation or
- to store call data in the EURACOM to let them be printed or analyzed at a later time.
The analysis may be performed comfortable with the attached PC program (--> page 75).

To be able to capture data of outgoing calls, you once have to apply for charge information transfer from your network provider. Either after the call (AOCE) or already during the call (AOCD). Comfort connection already includes AOCE. If you have questions concerning this feature, please consult your network provider. For printing a serial printer has to be connected to the EURACOM (--> "Installation", Connecting PC and printer).

Printing call data continuously

In this case all incoming calls as well as outgoing calls will be printed immediately after the end of the conversation. The data will not be stored in the EURACOM and therefore can not be printed afterwards anymore.

You start the continuous print procedure by determining the subscriber to be printed. You may determine subscribers for incoming and outgoing calls.

- ▶ Before you start printing of outgoing calls, first once determine:
 - how telephone numbers shall be printed,
 - which tariff shall be used for calculation of call cost. For each subscriber a different tariff can be fixed.

For input you need a telephone with master authorization (presetting).

And this is how the print looks like:

Subscriber	Date	Time	External telephone number	Units	Amount
I AVA	11.03.99	13:46	0123456789		
O 24	11.03.99	14:02	0123456789	1	0,042
O 13	11.03.99	15:32	0123456###	3	0,126
C 28	11.03.99	17:15	0123456789		

I = incoming call without connection

O = outgoing call with connection cost

C = incoming call with connection (conversation)

AVA = call was in call distribution (no one has answered)

Determine how telephone numbers of outgoing calls shall be printed

It is possible to establish an individual setting for each subscriber.

If you determine nothing here, the telephone numbers are printed completely.



* 4 1 3

eg 0

0 The dialled telephone number will not be shown.

1 The complete telephone number will be shown.

2 The last three figures will be substituted by „X”.

number

Internal telephone number(s) of subscribers.

0 0 for all subscribers. Enter the telephone

numbers one after another. After each telephone

number you will hear the confirmation tone.



You have now determined, how the telephone numbers will be printed. If you want another setting for other subscribers, please repeat the entry.

Determine the tariff outgoing calls shall be printed with

You can assign a different tariff to each subscriber. If you do not determine anything here, the tariff of 42 Pence per charge unit will be used.



* 4 1 5

eg **0 5 0 0** Tariff for charge unit with 1/10 Pence (4-figured from 0 - 9999). For example 0500 for 50 Pence.

number

Internal telephone number(s) of subscribers.

0 0 for all subscribers. Enter the telephone

numbers one after another. After each telephone

number you will hear the confirmation tone.



You have now determined the tariff for the charge unit. If you want another setting for other subscribers, please repeat the entry.

Printing / not printing outgoing calls anymore

If you do not determine anything here, no calls will be printed.



* 4 1 0

eg **1**

- 1** Call data of the following subscribers shall be printed.
- 0** Call data for the following subscribers shall not be printed anymore.

number

Internal telephone number(s) of subscribers. Enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone. **0 0** for all subscribers.



The charge data of the entered subscribers will now be printed continuously.

Printing / not printing incoming calls anymore

If you do not determine anything here, no incoming calls will be printed.



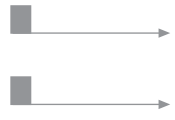
* 4 1

eg **2 1**

- 1 1** Capturing calls without connection.
- 1 0** Not capturing calls without connection anymore.
- 2 1** Capturing calls with connection.
- 2 0** Not capturing calls with connection anymore.

number

Internal telephone number(s) of subscribers. Enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone. **0 0** for all subscribers.



You have now determined the subscribers incoming calls shall be printed for. If you want another setting for other subscribers, please repeat the entry.

5 Everything concerning charge information

Settings for storage of call data

750 data sets for outgoing calls can be stored in the EURACOM. If 700 data sets are stored, all subscribers will hear the *charge warning tone* during *line seizure*. Then print the data sets in time and clear them to “make room again” (--> page 70). 75 incoming calls can be stored additionally. If the 75 is exceeded, the data of the incoming calls will be overwritten sequentially without prior warning tone.

The EURACOM summarizes the charges for each single subscriber independently from the data sets and calculates the sum of all received charges.

- ▶ If you intend to print out a detailed calculation of all subscribers, you have to determine:
 - if incoming calls shall be stored as well,
 - how the telephone numbers of outgoing calls shall be stored,
 - the general tariff (useful: tariff of the network provider).

Store the data sets be stored afterwards.

- ▶ If you want to print out the charge sum of individual subscribers later, determine an individual tariff (hotel tariff). It is not necessary to store the data sets be stored in that case.
- ▶ If you want to print out the sum of all received charges later, determine the general tariff. It is also not necessary to store the data sets in that case.

For entry you need a telephone with *master* or *company authorization*.

Determine, if incoming calls shall be stored as well

If you do not determine anything here, no incoming calls will be captured.



* 4 1

eg 1 0

- 1 1 Capturing calls without connection.
- 1 0 Not capturing calls without connection anymore.
- 2 1 Capturing calls with connection.
- 2 0 Not capturing calls with connection anymore.

number

Telephone number(s) of subscribers. 0 0 for all subscribers. Enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone.



The incoming calls will be stored / will not be stored anymore for the programmed subscribers.




Determine how the telephone numbers of the outgoing calls shall be captured

For individual subscribers. If you do not determine anything here, the telephone numbers will be captured completely.




 * 4 1 3

eg  1

-  0 The dialled telephone number will not be shown.
-  1 The complete telephone number will be shown.
-  2 The last 3 figures will be substituted by "X".

number

Internal telephone number(s) of subscribers.  0 0 for all subscribers. Enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone.







You have now determined, how the telephone numbers are captured. If you want another setting for other subscribers, please repeat the entry.

Determine general tariff (useful: tariff of network provider).

For all subscribers. If you do not determine anything here, the tariff of 0,042 Pound per charge unit will be used.



 * 0 1 9

eg  0  1  2  1 Tariff for charge unit with 1/10 Pence (4-figured from 0 - 9999). For example 0042 for 0,042 Pound.



The cost of calls for all subscribers will now be captured with the general tariff. It is now also possible to print out the sum of all received charges (--> page 71).



Storing / not storing data sets anymore

For all subscribers.



 * 0 0 8

eg  1

-  1 Storing data
-  0 Not storing data anymore.



The charge data sets will now be stored / not stored anymore.

Enter individual tariff (hotel tariff)

For individual subscribers. If you do not determine anything here, the tariff of 100 Pence per charge unit will be used.

F ▲ M



☒ * 4 1 5

eg **0 3 0 0** Tariff for charge unit with 1/10 Pence (4-figured from 0 - 9999). For example 0300 for 30 Pence.

number

Telephone number(s) of subscribers. 00 for all subscribers. Enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone.



☒



If you want another setting for other subscribers, please repeat the entry. It is now possible to print out the charge sum for individual subscribers (--> page 71).

Printing / clearing stored call data

You have completed the settings for storage of call data (--> page 67). It is now possible to choose between three different print-out modes:

- Data sets of all subscribers, to make out a detailed calculation. The cost of a call will be calculated with the general tariff (useful: tariff of the *network provider*). You should clear the charge data sets regularly, as only 750 outgoing calls and 75 incoming calls are stored.
- Total of all registered charges. For example, to look up the amount of telephone cost of the last month. The sum will be calculated with the general tariff (useful: tariff of the network provider). Clear the sum, if you need the telephone cost for the next period (eg for the next month).
- Total of the charges of individual subscribers. For example, to make out a bill for a guest leaving a hotel. The sum will be calculated with the individual tariff (hotel tariff). Clear the sum, if you intend to make out a new bill for the subscriber (eg for the next guest in this room). Or, if a subscriber has reached a charge limit (--> page 72). The total of all registered charges is independent of the sum of individual subscribers. If you clear a subscriber's sum eg, the total will not be changed.

For entry you need a telephone set with *master authorization* (presetting) or *company authorization*.

Printing / clearing data sets of all subscribers

All charges will be calculated with the general tariff (in this case 0,042 Pound/unit). And this is how the print looks like:

Subscriber	Date	Time	Duration	External telephone number	Units	Amount
24	11.03.99	11:58	0.02:20	0123456789	11	0,462
38	11.03.99	13:15	0.00:05	0123456###	1	0,042
96	11.03.99	14:30	0.06:60	0123456789	33	1,386



6 Print charge data sets.

7 Clear charge data sets.



The EURACOM is now printing or clearing the charge data sets.

Analyzing charging information with help of the telephone: Storing in EURACOM

Printing / clearing the sum of all registered charges

The sum is calculated with the general tariff (useful: tariff of the network provider). And this is how the print looks like:

PABX charge units	Amount	6595,65
-------------------	--------	---------

F ▲ M
☒ 8
eg 3

3 Printing the sum.
2 Clearing the sum.

▼

The EURACOM is now printing or clearing the total of all registered charges.

Printing / clearing the sum of charges of individual subscribers

The sum is calculated with the individual tariff (hotel tariff) of the subscribers. In this case subscriber 96 with 40 Pence / unit; subscriber 14 with 20 Pence / unit; subscriber 26 with 80 Pence / unit. And this is how the print looks like:

Subscriber 96	Units	1912	Amount	764,80
Subscriber 14	Units	833	Amount	166,60
Subscriber 26	Units	100	Amount	80,00

F ▲ M
☒ 8
eg 1

1 Printing the sum.
0 Clearing the sum.

number Internal telephone number of the subscriber.

▼

The EURACOM is now printing or clearing the charge sum of the entered subscriber. Repeat the whole procedure for the next subscriber.

Analyzing charging information with help of the telephone

Programming charge limit

You want to limit an *internal subscriber* to a certain amount for *external* telephone calls. For that you enter a charge limit. If the charge limit is reached, the subscriber will first be enabled to make external calls, if you increase the charge limit or clear the charge sum of this subscriber (--> page 71). The charge limit is taking into account the individual tariff (hotel tariff) of the subscriber.

For entry you need a telephone set with *company authorization* or *master authorization* (presetting).

Programming / increasing charge limit


F ▲ M


 * 4 1 6

eg 0 0 5 0 Charge limit in Pounds

number

Internal telephone number(s) of the subscribers.

 0 0 for all subscribers. Please enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone.



▼


You have now specified a charge limit for the entered subscribers. If you intend to specify a different charge limit for other subscribers, repeat the input.


Clearing charge limit

F ▲ M


 * 4 1 6 0 0 0 0

number

Internal telephone number(s) of the subscribers.

 0 0 for all subscribers. Please enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone.



▼


The entered subscribers are now enabled again to make telephone calls without charge limit.

Displaying charges on telephone

You intend to arrange, that on one or several *internal* telephones the registered charges for this telephone shall be displayed during a conversation.

The telephone sets must have a display. But there are telephone sets available however, having a display but not the capability of showing charges (-->"instruction of the telephone set"). Considering analogue telephones, you have to apply for transmission of charging information during conversation (AOCD) at your network provider. Please also refer to the note considering the charge pulse on page 9. For entry you need a telephone set with *company authorization* or *master authorization* (presetting).

Programming charge display



 * 4 1 7 1

number

Telephone numbers of the internal telephones, selected for charge display. Please enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone.



The charges will now be displayed on the entered telephones.

Cancelling charge display



 * 4 1 7 0

number

Telephone numbers of the internal telephones, selected not to display charges anymore. Please enter the telephone numbers one after another. After each telephone number you will hear the confirmation tone.



Now charges will not be displayed anymore on the entered telephones.

Determining print-out type

The call data are printed continuously (-->page 64) and you want the calls of a day to be started on the top of the page for example. Or you want a call to be printed as single account separately on a page. For that it is possible to instruct the printer, to start with a new page and to print the header again.

Continuing print-out on a new page



8 4



The printer now continues with print-out on a new page



Printing a new header



8 5



The printer now prints a new header.



Analyzing charging information via the charge analyzing program

With the EURACOM it is also possible to analyze and print the 750 data sets and 75 incoming calls via a connected PC. The data will be registered in that case in the same way as in case of charge analyzing via telephone set. But in that case it is possible however to make the necessary settings in a comfortable way via mouse click on screen. After having read charge data from memory, it is possible to let a tailored list be shown via corresponding filters. Therefore it is possible to:

- make out a detailed calculation also for individual subscribers.
- sort the charge data with regard to subscribers, projects or groups.
- register only calls above a certain amount.
- determine the analyzing period.
- let only incoming calls be displayed.

It is then possible to store and print the list on your PC. In two cases however you have to activate your telephone. If you want to print out the total of all registered charges (--> page 71). And if you want to program settings for all subscribers at the same time (--> pages 67-69 or PABX configuration program). Both is not possible via the charge analyzing program.

You can find all necessary informations for the operation of the charge analyzing program in the online help menu. In the following it is described, where you have to program a certain presetting, to make the charge analyzing procedure work trouble-free.

You have connected a PC to the EURACOM (--> "Installation", Connecting PC and printer).

You have installed the PC programs (charge analyzing and PABX configuration program), (--> "Configuration", page 15).

Presettings in PABX configuration program

< PABX configuration program >

< Configuration >

< PABX configuration >

Enter general tariff

It is useful, to enter the tariff of the network provider.

Determine to register charges

Otherwise the EURACOM does not store charge data sets.

Charge sum of subscribers and total will be calculated in any case.

System configurations

country code	44	area code	
language	English	area code number	30000
area code field	internal	<input type="checkbox"/> charge recording (EEPROM/LAS)	
call charge unit	0.02	<input type="checkbox"/> create switching activate/call forwarding	
valid	30/01		
<input type="checkbox"/> company variations			
company 1	SUG	company 2	UIG
<input type="checkbox"/> broken to 30/01		<input type="checkbox"/> broken to 30/01	

End

Analyzing charging information via the charge analyzing program

- < PABX configuration program >
- < Configuration >
- < Subscriber configuration >
- < Charges >

Determine the calls to be registered

Determine how to register the telephone numbers

Subscriber Configuration

configuration single system Extension 202 single

charges gas post 50 post 2 tel

neither 50 post 2 50 post 4

charges

individual call charging unit: 042 1/1000 QSP

charge rate: QSP unit: 1/1000

charge prefix: 16 kBy delete

charging info for sub.

print connection details

incoming calls print options for tel. nos.

incoming connections

connection charges off on automatic

OK

IMPORTANT NOTE!

The individual charge tariff you enter here, is only effective, if you print out the charge sum of individual subscribers via the telephone (--> page 71).

Presettings in charge analyzing program

- < Charge analysis >
- < Options >
- < Basic options >

Enter general tariff

Effective, if you have **not** selected a specific subscriber in "Filter".

Has to be the same tariff as in PABX configuration program.

Basic configuration

Basic factor: 042 1/1000

Own area code:

Own country code:

Exit

- < Charge analysis >
- < Tel.Book >
- < Groups >

Enter individual tariff

Effective, if you have selected a subscriber in "Filter".

Enter subscriber name

Appears in lists instead of subscriber number.

Internal Subscribers

Internal tel no: 11 Basic factor: 121 1/1000

Subscriber name: EURACDH P4

Group/Department: none 1 2 3 4

add edit delete

Name	Call num/Group	Factor
EURACDH P4	10 0	0,121
Daor	12 0	0,121
Software1	14 0	0,121

Exit

6. At the end

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Cleaning

Clean the EURACOM with a normal detergent, if necessary. In that case always use a soft non fluffy cloth.



IMPORTANT NOTE!

Detergents and water are not allowed to get in contact with the EURACOM. Electrical components may be damaged. Therefore:

- Disconnect mains before cleaning.
- Always moisten the cloth only slightly.

Transportation

If it should be necessary to transport or send your PABX, make sure to place it in the original box.

Recycling

Even if you understandably do not think of it yet, concerning a new product, the EURACOM will be withdrawn from service one far day. In order to recycle the individual parts as eco-friendly as possible in that case, separate the plastic components from the electronic components.




Then deliver:

- plastic components to a plastic recycling company.
- electronic components to an electronic recycling company.

“First aid”

In case that operation of a function once may not lead to the described result, here are some useful hints:

- Repeat the operation again, to make sure, that you have not made a mistake during input.
- Check, if all conditions for operation are fulfilled - specially, if the necessary settings in the configuration were made.
- Read the answers in the Internet, concerning the FAQ´s. FAQ´s are “frequently asked questions”. Maybe others had the same problem already. The internet address is <http://www.ackermann.ltd.uk>
- Reset all settings to the basic settings.

For that you enter:  * 0 0 0 0 *  * 9 9 9 9 * 

Mistakes caused by wrong configuration may be cleared with this procedure in many cases.

- If you are not sure or make no progress despite the above mentioned hints, please consult your distributor.

Look up

The following tables show all settings, you can carry out for configuration and operation of the EURACOM. The last column shows the presettings (defaults) of the PABX. As long as you do not program anything else, the EURACOM uses these presettings.

PABX connection

Function	Code	Configuration	Auth.	Default
PABX mode	#*004x#	x: 1=single system 2=sub system 3=sub remote 4=networked	M	single system
PABX number	#*003n#	n: number 0=Master; 1=Slave	M	0
COM-Port, setup Baud rate (CTI and configurator = max. 9600)	#*071 sb#	s: COM-Port (1..2) b: Baud rate 1=2400 2=4800 3=9600	M	9600
COM-Port service setup	#*070 sd#	s: COM-Port (1..2) d: service setup 1=config/CTI 2= printer	M	config / CTI
Date	#*001 ddmmyy#	dd: day mm: month jj: year	M	
Default	#*0000#		M	EPROM
Setup speed dialling centrally Clear speed dialling	#*xxx rrr...# #*xxx#	xxx: speed dial no. (100..299) rr: destination call no.	M, C	-
MoH	#*016x#	x: 0=off 1=internal 2=external	M	internal
Reset PABX	#*9999#		M	
Time	#*002 hhmm#	hh: hour mm: minute	M	
X.31 TEIs	#*045 iLPTTptt#	i: Index (1..4) L: Layer 2 Mode 0=direkt 1=virtual 2=auto P: ext. So-Port TT: ext. TEI p: int. So-Port tt: int. TEI	M	
98 and 99 as substitute for service features/configurator/or available as internal phone no.	#*75-0/1#	0: 98/99 substitute for # / #* 1: 98/99 internal phone no.5	M,C,S	off

Function	Code	Configuration	Auth.	Default
DDI length for PABX connection	#*007 pn#	p: So-Port (1..2/3/4) n: 1 or 2 digits for DDI number	M	2
DDI: PABX connection	#*021 pc*rrr...#	p: So-Port (1..2/3/4) c: ringing rhythm 0= default 1..4=Code call1 to 4 rrr: call no.	M	-
Main system call number	#*014rrr...#	rrr: Main system call no.	M	
Country code (max. 10-digits)	#*010rrr...#	rrr: Country code eg 44 - GB	M	
MSN: multiple subscriber mode	#*020pmc*rrr...#	p: So-Port (1..2/3/4) m: MSN-Index (0..9) c: ringing rhythm 0=default 1..4=Code call 1 to 4 rr: call no.	M	-
Area code (max. 10 digits)	#*011rrr...#	rrr: Area code eg 171-Central London	M	-
So port protocol	#*005 px#	p: So-Port (1..2/3/4) x: protocol 1=PTmP 2=PTP	M	PTmP
So Port type (x=1, 3 only for 14f)	#*006 px#	p: So-Port (1..2/3/4) x: Typ 0=not existent 1=external 2=internal 3=cross-external 4=cross-internal	M	ext/int/int/int
Delete/add subscr. external line /AVAm=0 for DDI-Port (PABX conn.)	#*022-0/1 pmann..#	p: So-Port (1..2/3/4) m: MSN-Index (0..9) a: AVA no. (1..5) nn: subscr. call no.	M	-
Subscriber allocation for single-digit DDI (DDI digit is incremented with input of several subscribers)	#*023 pdnn..#	p: So-Port (1..2/3/4) d: DDI digit (1..9, 0=deletes all) nn: subscr. call no. (without=delete)	M	-
Weekly profile for ext. line-AVA	#*024 pmwDa#	p: So-Port (1..2/3/4) m: MSN-Index (0..9) w: weekday (1..7*) D: 0=night 1=day a: AVA no. (1..5)	M	all AVA=1
Weekly profile for ext. line-RWS	#*025 pmwDa#	p: So-Port (1..2/3/4) m: MSN-Index (0..9) w: Weekday (1..7*) D: 0=night 1=day a: AVA-no. (1..5)	M	all AVA=1
Weekly profile for RWS-Time	#*026 pmwDttt#	p: So-Port (1..2/3/4) m: MSN-Index (0..9) w: Weekday (1..7*) D: 0=night 1=day ttt: Time(0, 1..120)	M	
Weekly profile switch times	#*027 pmwDhmm#	p: So-Port (1..2/3/4) m: MSN-Index (0..9) w: weekday (1..7*) D: 0=night 1=day hh: hour mm: minute	M	D=08:00 N=18:00
Weekly profile manual switch	#*027 pm0D#	p: So-Port (1..2/3/4) m: MSN-Index (0..9) D: 0=night 1=day *=automatic	M,C	auto
Lock Busy on busy	#*028-0/1pm#	0: off 1: on p: So-Port (1..2/3/4) m: MSN (0..9)	M	off
Lock Busy on call waiting	#*029-0/1pm#	0: off 1: on p: So-Port (1..2/3/4) m: MSN (0..9)	M	off
Set a Central call	#*013x#	x: decade for central call (0..9)	M	0

Subscriber configuration

Function	Code	Configuration	Auth.	Default
Call waiting protection	#*84-0/1#	0: Off 1: On	M,C,S	off/ Fax, Modem on
Call protection	#*83-0/1#	0: Off 1: On	M,C,S	all off
Intrusion protection	#*85-0/1#	0: Off 1: On	M,C,S	off/ Fax, Modem on
Automatic external line	#*81-0/1#	0: Off 1: On	M,C,S	off
Automatic dialling	#*86-0/1#	0: Off 1: On	M,C,S	off
Automatic dialling, setup	#*69 rrr.#	rrr: destination call no.	M,C,S	-
Terminal (TE) lock/free	#*77 (pp.)#	pp: PIN for TE release	M,C,S	free
Hook Flash	#*70-0/1#	0: Off 1: On	M,C,S	off
Set PIN (PIN max. 6 digits)	#*55 aa.*nn.#	aa: old PIN nn: new PIN	M,C,S	0000
Room monitoring	#*871#	switch on	M,C,S	off
Set up subscr. default mode	#*800#	clear the special dial tone	M,C,S	-
Subscriber is of type	#*400 xnn.#	x: 1=Tel 2=Fax 3=answ. 4=Modem 5=Multifunction 6=4-wire-DIS nn: subscr. call no.	M,C	-
Enter subscriber call number (with input of several no., port is incremented automatically)	#*041 pnn.#	p: a/b Port (1..4/6/8) nn: subscr. call no.	M	-
Enter subscr. call number	#*042 pnn.#	p: So-Port (2..4) nn: subscr. call no.	M	-
Enter subscriber call number for remote switching location	#*044 nn#	nn: subscr. call no.	M	88
Clear subscriber call number	#*040 nn.#	nn: subscr. call no.	M	-
Set up alarm time once	#*59 hhmm#	hh: hour mm: minute	M,C,S	-
Set up alarm time for subscriber	#*421 hhhmmn#	hh: hour mm: minute nn: subscr. call no.		
Set up periodic alarm time	#*57 hhmm#	hh: hour mm: minute		
Alarm time: periodic - Set up days of week the alarm time shall be active	#*58 w.#	w: weekday 1=Mo - 7=Su / *=all days	M,C,S	-
Interchange two subscribers (port change via software)	#*420 nnnn#	nn: subscriber to change (nn <=> nn)		
CLIP analogue	#*71-0/1#	0: Off 1: On	M,C,S	-
Delaytime of automatic dialling	#*68 ttt#	ttt: time in seconds (001..120)	M,C,S	10 sec.
Collective call for call group	#*046 xnn.#	x: call group (1..4) n: subscr. call no.	M	-
Set up call group	#*46-0/1 xnn.#	0: clear 1: add x: call group (1..4) nn: subscr. call no.		

Authorizations

Function	Code	Configuration	Auth.	Default
Set up external line authorization	#*402 xnn.#	x: Authorization 1=internal 2=incoming 3=Area 4=national 5=international 6=unlimited	M,C,S	Ausland
External line call with PIN	#94 nppp.*rrr.	nn: subscriber pp: PIN rrr: destination call no.	-	-
Master/Company Authorisation (the own authorisation you can't delete)	#*401 xnn.#	x: setup authorization level 1=subscr. 6=Company 9=PABX nn: subscr. call no.	M,C	-
Intrusion authorisation for subscriber	#*409-0/1nn.#	0: Off 1: On nn: subscr. call no.	M,C	
Remote switching of actors and setup of call forwarding	#*015-0/1#	0: Off 1: On	M	off
Free numbers	#*441 xxxr.#	xx: Index (00..19) rrr: subscr. call no.	M,C	-
Emergency numbers	#*440 xxxr.#	xx: Index (00..19) rrr: subscr. call no.	M,C	-
Barring numbers	#*442 xxxr.#	xx: Index (00..19) rrr: subscr. call no.	M,C	-
PIN for remote switching location	#*428 pp.#	pp: PIN 1..6 digit	M,C	88888
Clear PIN for subscriber	#*429 nn#	nn: subscr. call no.	M,C	0000
Set up PIN (max. 6 digit)	#*55 aa.*nn.#	aa: old PIN nn: new PIN	M,C,S	0000
Privat call	#*99 rrr.#	rr: destination call no.	M,C,S	-
Allow privat call	#*408-0/1nn.#	0: Off 1: On nn: subscr. call no.	M,C	off
Allow call transfer external to external	#*407-0/1nn.#	0: Off 1: On nn: subscr. call no..	M,C	off

Call number transfer

Function	Code	Configuration	Auth.	Default
External line connection with service identifier	#92 krrr...#	k: identifier 0=Multi 1=Telephone 2=Fax Gr.2/3 3=Modem rrr: destination call no.	M,C,S	
External line connection with port and MSN selection	#91p(m)rrr.	p: So-Port (1..2/3/4) m: MSN-Index (0..9) rrr: destination call no.	M,C,S	
Suppress outgoing call number identification CLIP/CLIR	#*51-0/1#	0: Off 1: On	M,C,S	On
Suppress incoming call number indication COLP/COLR	#*52-0/1#	0: Off 1: On	M,C,S	On
Subscriber identification (0=without port and MSN)	#*50 vapm#	v: identification mode 0=automatic 1=privileged 2=exclusive a: PABX 0=Master 1=Slave p: Port (1..2/3/4) m: MSN-Index (0..9)	M	autom.

Telephony

Function	Code	Configuration	Auth.	Default
Call up of centralized speed dial	#100.299		M,C,S	
External line call on a bus line	#90 rrr..	rrr: destination call no.	M,C,S	
External line call with PIN	#94 nnp.*rrr..	nn: own subscr. call no. p: PIN rrr: destination call no.		
Pick up answering machine	#5 nn	nn: am-no. (00=search)	M,C,S	
Intrusion	#06		M	
Code call 1, 2, 3 or 4	#01..04		M,C,S	
Deparking with identifier	#68 xx	xx: identifier	M,C,S	
Parking with identifier	#69 xx	xx: identifier	M,C,S	
Pick up a call	#4		M,C,S	
Conference with 3 subscr./3PTY	#3		M,C,S	
Conference - throw off last partner	##01		M,C,S	
Brokering between subscriber 1 and 2 from 3PTY conference	##3 x	x: subscriber 1 or2	M,C,S	
Private call	#99 rrr..	rrr: destination call no.	M,C,S	
Project call	#95 ppprrr..	ppp:Projectindex rrr: destination call no.	M,C,S	
Call completion internal / reserved B channel	#00		M,C,S	
Clear call completion	#05		M,C,S	
Forwarding without announcement	##nn	nn: internal call no. (10..99)	M,C,S	
Activation of Intercom	##06 im	im: Intercom-mode 00= announcement 10..99= intercom	M,C,S	

LCR

Function	Code	Configuration	Auth.	Default
Set up provider	##*482 PPrrr..#	PP: provider index (00..19) rrr: provider prefix (max. 6 digits)	M,C,S	
Clear provider	##*482 PP#	PP: provider index (00..19)	M,C	
Assign area code to zone Clear area code to zone	##*483 VW * Z# ##*483 VW#	VW: area code/prefix (max. 6 digits) Z: index of zone (00..19)	M,C	
Set up time profile for zone Clear time assignment in zone Clear all times of a zone Add day type to time profile Clear all day types	##*484 Z ZpThhm# ##*484 Z Zp# ##*484 Z# ##*484 ZZpT# ##*484 Z Zp 0#	Z: index of zone (00..19) Zp: index of time (00..14) T: Day type 1=Mon-Fri 2=Sat 3=Sun 4=Holiday hh: hour, always 2 digits m: minutes in 15min. steps 0=00min. 1=15min. 2=30min. 3=45min.	M,C	
Assign provider to time profile Clear provider assignment	##*485 ZZpPP# ##*485 Z Zp#	Z: index of zone (00..19) Zp: index of time(00..14) PP: provider index (00..19)	M,C	
Set up LCR barring numbers Clear LCR barring numbers	##*487 Lrrr..# ##*487 L#	L: index barring no. (00..19) rrr: barring no. (max.24-st)	M,C	
Activating LCR	##*480 LV#	LV: LCR mode 0=Off 1=Easy Select 2=Full Select	M,C	off
Subscriber individual LCR activation/deactivation	##*406 LSrr#	LS: LCR-Selection for internal subscr. 0=LCR off 1=LCR on 2=deactivation possible from case to case	M,C	
Deactivate LCR for call, Override	#96 rrr...	rrr: Destination call no.	S	
Manual switching of LCR	##*481 -0/1/4#	0=auto/ 1=weekday/ 4=holiday	S	

Call forwarding

Function	Code	Configuration	Auth.	Default
Call forwarding in central office: if line busy (CFB) after a time period (CFNR) permanent (CFU)	#62 p(m)adrrr.# #63 p(m)adrrr.# #61 p(m)adrrr.#	p: So-Port (1 ..2/3/4) m: MSN-Index (0..9) d: service 0=Standard 1=Telephony 2=Fax 3=3,1kHz Audio 4=unidirect. 5=all rrr: destination call no.	M	
Follow me	#*65 nn#	nn: subscriber on	M,C,S	
Follow me	#*66 nn#	nn: subscriber off	M,C,S	
Call forwarding switch on-/off	#*60 u-0/1 #	u: call forwarding 0=All 1=CFU 2=CFB 3=CFNR 0: Off 1: On	M	off
call forwarding if line busy (CFB) no reply (CFNR) unconditional (CFU)	#*62 nn/rrr...# #*63 tt/rrr...# #*61 nn/rrr...#	nn: internal destination call no. rrr: external destination call no. ttt: time in seconds (001 ...120)	M,C,S	off
Call forwarding unconditional (CFU) switched from remote	1 npp... * IP	nn: subscr. call no. pp: subscriber PIN IP: internal procedure #*61		
Switching on DIS call diversion Switching off DIS call diversion	#*439 pnn/rr...# #*439 p#	p: DIS port (1/2) nn: internal destination call no. rr: external destination call no.	M	
Activation partial rerouting (CFPR)	#*89 -0/1 #	0: Off 1: On	M,C,S	off

Charges

Function	Code	Configuration	Auth.	Default
Printing of connection charges	#*410-0/1nn..#	0: Off 1: On nn: subscr. call no.	M,C	all off
Printing of incoming calls	#*411-0/1nn..#	0: Off 1: On nn: subscr. call no.	M,C	all off
Printing of incoming connections	#*412-0/1nn..#	0: Off 1: On nn: subscr. call no.	M,C	all off
Printing of PABX charge total (PTO charge)	#83		M	
Printing subscriber charge sum	#81 nn	nn: subscriber (hotel rate)	M	
Printing charge entries	#86		M	
Printer form feed	#84		M	
Reprint print header	#85		M	
Charge registering in PABX	#*008-0/1#	0: Off 1: On	M	0
Charge pulse for a/b subscriber	#*76 x(x)#	x: frequency 0=no impuls 12=12kHz 16=16kHz	M,C,S	0
Set up charge info per subscriber	#*417-0/1nn..#	0: Off 1: On nn: subscr. call no.		
Set charge limit	#*416 XXnn..#	XX: Amount, national currency (0001..9999) (eg EURO) 0=off nn: subscr. call no.	M,C	0
Set hotel charge for a single unit	#*415 pe nn..#	pe: Amount, national currency (0001..9999) (eg. 1/1000 EURO) nn: subscr. call no.	M,C	0420
Clear PABX charge total	#82		M	
Clear subscriber charge sum	#80 nn	nn: subscr. call no.	M	
Clear charge entries	#87		M	
PTO charges for a single unit	#*019 pe #	pe: Amount, national currency (0001..9999) (eg. CENT) 0: Off 1: On	M	0420
Call number display printer / PC	#*413-0/1/2nn..#	call no. display: 0=Off 1=On 2=shortened nn: subscr. call no.	M,C	off

Door intercommunication system (DIS)

Function	Code	Configuration	Auth.	Default
Switch on DIS call forwarding Switch off DIS call forwarding	**439 p nn/rrr.# **439 p 0#	p: DIS-Port (1/2) nn: int. destination call no. or rrr: destination call no.	M	
Set DIS call time Switch off DIS call time	**435 pttt# **435 p#	p: DIS-Port (1/2) ttt: time on sec. (000..255)	M	
Clear / add subscriber DIS-AVA	**430-0/1 pann.#	0: clear 1: add p: DIS-Port (1/2) a: DIS-AVA no. (1..5) nn: subscr. call no.	M,C	
subscr. call no. (input of several no. increments port automatically)	**043 pnn.#	p: DIS-Port (1/2) nn: subscr. call no.	M	
Door release	#07x	x: 1/2	M,C,S	
Door release (only during DIS conversation)	#7		M,C,S	
Weekly profile for DIS/AVA	**431 pwTa#	p: DIS-Port (1/2) w: Weekday (1..7*) T: day/night 0=night 1=day *=day and night a: AVA-no. (1..5)	M	
Weekly profile for switch timing	**432 pwThhmm#	p: DIS-Port (1/2) w: Weekday (1..7*) T: day/night switch 0=night 1=day *=day and night hh:hour mm:minute	M	d=08:00 n=18:00

Other functions

Function	Code	Configuration	Auth.	Default
Set up code number for alarm activation	**445 ccc.#	ccc: Codenumber (max. 6 digits)	M,C	999999
Company separation	**009-0/1 #	0: Off 1: On	M	0
Free number	**441 xxxrr.#	xxx: Index of free no. (00..19) rrr: call no.	M,C	
Emergency number	**440 xxxrr.#	xxx: Index of emergency no. (00..19) rrr: call no.	M,C	
Barring number	**442 xxxrr.#	xxx: Index of barring no. (00..19) rrr: call no.	M,C	
Set up speed dialling centrally Clear speed dialling centrally	** SDrrr.# ** SD#	SD: Index of speed dial (100..299) rrr: destination call no.	M,C	
Identification of malicious callers	#66		M	
Activate service authorisation	**990 ppp..rrr.#	ppp: PIN mo. (3-digits) rrr: subscr. call no.	M	
Clear/add subscriber for company	**03 fnn.#	f: company (1/2) nn: subscr. call no.	M	
Clear/add subscribers for groups	**450-0/1 gnn.#	0: clear 1=add g: group (1..4) nn: subscr. call no.	M,C	
Update activation	**000999#		M	

Control contacts

Function	Code	Configuration	Auth.	Default
Activation delay	#*057 ttt#	ttt: Delay time in seconds (000..255)	M	60
Set activation time of actors for alarm	#*055 attt#	a: actor (1/2) ttt: Time 000=permanent 001..255='sec.	M	0
Remote switching of actor	2pp.*1P	pp: Remote switch PIN IP: internal procedure: #*059...	M	
Manual switching of actor	#*059 a-0/1#	a: actor (1/2) 0: off 1: on	M	off
Actor reaction with activation	#*054 as#	a: actor (1/2) s: action for switching 0=Off 1=On 2=no switch	M	2
Alarm call number	#*053 nrrr.#	n: Index of alarm no. (1..3) rrr: call no.	M	
Call / do not call alarm numbers with activation	#*052-0/1#	0: not called 1: called	M	0
Stop alarm procedure	#08 ccc	ccc: codenumber 3-digit		
Relay function	#*050 af#	a: actor (1/2) f: function 0=no funktion 1=Secondary ringer 2=alarmcontact 3=MoH switch. 9>manual	M	0
Sensor activation	#*051-0/1#	0: off 1: when open	M	off
Weekly profile activation times	#*056 w-0/1hhmm#	w: Weekday (1..7, *) 0: deactivation 1: activation hh: hour mm: minute	M	T0=00:00 T1:23:59
Secondary ringer	#*049-0/1znn.#	0: Off 1: On z: Index of secondary ringer (actor 1/2) nn: subscr. call no.	M	off

Short description of PABX settings

PABX call no:	<input type="text" value="☐ * 0 2 1"/> ISDN-Port	<input type="text" value="☐ *"/> PABX no.	<input type="text" value="☐"/>
	(1..4)	(0..4)	
	ringing rhythm		
Analogue int. call no.:	<input type="text" value="☐ * 0 4 1"/> ab-Port	int.call no.	<input type="text" value="☐"/>
	(1..8)	(11..99)	
Digital int. call no.:	<input type="text" value="☐ * 0 4 2"/> ab-Port	int.call no.	<input type="text" value="☐"/>
	(1..8)	(11..99)	
Call distribution:	<input type="text" value="☐ * 0 2 2 1"/> ISDN-Port	<input type="text" value="0"/> AVA	int.call no. <input type="text" value="☐"/>
	(1..4)	(1..5)	
Time:	<input type="text" value="☐ * 0 2 7"/> ISDN-Port	<input type="text" value="0"/> day	day/night hhmm <input type="text" value="☐"/>
	(1..4)	(1..7,*)	(0/1)
AVA:	<input type="text" value="☐ * 0 2 4"/> ISDN-Port	<input type="text" value="0"/> day	day/night AVA <input type="text" value="☐"/>
	(1..4)	(1..7,*)	(0/1) (1..5)
Call transfer time:	<input type="text" value="☐ * 0 2 6"/> ISDN-Port	<input type="text" value="0"/> day	day/night ttt <input type="text" value="☐"/>
	(1..4)	(1..7,*)	(0/1) (000..120)
AVA:	<input type="text" value="☐ * 0 2 5"/> ISDN-Port	<input type="text" value="0"/> day	day/night AVA <input type="text" value="☐"/>
	(1..4)	(1..7,*)	(0/1) (1..5)

Short description of settings in multiple subscriber mode

Multiple subscr. no.:	<input type="text" value="☐ * 0 2 0"/> ISDN-Port	MSN-Index	<input type="text" value="☐ *"/> MSN	<input type="text" value="☐"/>
	(1..4)	(0..9)	(0..4)	
	ringing rhythm			
Analogue int. call no.:	<input type="text" value="☐ * 0 4 1"/> ab-Port	int.call no.	<input type="text" value="☐"/>	
	(1..8)	(11..99)		
Digital int. call no.:	<input type="text" value="☐ * 0 4 2"/> ab-Port	int.call no.	<input type="text" value="☐"/>	
	(1..8)	(11..99)		
Call distribution:	<input type="text" value="☐ * 0 2 2 1"/> ISDN-Port	MSN	AVA	int.call no. <input type="text" value="☐"/>
	(1..4)	(0..9)	(1..5)	
Time:	<input type="text" value="☐ * 0 2 7"/> ISDN-Port	MSN	day	day/night hhmm <input type="text" value="☐"/>
	(1..4)	(0..9)	(1..7,*)	(0/1)
AVA:	<input type="text" value="☐ * 0 2 4"/> ISDN-Port	MSN	day	day/night AVA <input type="text" value="☐"/>
	(1..4)	(0..9)	(1..7,*)	(0/1) (1..5)
Call transfer time:	<input type="text" value="☐ * 0 2 6"/> ISDN-Port	MSN	day	day/night ttt <input type="text" value="☐"/>
	(1..4)	(0..9)	(1..7,*)	(0/1) (000..120)
AVA:	<input type="text" value="☐ * 0 2 5"/> ISDN-Port	MSN	day	day/night AVA <input type="text" value="☐"/>
	(1..4)	(0..9)	(1..7,*)	(0/1) (1..5)

Write down everything important

Call distributions and call forwarding

This sheet must be filled in separately for each multiple subscriber number and / or each PABX connection. It is recommended that this sheet is photocopied before filling it in.

multiple subscriber no. or PABX call no. of external S_0 port

ext. So port	Call number	MSN index 0..7	Ringing rhythm 0..4

Call distribution

Port a/b	int. call no.	AVA				
		1	2	3	4	5
a/b 1						
a/b 2						
a/b 3						
a/b 4						
a/b 5						
a/b 6						
a/b 7						
a/b 8						
Port $S_0$1						
subscr. 1						
subscr. 2						
subscr. 3						
subscr. 4						
subscr. 5						
subscr. 6						
subscr. 7						
Port $S_0$2						
subscr. 1						
subscr. 2						
subscr. 3						
subscr. 4						
subscr. 5						
subscr. 6						
subscr. 7						
Port $S_0$3						
subscr. 1						
subscr. 2						
subscr. 3						
subscr. 4						
subscr. 5						
subscr. 6						
subscr. 7						

Weekly profile call distribution

Day of week	Time of day	Time hh:mm	AVA				
			1	2	3	4	5
Mon	Day						
	Night						
Tue	Day						
	Night						
Wed	Day						
	Night						
Thu	Day						
	Night						
Fri	Day						
	Night						
Sat	Day						
	Night						
Sun.	Day						
	Night						

Weekly profile call forwarding

Day of week	Time of day	Time hh:mm	AVA				
			1	2	3	4	5
Mon	Day						
	Night						
Tue	Day						
	Night						
Wed	Day						
	Night						
Thu	Day						
	Night						
Fri	Day						
	Night						
Sat	Day						
	Night						
Sun.	Day						
	Night						

Write down everything important

Speed dial numbers

Speed dial no.	Call number / name
100	
101	
102	
103	
104	
105	
106	
107	
108	
109	
110	
111	
112	
113	
114	
115	
116	
117	
118	
119	
120	
121	
122	
123	
124	
125	
126	
127	
128	
129	
130	
131	
132	
133	
134	
135	
136	
137	
138	
139	
140	
141	
142	
143	
144	
145	
146	
147	
148	
149	

Speed dial no.	Call number / name
150	
151	
152	
153	
154	
155	
156	
157	
158	
159	
160	
161	
162	
163	
164	
165	
166	
167	
168	
169	
170	
171	
172	
173	
174	
175	
176	
177	
178	
179	
180	
181	
182	
183	
184	
185	
186	
187	
188	
189	
190	
191	
192	
193	
194	
195	
196	
197	
198	
199	

Programming the speed dialling numbers:

☒ ✖ Speed dial memory telephone no. ☒

Clearing speed dial numbers:

☒ ✖ Speed dial memory ☒

Speed dial no.	Call number / name
200	
201	
202	
203	
204	
205	
206	
207	
208	
209	
210	
211	
212	
213	
214	
215	
216	
217	
218	
219	
220	
221	
222	
223	
224	
225	
226	
227	
228	
229	
230	
231	
232	
233	
234	
235	
236	
237	
238	
239	
240	
241	
242	
243	
244	
245	
246	
247	
248	
249	

Speed dial no.	Call number / name
250	
251	
252	
253	
254	
255	
256	
257	
258	
259	
260	
261	
262	
263	
264	
265	
266	
267	
268	
269	
270	
271	
272	
273	
274	
275	
276	
277	
278	
279	
280	
281	
282	
283	
284	
285	
286	
287	
288	
289	
290	
291	
292	
293	
294	
295	
296	
297	
298	
299	

Write down everything important

Barring numbers, Free numbers, Emergency numbers

Barring numbers

Programming barring numbers:

☐ * 4 4 2 Barring no. memory Barring no. ☐

Barring no. memory	Barring number
00	
01	
02	
03	
04	
05	
06	
07	
08	
09	

Barring no. memory	Barring number
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	

Free numbers

Programming Free numbers:

☐ * 4 4 1 Free no. memory Free number ☐

Free no. memory	Free number
00	
01	
02	
03	
04	
05	
06	
07	
08	
09	

Free no. memory	Free number
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	

Emergency numbers

Programming Emergency numbers:

☐ * 4 4 0 Emergency no. memory Emergency no. ☐

Emerg. no. memory	Emergency number
00	
01	
02	
03	
04	
05	
06	
07	
08	
09	

Emerg. no. memory	Emergency number
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	

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Tones



Intrusion tone

Someone intrudes on your conversation.



Special dialling tone, internal

One or more of the following functions are switched on: Follow me, Call transfer, Silent signalling, Automatic dialling



Special dialling tone, external

Instead of central office dialling tone, if an ISDN call forwarding is activated.



Charge memory warning tone

already 700 data sets (of max. 750) are stored.



Central office dialling tone



Internal dialling tone



Tone to indicate free line



Line busy tone



Negative acknowledge tone

wrong input/function not possible



Positive acknowledge tone

Correct input



Call waiting tone

A call is waiting for you.

Call signals (ringing signals)

only for analogue telephones



Internal call



External call



Door call



Alarmcall



CLIP analogue external

Telephone number will be displayed in case of analogue external calls



Code call 1



Code call 2



Code call 3



Code call 4



CLIP analogue, internal

Telephone number will be displayed in case of analogue, internal calls.

General symbols



Listening



Speaking



Pressing telephone keys one after another

Some telephones use a different symbol e.g. ● for R key.

call no.

Enter telephone number as described next to

e.g. 1

Enter figure as described next to



Lift receiver



Replace receiver



Do not replace receiver



Telephone with company authorization



Telephone with master authorization



Telephone with company or master authorization

Important notes, short overview

Analogue telephone set

Lift the receiver of your telephone set and enter a telephone number. If you hear tones or a crackling noise during the dialling process, you have an analogue telephone set. Also refer to "Pulse dialling" and "Tone dialling".

Authorization for external calls (has to be programmed during configuration)

You are allowed to make external calls from your telephone.

Automatic connection to external line

Immediately after lifting the receiver you have a connection to the central office.

Basic access

"Telephone connection" the EURACOM is connected to. With two external lines. May be a PABX system connection or multiple subscriber connection.

Central office, public exchange

Exchange of your network provider. From there telephone calls are switched to the desired subscriber.

Company authorization (must be programmed during configuration)

The authorization to change settings for other subscribers. If the EURACOM is separated in two companies, only for the own company.

Connection to external line

You get a connection to the central office. You hear the dialling tone from central office.

External (Subscriber, conversation partner ...)

Not connected to the EURACOM.

External lines

Lines making "outside" (external) calls possible.

Hand transmitter

Handy equipment with telephone keys, making it possible to operate the EURACOM from a telephone set with pulse dialling. Often used for remote control of answering machines.

Internal (Subscriber, conversation partner ...)

Connected to the EURACOM. Internal telephone numbers are 2-figured (e.g. 21).

ISDN telephone set

Lift the receiver of your telephone set and enter a telephone number. If you neither hear tones nor a crackling noise during the dialling process, you have an ISDN telephone set.

Master authorization (has to be programmed during configuration)

The authorization to program all features and settings of the EURACOM. Also, if the EURACOM is separated in two companies.

Multiple subscriber numbers

Normally three or more telephone numbers for your PABX. With a multiple subscriber number up to eight subscribers can be called directly from "outside". No direct dialling in numbers.

Multiple subscriber connection

This is the case, if your PABX has multiple subscriber numbers (normally three or more).

Network provider

Operator of your telephone network: e.g. British Telecom

Occupation of external line

You have a connection to the central office. You hear the dialling tone from central office.

PABX system connection

This is relevant, if your PABX has a direct dialling in telephone number (PABX telephone number)

PABX telephone number

A single telephone number for your PABX system (e.g. 01234/5678-0). Each subscriber may be called directly from external via the added direct dialling in telephone number.

Pulse dialling

when entering the telephone number, you hear a crackling noise (e.g. 8 times for the number 8). For operation of the EURACOM however you need tone dialling. Many telephone sets may be switched over (see instruction manual of telephone set).

Tone dialling

Also called dual tone multiple frequency mode. When entering the telephone number, you hear a different tone for each of the numbers.

Short user instructions (selection)

EURACOM®

To call someone

Internal call

with autom. connection
 * Call no.

without autom. connection
 Call no.

External call

 Call no.

 0 Call no.

via speed dialling

  speed dial no.

  speed dial no.

Project call

  9 5 project no. Call no.

Private call

  9 9 Call no.

Call with PIN

  9 4 Call no. PIN * Call no.

Accepting call

Accept call






Accept call waiting
terminate first call

Accept call waiting, first
call in hold condition

back with 
brokering with  

Taking over calls

from a telephone

  4

from an answer machine

  5 0 0

from a certain answer machine

  5 Call no.

Forwarding calls

with announcement

 Call no. 

without announcement

 Call no. 

Forwarding call waiting

   Call no. 

Door intercommunication system (DIS)

1) Speak with person at door



your phone isn't ringing

 DIS-Call no.

2) Door release

  7

  7

Making a three party call

Hold condition

 Call no.

Brokering

Calling 2nd subscr. for three party call

 Call no.

Three party call

  3

Calling 2nd subscr. for three party conference

  9 0 Call no.

Three party conference

  3

If engaged

Call completion on busy



Intrusion



Being available everywhere

Destination

ON

OFF

Follow Me

* 6 5 Call no.

* 6 6 Call no.

Call forwarding unconditionally

* 6 1 Call no.

* 6 0 1 1

* 6 0 1 0

Call forwarding on busy

* 6 2 Call no.

* 6 0 2 1

* 6 0 2 0

Call forwarding on no reply

* 6 3 Call no.

* 6 0 3 1

* 6 0 3 0

Call forwarding, all modes

* 6 0 0 1

* 6 0 0 0

Programming an alarm call

ON

OFF

single

* 5 9 hh mm

periodic

* 5 7 hh mm

* 5 7

* 5 8 days

for other telephones

* 4 2 1 hh mm Call no.

* 4 2 1 * * * * Call no.

Set up made easy

ON

OFF

Call waiting protection

* 8 4 1

* 8 4 0

Intrusion protection

* 8 5 1

* 8 5 0

Call protection

* 8 3 1

* 8 3 0

Automatic connection to external line

* 8 1 1

* 8 1 0

Speed dial numbers

* Speed dial no. Call no.

* Speed dial no.

PIN

* 5 5 PINold * PINnew

* 4 2 9 Call no.

Lock telephone

* 7 7

* 7 7 PIN

assign

clear

set up / change

set to 0000

lock

unlock

If you should use functions regularly, not being printed on this card, please fill them in here.