

NRX EVO

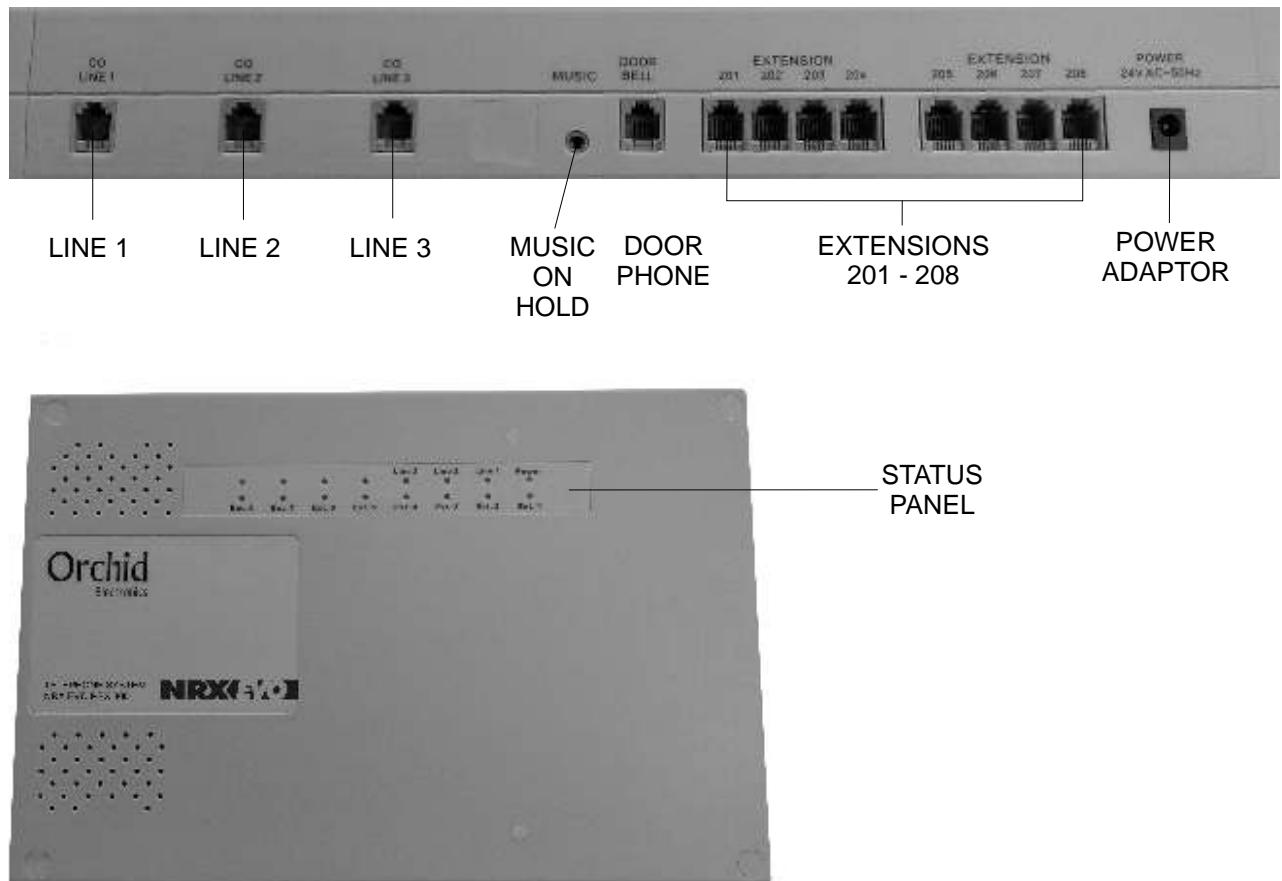


NRX EVO PBX 308

INSTALLATION GUIDE

www.nrx-telecom.com

The layout of your NRX EVO PBX 308



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Introduction

INTRODUCTION

The NRX EVO PBX 308 is designed for the small/home office environment and allows for up to 3 exchange lines and 8 extensions to be connect. The systems includes the following features:

- Up to 3 CO lines and 8 extensions
- Password Protected Programming
- External Music On Hold Port
- Call Forwarding, Transfer and Conference
- Intercom
- Power Failure Transfer
- Multiple Communication channels
- Call Duration Control
- Remote Programming
- OGM recording for Auto-Attendant mode with DISA Optional (12 second)
- Programmable Call barring for Extensions
- Different Ringing for internal and external calls
- Caller ID Compatible (FSK & DTMF)

Please take the time to read through this Administrators Guide, to allow you to get the most from your system.

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System Programming - System Password

NOTE:

- All programming for the system is done on the telephone connected to Extension 201 only.
- At the end of all programming you will hear a beep if you are successful. If you are unsuccessful you will hear a series of beeps.

SYSTEM PASSWORD

The default password for the system is : * 0 1 1 2 3 4 #

To change the password:

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL CURRENT PASSWORD: * 0 1 1 2 3 4 #

3. DIAL NEW PASSWORD: * 0 2 X X X X #

4. REPLACE TELEPHONE HANDSET (EXT 201)

Note: X X X X represents any four digits 0 - 9

The new password will be: * 0 1 X X X X #

We recommend you store this into one of the memory locations on your telephone as this will simplify future programming.

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System Programming - Exchange Lines

EXCHANGE LINES

The NRX EVO PBX 308 is configured in production for three (3) Exchange lines to be connected. If you are only connecting one (1) or two (2) lines, it is important that the system is set up as follows:

One (1) Exchange Line connected:

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD * ^{DEF}3 1 #
3. REPLACE TELEPHONE HANDSET (EXT 201)

Two (2) Exchange Lines connected:

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD * ^{DEF}3 1 ^{ABC}2 #
3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Assign Incoming Calls

Three (3) Exchange Lines connected (Default Setting):

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD * ^{DEF}3 1 ^{ABC}2 ^{DEF}3 #
3. REPLACE TELEPHONE HANDSET (EXT 201)

ASSIGN INCOMING CALLS TO RING NOMINATED EXTENSIONS

This useful facility allows you to configure the system to direct the incoming calls for a specific line to a nominated extension (Operator) or to a number of extensions.

NOTE: The factory default is to ring only extensions 201 - 204.

Example: To assign all incoming calls on Line 1 to ring extensions 202, 206 & 207.

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD * 1 1 ^{ABC}2 ^{MNO}6 ^{PRS}7 #
LINE EXTENSION
3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Direct Dial

TO ASSIGN AN EXTENSION TO USE ONLY A SPECIFIC LINE FOR OUTGOING CALLS

This useful feature can be used to keep one or more lines free for incoming calls or other priority extensions for outgoing calls. This does not restrict other extensions from using the same outside line.


Example: To restrict extension 208 to using line 3 only.

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD 

3. REPLACE TELEPHONE HANDSET (EXT 201)

TO ASSIGN EXTENSIONS FOR DIRECT DIAL MODE

By default all extensions are required to dial  for a line. Extensions that make a lot of outgoing calls and few internal calls (Telesales for example) can be changed to 'Direct Dial Extensions', whereby as soon as they go off hook, the phone immediately gets an outside line (if one is free).

Example: To convert extension 204 to direct dial.

1. LIFT THE TELEPHONE HANDSET (EXT 201)



2. DIAL: PASSWORD 

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System Programming - Direct Dial

3. REPLACE TELEPHONE HANDSET (EXT 201)

NOTE:

1. Direct dial extensions must dial  in front of the extension number when making internal calls.
2. If extension 201 is converted to direct dial, a  must be inserted in front of the password.
3. Direct dial extensions cannot setup or remove BT or cable services.

TO REVERT DIRECT DIAL EXTENSIONS BACK TO DIAL 9 EXTENSIONS

Example: To revert extension 204 back to Dial 9 for a line.

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD 

3. REPLACE TELEPHONE HANDSET (EXT 201)

Example: To revert all direct dial extensions back to Dial 9 for a line.

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD 

3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Call Barring

CALL BARRING / CALL RESTRICTIONS

The NRX EVO PBX 308 has an advanced call restriction feature which can allow extensions to call only essential numbers thereby keeping call costs down. Call restrictions can apply to any or all extensions.

There are seven (7) Call Barring / Call Restrictions available. Groups 1 - 5 enable you to program the call types to be barred. For example calls to mobile (07) numbers can be assigned to Group 1 and any extension assigned to Group 1 would not be able to make calls to mobile phones.

Any extensions assigned to Group 6 can only make internal calls.

Group 0 is for allowed calls only. It may be quicker and easier to use this feature instead of the Call Barring / Call Restriction option depending on your requirements.

To allow all extensions to only dial certain numbers, the allowed call types must be programmed in to Group 0. For example, you may want extensions to only call local, national numbers (01 & 02) and emergency numbers.

NOTE: 999, 112 & 911 must always be programmed as allowed calls.

Example: To program 999, 911, 112, 01 & 02 numbers into Group 0.

1. LIFT THE TELEPHONE HANDSET (EXT 201)

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System Programming - Call Barring

2. DIAL: PASSWORD * 5 0 # 9 9 9 # 9 1 1 # 1 1 2 # 0 1 # 0 2 #

ALLOWED No. ALLOWED No. ALLOWED No. ALLOWED No. ALLOWED No.

3. REPLACE TELEPHONE HANDSET (EXT 201)

NOTE: Call types can be added to the above at any time up to a maximum of 10 call types. To delete any call type you can only delete ALL call types as follows:

To delete all call types from Group 0

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD * 5 0 #

3. REPLACE TELEPHONE HANDSET (EXT 201)

To assign all extensions to the allowed call type in Group 0

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD * 5 6 0 #

3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Call Barring

To restrict an extension to Group 0 calls only

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD 
3. REPLACE TELEPHONE HANDSET (EXT 201)

To restrict an extension to Group 6 calls only

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD 
3. REPLACE TELEPHONE HANDSET (EXT 201)

NOTE: Internal calls only extensions cannot make calls to the emergency services.

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System Programming - Call Barring

CALL BARRING - GROUPS 1 TO 5

Allows you to set up 5 different groups with various call types being barred.

Suggestions:

GROUP	SUGGESTED CALL TYPE TO BE BARRED	
1	Mobiles	07
2	International	00
3	Premium Rate	09
4	Network Services	123, 118 etc.
5	Non geographical numbers	0845, 0870 etc.

Each call type can be up to 4 digits and up to 20 call types per group can be programmed.

Example 1: Programming premium rate numbers starting with '09' into Group 3

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD 
3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Call Barring

Example 2: Programming non geographic numbers '0845' and '0870' into Group 5

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD * 5 5 0 8 4 5 # 0 8 7 0 #
GROUP: BARRED BARRED

3. REPLACE TELEPHONE HANDSET (EXT 201)

ASSIGNING CALL BARRING GROUPS TO EXTENSIONS

Example 1: To assign call barring Group 5 to extension 206

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD * 5 6 2 0 6 5 #
EXTENSION: GROUP:

3. REPLACE TELEPHONE HANDSET (EXT 201)

Example 2: To assign call barring Group 1 to extension 204 and 205

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD * 5 6 2 0 4 1 # 2 0 5 1 #
EXTENSION: GROUP: EXTENSION: GROUP:

3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Call Barring

Example 3: To assign call barring Group 3 to all extensions

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD * 5 6 3 #
GROUP:

3. REPLACE TELEPHONE HANDSET (EXT 201)

ADMINISTRATORS PERSONAL PIN NUMBER TO OVERRIDE 'INTERNAL CALLS' ONLY EXTENSIONS

The factory set Pin Number is '1234'. To change the Pin Number to '6789' proceed as follows:

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD * 0 4 4 5 6 7 #
NEW PIN NUMBER

3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Door Phone

To make outgoing calls on 'Internal Calls' only extensions:

1. LIFT THE TELEPHONE HANDSET (ANY EXTENSION)
2. DIAL: 
3. DIAL NUMBER

RECEPTION PHONE AND DOOR PHONE

Up to 4 extensions can be assigned to ring when the reception phone is picked up or the door phone is pressed.

The Reception Phone or Door Phone should be connected to the Door Bell socket located at the back of the NRX EVO PBX 308.

NOTE: Do not connect powered Door Phones into the Door Bell socket as this will damage the PBX. Only plug 2 wire, non-powered Door Phones into this socket. Contact your supplier for further information.

Assigning extensions to ring when the reception phone is lifted or the Door Phone is pressed

Example 1: Assigning extensions 201 & 202 to ring

1. LIFT THE TELEPHONE HANDSET (EXT 201)

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System Programming - Door Phone

2. DIAL: PASSWORD 

3. REPLACE TELEPHONE HANDSET (EXT 201)


Example 2: Assigning extensions 204, 250, 206 & 207 to ring

1. LIFT THE TELEPHONE HANDSET (EXT 201)

2. DIAL: PASSWORD 

3. REPLACE TELEPHONE HANDSET (EXT 201)

To answer the Reception Phone or Door Phone from a non assigned extension

1. LIFT THE TELEPHONE HANDSET (ANY EXTENSION)
2. DIAL: 
3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Music On Hold


MUSIC ON HOLD

The NRX EVO PBX 308 has a single electronically generated melody. However, it is recommended that you connect an external 'Music On Hold' device to the 'Music On Hold' port at the rear of the PBX. A standard CD, Mp3 or Radio can be connected using a standard audio cable with 3.5mm plugs at both ends. The CD or Mp3 player should have a 'Repeat' function and any device should use a DC power supply.

To check or listen to the music on hold

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD    
3. REPLACE TELEPHONE HANDSET (EXT 201)

AUTO ATTENDANT MODE / DISA (Direct Inward System Access)

Auto Attendant mode can be applied to all lines or individual lines. When in the Auto Attendant mode, your incoming callers can be instructed to dial the extension they want (if known) or dial  for the operator or wait for the operator.

NOTE: The Operators Extension is 202, therefore this extension should be manned the most.


If the incoming caller dials an engaged extension the call will be automatically transferred to the operator

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System Programming - Auto Attendant

(EXT 202).



If the caller dials an extension that is not answered within 25 seconds, the caller will be automatically transferred to the operator. (EXT 202).

If the caller does not dial an extension within 25 seconds or they dial , they will be automatically transferred to the operator (EXT 202).

To record the Auto Attendant outgoing message

The maximum record time is 12 seconds. An example message is as follows:





"Thank you for calling Trojan Telecom, if you know the extension your require, please dial it now. Otherwise dial '0' or wait for the operator."

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD    
3. RECORD YOUR MESSAGE AFTER THE BEEP
4. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Auto Attendant

To playback the Auto Attendant outgoing message

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD    
3. LISTEN TO PLAYBACK
4. REPLACE TELEPHONE HANDSET (EXT 201)

To assign all lines for Auto Attendant

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD    
3. REPLACE TELEPHONE HANDSET (EXT 201)





To assign line 3 only for Auto Attendant

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD     
LINE
3. REPLACE TELEPHONE HANDSET (EXT 201)

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System Programming - Specific Line Select

To remove Auto Attendant feature from all lines



1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD    
3. REPLACE TELEPHONE HANDSET (EXT 201)

SELECTING A SPECIFIC LINE ON A CALL BY CALL BASIS

Line 1

1. LIFT THE TELEPHONE HANDSET (ANY EXTENSION)
2. DIAL:  



Line 2

1. LIFT THE TELEPHONE HANDSET (ANY EXTENSION)
2. DIAL:  

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System Programming - Troubleshooting

Line 3

1. LIFT THE TELEPHONE HANDSET (ANY EXTENSION)
2. DIAL:  

POWER FAILURE

In the event of power failure the exchange lines will automatically connect as follows:

Line 1 to EXT 201
Line 2 to EXT 202
Line 3 to EXT 203

TROUBLESHOOTING



The factory default settings for the system are as follows:

- All extensions are Dial 9 for a line
- Extensions 201 to 204 only ring on incoming calls
- Call restrictions removed on all extensions
- Auto Attendant (DISA) removed

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System Programming - Specific Line Select

To reset the system to factory default settings

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD      
3. REPLACE TELEPHONE HANDSET (EXT 201)

To reset the password to default setting (1234)

1. LIFT THE TELEPHONE HANDSET (EXT 201)
2. DIAL: PASSWORD         
3. REPLACE TELEPHONE HANDSET (EXT 201)

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Other products in the NRX Range



ACCESSORY:
NRX EVO - HEADSET STAND
For use with NRX EVO 250, 350, 450 & 550



NRX EVO 150



NRX EVO 250



NRX EVO 350



NRX EVO 450



NRX EVO 550



NRX EVoIP



NRX FLATPHONE



NRX HEADSET

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