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Issue No: 2(9/85)
Publication No: TPU100A

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British Telecommunications plc
Registered Office 81 Newgate Street LONDON EC1A 7AJ
Registered in England No. 1800000

Printed in UK

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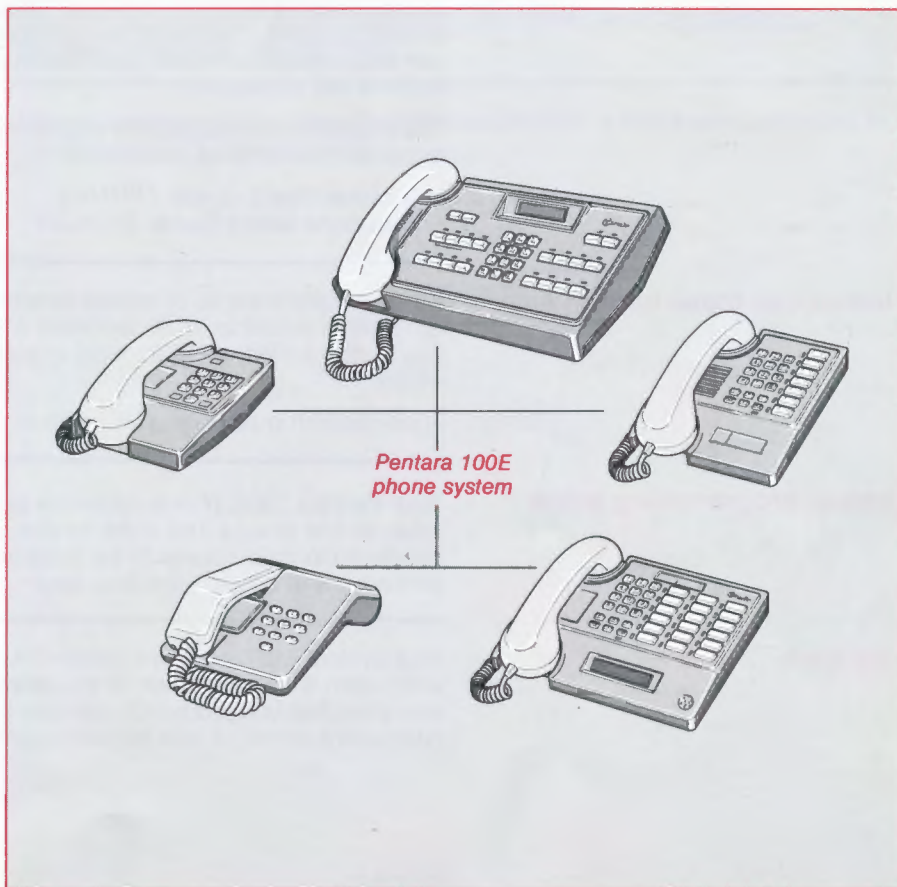
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Pentara 100E phone system

The Pentara 100E is the latest in a series of Merlin phone systems. It is fully customer configurable allowing you to decide what system and terminal facilities are going to be available to each user.

The user guides are also applicable to existing Pentara 100 systems. Some Pentara 100E facilities are not available on the earlier system and are annotated as such in the text.

Four types of user terminal are offered on the Pentara 100E phone system; your choice of terminal determines how many special features you can select, but of course full internal and external calling is available at all terminals. The system can also support standard pushbutton or dial telephones where only limited facilities are necessary.

The following user guides are available to detail all the facilities available at terminals or telephone extensions:

- *Terminal User's Guide, TPU100E*
 - *Telephone User's Guide, TPU100F*
-

How to use these books

Your operator console or master terminal forms the central point on the system; all facilities available at the terminals and telephone extensions are defined by you during system programming, enabling you to configure the system as a whole.

These system guides are presented in six separately bound books as follows:

System programming guide

Your Pentara 100E phone system is set up from the master terminal. Features such as line groups and night service are programmed using a special password to gain access to the program. This guide explains the programming procedures in an easy-to-follow way.

Log book

Your system will have been installed with a standard set of facilities available to each user. If these facilities or the overall system program is changed, it is important that you record all changes in your log book. This then becomes a permanent record of your system's configuration.

Console operator's guide

This guide details all internal and external call handling facilities available to an operator console.

Call logging guide

Your system may have been provided with call logging capabilities. This guide explains the printout received if a printer is connected to the call logging port.

Terminal user's guide

This guide lists the various facilities available to a Pentara 100E terminal user, together with straightforward operating instructions, enabling you to put the terminal to its most effective use.

Telephone user's guide

This guide explains the use of facilities available to a telephone connected to the Pentara 100E phone system.

This Guide outlines the procedures for programming the system facilities available on the Pentara 100E phone system, which are programmed only from the operator's console or the master terminal, normally extension 123.

These facilities are:

- Real time clock
- Abbreviated dialling
- Busying out an extension or exchange line
- Call logging
- Extension call barring and programming level
- Extension grouping
- Night service grouping
- Line ringing and grouping
- Group calling

Signing on to the system

Before carrying out any system programming from the master terminal, you must first sign on by keying the password

Lift your handset

You hear system dial tone

Key the password **657000**

You hear system dial tone

You are now able to program the system using **PROGRAM** or **P** plus facility codes

note The password need not be entered each time when programming a series of instructions, unless 60 seconds have elapsed since your last instruction.

If you delay more than 60 seconds

You hear number unobtainable tone

Before entering any further instructions, you must enter the password

note It is possible to have your password changed to suit your requirements. The user guide will refer to the password as normally supplied.

This feature enables the master terminal to enter up to 100 frequently used exchange line numbers into the system memory. Any terminal can access these system numbers, subject to its call barring category, by keying a three digit access code in the range 400 to 499.

To store an abbreviated dialling number

Lift the handset

You hear system dial tone

Key the password

You hear system dial tone

Press and hold down **P**

Key **400** to represent your first access code

Key the full exchange line number that you wish to store, including the national area dialling code

Release **P**

You hear system dial tone

Repeat the last four steps for each abbreviated dialling number that you wish to store (using codes 401 to 499)

If you wish to enter a pause for dial tone, for instance if your system is subsidiary to a parent PBX, press **T** at the appropriate place in the number

note Remember to note the number allocated to each access code in your log book

Busy an extension or exchange line

It is good system management to apply number unobtainable tone to an extension or exchange line that is either not in use or faulty.

To busy/unbusy an extension

	Lift the handset	You hear system dial tone
	Key password	You hear system dial tone
	Press and hold down P	
	Key the extension number	
either	Key 651 to busy that extension	
or	Key 652 to unbusy that extension	
	Release P	You hear system dial tone

To busy/unbusy an exchange line

	Lift the handset	You hear system dial tone
	Key password	You hear system dial tone
	Press and hold down P	
	Key 9	
	Key the system line number	
either	Key 651 to busy that exchange line	
or	Key 652 to unbusy that exchange line	
	Release P	You hear system dial tone

Individual extensions can be barred from making certain types of call. Various levels of call barring are available for all extensions, as defined by barring codes below.

code	Pentara 100	Pentara 100E
00	00=Bar	nothing
01	01=Bar	international (010)
02	02=Bar	international (010)
03	03=Bar	international (010)
04		and STD (0)
08	16=Bar	all except 151 and 999
16	17=Bar	everything
17		

The above call barring codes may have been altered to meet local requirements and these changes should be recorded in the system log book.

To change a call barring code

The basic system allocates level **00** call barring to each extension; refer to the following procedure if you want to change this code:

Lift the handset You hear system dial tone

Key password You hear system dial tone

Press and hold down **P**

Key the extension number

Key **649**

Key the new barring code for that extension, eg **08**

Release **P** You hear system dial tone

note If *no barring* or *limited barring* is allocated, remember that line groups must still be programmed to give the extension access to lines.

If the call logging card is provided and a suitable printer is used, a printed record of both incoming and outgoing call details will be obtained.

To turn on call logging

Lift the handset	You hear system dial tone
Key password	You hear system dial tone
Press and hold down [P]	
Key [6][3][4]	
Release [P]	You hear system dial tone

To turn off call logging

Lift the handset	You hear system dial tone
Key password	You hear system dial tone
Press and hold down [P]	
Key [6][3][5]	
Release [P]	You hear system dial tone

The system clock is used for call logging and to give a time display at the TX54 operator console and/or TX58 extension terminal. For this facility you will need the (optional) call logging card.

To change the clock time

Lift the handset You hear system dial tone
Key password You hear system dial tone
Press and hold down **P**
Key **660**
Key four digits, appropriate to the time of day on a 24 hour clock, eg key **1625** to set the clock to 4.25pm
Release **P** You hear system dial tone

To change the clock date

Lift the handset You hear system dial tone
Key password You hear system dial tone
Press and hold down **P**
Key **666**
Key six digits appropriate to the date, beginning with the year, the month and ending with the day, eg key **850712** to set the date to 12th July 1985
Release **P** You hear system dial tone

You can allocate which extension or extensions are to be rung by incoming exchange or Inter-PBX calls.

To allocate line ringing to an extension

Lift the handset	You hear system dial tone
Key password	You hear system dial tone
Press and hold down P	
Key 0	
Key the line number	
Key 663	
Key the new or additional extension to be rung by this line	
Release P	You hear system dial tone

To remove line ringing from an extension

Lift the handset	You hear system dial tone
Key password	You hear system dial tone
Press and hold down P	
Key 0	
Key the line number	
Key 663	
Key the extension number to be removed. If no extension number is specified, all extensions are removed	
Key 603	
Release P	You hear system dial tone

Exchange lines, Inter-PBX circuits and other PBX extensions can be grouped in up to 31 groups as defined below to enable lines, or groups of lines to be allocated to particular extensions.

Group numbers

01 – 15	=	Provide 15 line groups, accessible by keying	9
16	=	Not used	
17	=	Provides Inter-PBX line(s) accessible by keying	7 1
18	=	Provides Inter-PBX line(s) accessible by keying	7 2
19	=	Provides Inter-PBX line(s) accessible by keying	7 3
20	=	Provides Inter-PBX line(s) accessible by keying	7 4
21	=	Provides Inter-PBX line(s) accessible by keying	7 5
22	=	Provides Inter-PBX line(s) accessible by keying	7 6
23	=	Provides Inter-PBX line(s) accessible by keying	7 7
24	=	Provides Inter-PBX line(s) accessible by keying	7 8
25	=	Provides for extensions off PBX s or additional exchange lines by keying	7 9
26 – 31	=	Provide 6 groups, used for extensions off PBX s or additional exchange lines, accessible by line (or line group) keys only	

To allocate a line to a group

Lift the handset

Key password

Press and hold down P

Key 9

Key the system line number

Key 6 6 0

Key the group number, in the range

0 1 to 3 1

Release P

To allocate a group to an extension

You can allocate, to each extension, lines or groups of lines which can then be accessed by keying **9** or **71** to **79**.

Lift the handset You hear system dial tone

Key password You hear system dial tone

Press and hold down **P**

Key the extension number

Key **661**

Key one of the following codes

★ to bar access to all groups except the following ...

to allow access to all groups except the following ...

0 to add the following groups ...

1 to delete the following groups ...

Key the group number or numbers in the range **00** to **31**

Release **P** You hear system dial tone

Setting line parameters

Each external line can be set to a choice of signalling parameters. See the system log book for details. To set, or change these:

Lift the handset You hear system dial tone

Key password You hear system dial tone

Press and hold down **P**

Key **9**, then external line number

Key **653**, then parameter set, eg **1**

Release **P** You hear system dial tone

A pre-determined group of extensions may be rung simultaneously when a 'dummy' extension number is used. The group has to be defined and the dummy extension number must be determined using the relevant section in your log book.

To allocate a dummy extension number

Lift the handset
You hear system dial tone

Key password
You hear system dial tone

Press and hold down **[P]**

Key **[6][5][5]**

Key the dummy extension number.
This must be the next unallocated number on the system (refer to your log book)

Release **[P]**
You hear system dial tone

To add an extension to the group

Lift the handset
You hear system dial tone

Key password
You hear extension dial tone

Press and hold down **[P]**

Key the dummy extension number

Key the extension number (or numbers) to be added

Release **[P]**
You hear system dial tone

To remove an extension from the group

Lift the handset
You hear system dial tone
Key password
You hear system dial tone
Press and hold down **P**
Key the dummy extension number
Key the extension number (or numbers) to be removed
Key **603**
Release **P**
You hear system dial tone

To remove all extensions from the group

Lift the handset
You hear system dial tone
Key password
You hear system dial tone
Press and hold down **P**
Key the dummy extension number
Key **603**
Release **P**
You hear system dial tone

This facility enables you to allocate the extensions which are to ring when the operator's terminal is in night service.

To add an extension to the night service group

Lift the handset You hear system dial tone
Key password You hear system dial tone
Press and hold down **P**
Key **631**
Key the extension number (or numbers) to be added
Release **P** You hear system dial tone

To remove an extension from the night service group

Lift the handset You hear system dial tone
Key password You hear system dial tone
Press and hold down **P**
Key **631**
Key the extension number (or numbers) to be removed
Key **603**
Release **P** You hear system dial tone

To remove all extensions from the night service group

Lift the handset You hear system dial tone
Key password You hear system dial tone
Press and hold down **P**
Key **631**
Key **603**
Release **P** You hear system dial tone

Terminal programming level

This gives the system operator or master terminal user the ability to set the level of programming available at each terminal. There are eight programming levels: the basic system gives a terminal programming level 7 to all terminals.

0 = No programming permitted

1 = Internal numbers only

2 = Speech synthesis, ring back, monitor, sounder on/off, recall, cancel

3 = Repeat last number, three party, conference, divert, divert on busy, divert on no answer, call clear, buzz

4 = Intrude, calls for, re-establish, answer internal, answer external, reverted calls

5 = Speak, night service pick up

6 = Not used

7 = Full access

Each programming level detailed above includes all the facilities offered by lower levels. Therefore, an extension given a programming level of 3 has access to all facilities in codes 1, 2, and 3, ie internal numbers, speech synthesis, ring back, monitor, sounder on/off, recall, cancel, repeat last number, three party, conference, divert, divert on busy, divert on no answer, call clear and buzz.

To set a terminal programming level

Lift your handset

You hear system dial tone

Key password

You hear system dial tone

Press and hold down **[P]**

Key the terminal number

Key **[6][6][9]**

Key the level code, 0 to 7 as above

Release **[P]**

You hear system dial tone

Intrude priority

Each extension is allocated an intrude priority level (0, lowest, to 7, highest). The basic system sets all extensions to level 0, allowing intrusion to all. By selectively setting this level, you can bar intrusion by certain extensions on others. An extension may intrude on another extension having the same, or lower, intrude priority.

To set an intrude priority

Lift your handset	You hear system dial tone
Key password	You hear system dial tone
Press and hold down P	
Key the extension number	
Key 658	
Key intrude priority, 0 to 7	
Release P	You hear system dial tone

Issue : 2(9/85)

Publication number : TPU 100 A

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set out in them.