Excelltel SP-208

Excelltel SOHO-PBX SP-208 Telephone Switch System User Manual

Model: SP-208 (2 CO Lines, 8 Extensions)

1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of the Excelltel SOHO-PBX SP-208 Telephone Switch System. The SP-208 is designed for small offices and home offices, offering a robust and easy-to-use solution for managing up to 2 CO (Central Office) lines and 8 extensions. Please read this manual thoroughly before installation and use to ensure proper functionality and to maximize the system's capabilities.



Figure 1: Front view of the Excelltel SOHO-PBX SP-208 unit.

2. Key Features

The Excelltel SOHO-PBX SP-208 offers a comprehensive set of features for efficient call management:

- **Capacity:** Supports 2 CO (Central Office) lines and 8 extensions.
- **Dialing Modes:** Direct or Indirect Dialing.
- **Automated Attendant:** Configurable Automated Attendant Mode and Operator Mode.
- **Call Management:** Call hold, call transfer, and three-way conferencing.
- **Caller ID:** Supports FSK/DTMF/Bellcore Caller ID (for internal calls between extensions).
- **Intercom:** Internal calls between any extensions.
- **Facsimile Support:** Any extension can connect a fax machine or PC for sending/receiving faxes.
- **Incoming Call Alert:** Notification for incoming calls.
- **Toll Restriction:** Long Distance or International Direct Dialing can be disabled on a per-extension basis.

- **Secretary Assisted Dialing:** Feature for call assistance.
- **CO Line Call Duration Limit:** Ability to limit the duration of calls on CO lines.
- **Power Failure Tolerance:** System designed to handle power interruptions.
- **Do Not Disturb (DND):** Extensions with DND activated will not ring.
- **No Response from Caller:** Configurable action when no response under Auto-attendant mode.
- **CO Line Port Control:** Individual CO line ports can be enabled or disabled.
- **Flexible Ring Delay:** Adjustable ring delay for incoming calls.
- **Flexible Extension Number Plan:** Customizable extension numbering.
- **Outgoing Greeting Message (OGM):** Record and playback custom greeting messages and on-hold music.
- **CO Line Ringing Assignment:** Assign specific extensions to ring for incoming CO line calls.

3. Setup and Installation

3.1 Unpacking and Inspection

Carefully unpack the Excelltel SOHO-PBX SP-208 system. Verify that all components are present and undamaged. The package should include the main PABX unit and a power adapter.

3.2 Power Requirements

The system operates on 110V AC power. Ensure the power source matches this requirement. Use only the provided power adapter.

3.3 Typical Application Diagram

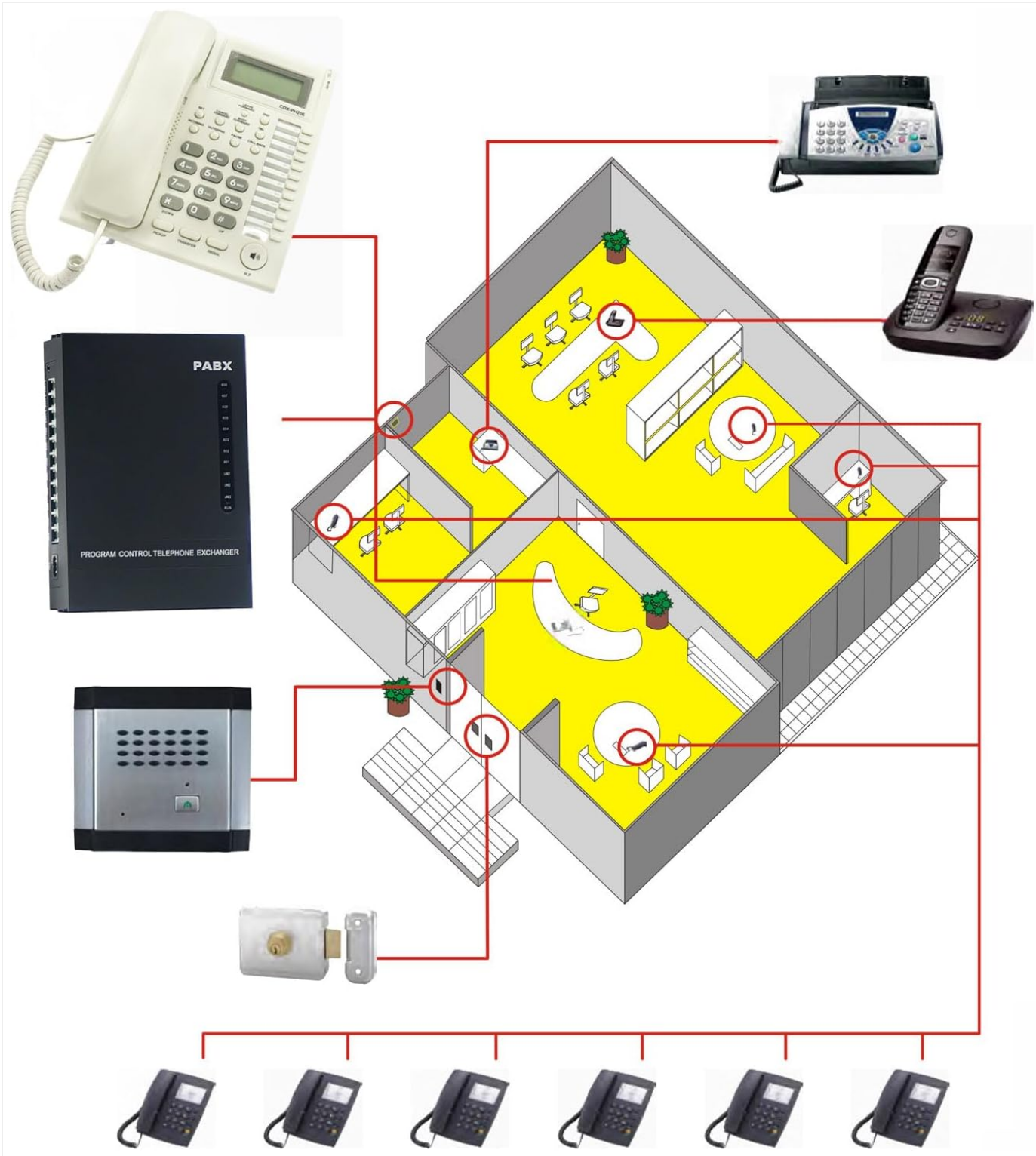


Figure 2: Diagram illustrating a typical office setup with the SP-208 PABX connecting various telephones and a fax machine.

3.4 Physical Connections

Refer to the connection diagrams below for proper wiring of CO lines and extensions.

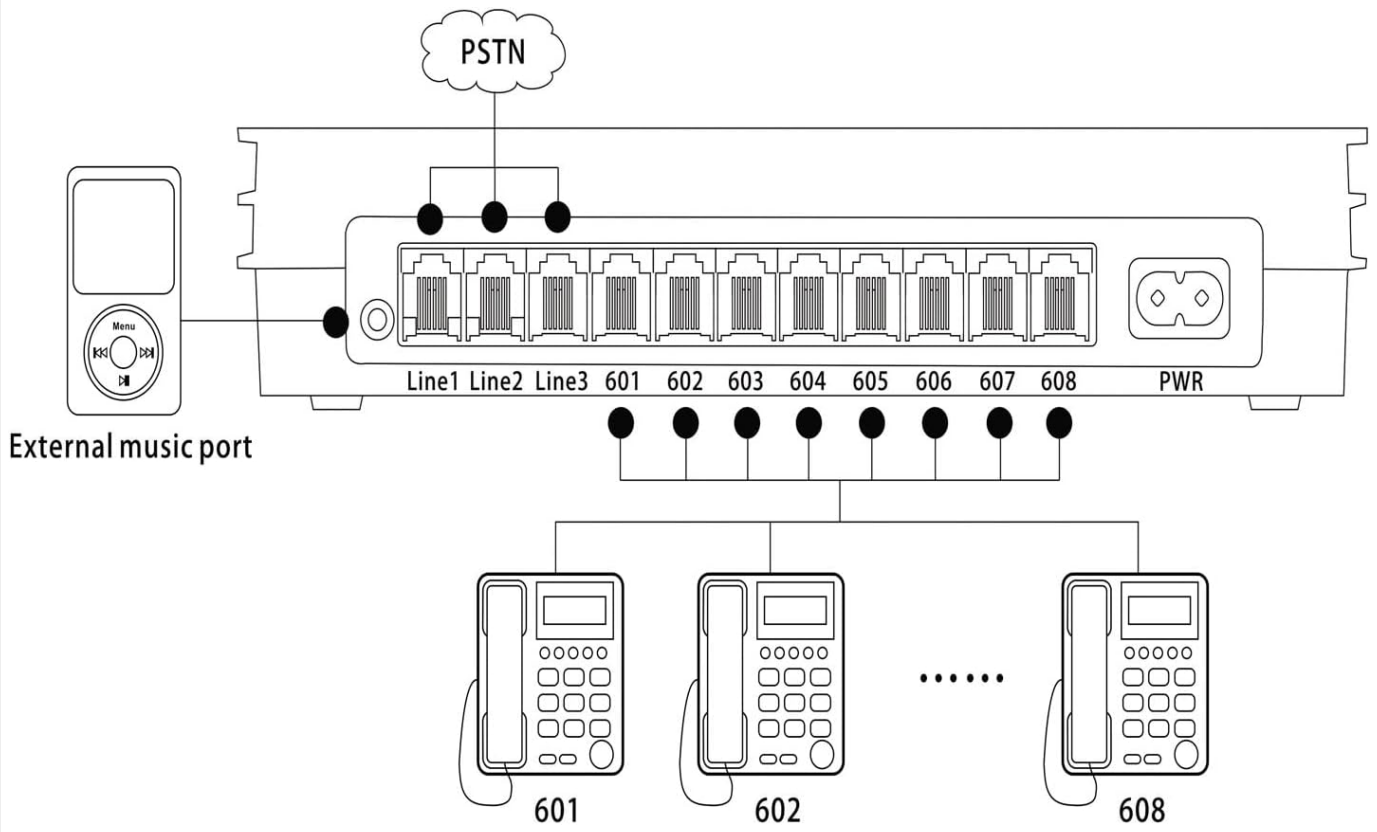


Figure 3: Detailed connection diagram for the SP-208 system, showing PSTN lines, external music port, and extension connections.

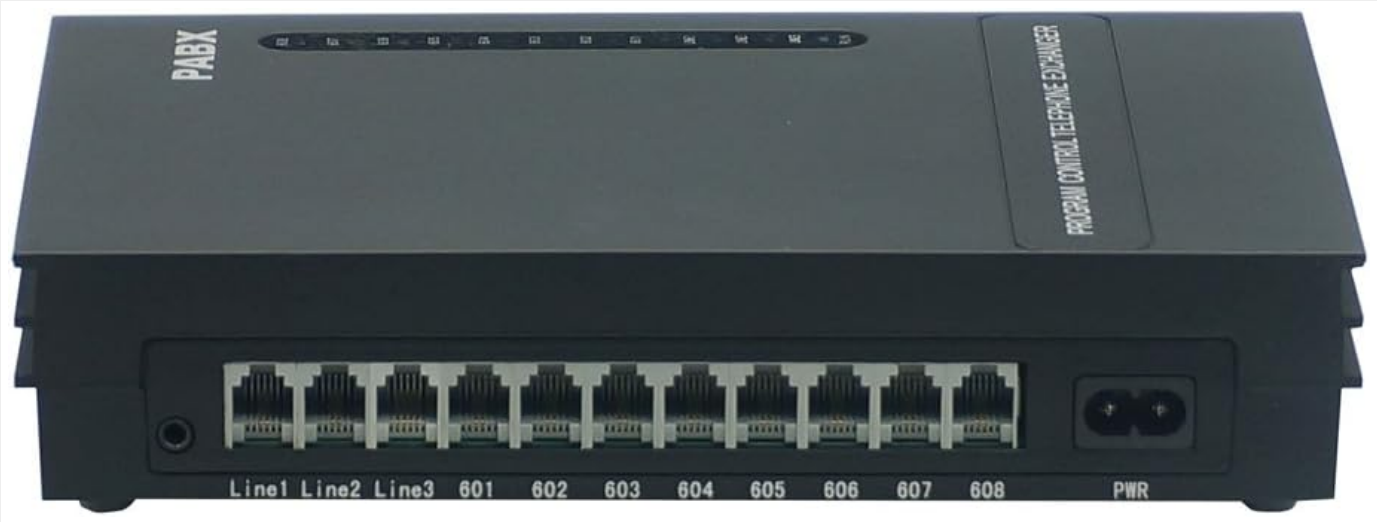


Figure 4: Rear view of the SP-208 unit, highlighting the CO line ports (Line1, Line2), extension ports (601-608), external music port, and power input (PWR).

1. **Connect CO Lines:** Plug your incoming telephone lines (PSTN) into the "Line1" and "Line2" ports on the rear of the PABX unit.
2. **Connect Extensions:** Connect your analog telephones, fax machines, or other compatible devices to the "601" through "608" extension ports. Each port corresponds to an extension number.
3. **External Music Port:** If desired, connect an external music source (e.g., an MP3 player) to the "Music" port for on-hold music.
4. **Power Connection:** Connect the provided power adapter to the "PWR" port and then plug it into a 110V AC power outlet.

3.5 Initial Configuration

Upon powering on, the system will initiate. Most basic functions are pre-configured, but specific settings can be adjusted via programming codes from any connected extension. Refer to the full programming guide (usually included with the product or available from the manufacturer) for detailed code instructions.

- **Extension Numbering:** Default extension numbers are 601-608. These can be reconfigured.
- **Outgoing Greeting Message (OGM):** Record your custom OGM for the Automated Attendant.
- **CO Line Ringing:** Assign which extensions will ring for incoming calls on each CO line.
- **Toll Restriction:** Configure dialing restrictions for specific extensions as needed.

4. Operation

4.1 Making Calls

- **Internal Calls:** To call another extension, simply dial its 3-digit extension number (e.g., 601 to 608).
- **External Calls (CO Line):**
    - **Direct Dialing:** Pick up the handset and dial '9' (default access code) to get an outside line, then dial the external number.
    - **Indirect Dialing:** Pick up the handset, dial the CO line access code (e.g., '81' for Line 1, '82' for Line 2), then dial the external number.

4.2 Receiving Calls

- **Automated Attendant Mode:** Incoming calls are answered by the OGM. Callers can dial an extension directly or wait for operator assistance.
- **Operator Mode:** Incoming calls ring at designated operator extensions. The operator can then transfer the call.
- **Answering:** Pick up the handset of a ringing extension.

4.3 Call Features

- **Call Transfer:** During an active call, press the Flash button (or equivalent), dial the target extension number, and hang up.
- **Call Hold:** During an active call, press the Flash button (or equivalent) to place the call on hold.
- **Three-Way Conferencing:** Initiate a call with the first party, place them on hold, dial the second party, then initiate a conference using the appropriate programming code (refer to the full manual).
- **Do Not Disturb (DND):** Activate/deactivate DND from your extension using a specific programming code.
- **Recording OGM:** Access the OGM recording function via a programming code from a designated extension.

5. Maintenance

The Excelltel SOHO-PBX SP-208 is designed for reliable operation with minimal maintenance.

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the unit. Do not use liquid cleaners or aerosols.
- **Ventilation:** Ensure the unit is placed in a well-ventilated area to prevent overheating. Do not block ventilation slots.
- **Environment:** Keep the unit away from moisture, direct sunlight, and extreme temperatures.
- **Power Cycle:** If the system experiences unexpected behavior, try disconnecting the power for 30 seconds and then reconnecting it.

6. Troubleshooting

This section addresses common issues you might encounter with the SP-208 system.

- **No Dial Tone on Extension:**
    - Check if the extension phone is properly connected to its port.
    - Ensure the PABX unit is powered on.

- Test with a different phone on the same extension port, or the same phone on a different port.

- **Cannot Make External Calls:**
  - Verify that the CO lines are active and properly connected to the PABX.
  - Ensure you are dialing the correct access code for an outside line (default '9').
  - Check if toll restriction is enabled for your extension, preventing certain calls.
- **Incoming Calls Not Ringing:**
  - Confirm that the CO line is active and connected.
  - Check the CO Line Ringing Assignment to ensure your extension is configured to ring for that line.
  - Verify that Do Not Disturb (DND) is not active on the extension.
  - If using mechanical phones, they may require an external ringer amplifier due to different ringing frequencies/power.
- **Poor Audio Quality / Noise:**
  - Check all cable connections for looseness or damage.
  - Ensure the PABX is not placed near strong electromagnetic interference sources.
  - Test with different phones or lines to isolate the source of the issue.
- **Automated Attendant Not Working:**
  - Ensure the OGM has been recorded and is active.
  - Verify the system is in Automated Attendant Mode.
- **Caller ID Not Displaying:**
  - This model primarily supports Caller ID for internal calls between extensions. External Caller ID functionality may be limited or not supported depending on your CO line service and phone type.

For issues not covered here, please consult the full programming manual or contact customer support.

7. Specifications

Feature	Detail
Model	SP-208 (MS208)
Brand	Excelltel
CO Lines	2
Extensions	8
Voltage	110V AC
Product Dimensions (L x W x H)	9.3 x 7.7 x 2.1 inches (23.6 x 19.6 x 5.3 cm)
Item Weight	2.2 pounds (1 kg)
Material	Plastic
Compatible Devices	Analog phones, Fax machines
Answering System Type	Digital

8. Warranty and Support

For specific warranty information, please refer to the documentation included with your purchase or contact the seller directly.
Excelltel provides technical support for its products.
If you require assistance with installation, configuration, or troubleshooting, please reach out to Excelltel customer support through their official channels.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question