



# *eircom* advantage 4800

## System Introduction



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This documentation refers to software version 57.038, Applications card 5.13

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# 1. System Introduction

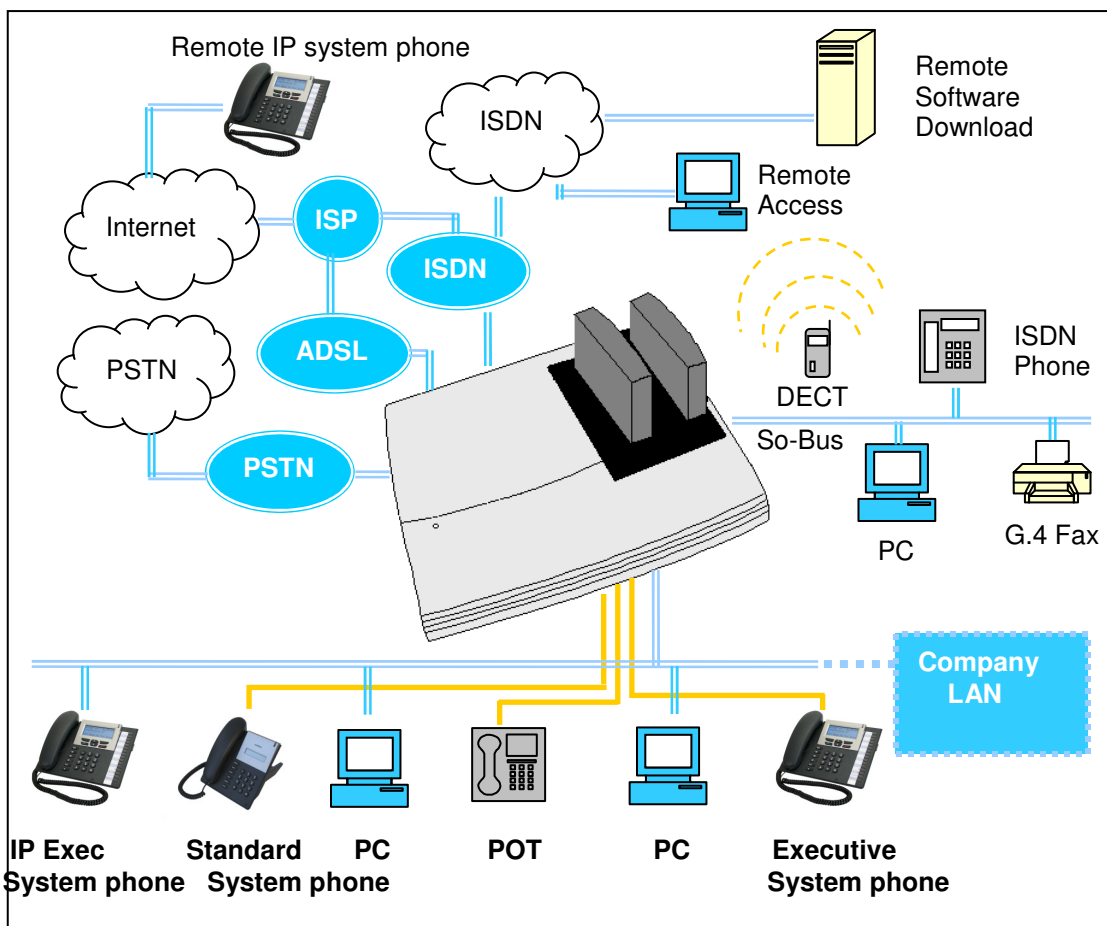
## 1.1 System Overview

### Integrated Platform

The *eircom advantage 4800* system integrates all of the needs of a small business into a single platform that includes Internet access, voice, data and voicemail. Voice calls are handled with the full functionality of a traditional PBX. Calls can be made, received, placed on hold and transferred from any extension on the system to any internal or external party.

### Capacity

The basic control unit is equipped for 16 extensions - 8 digital and 8 analogue. The capacity of the system can be expanded up to 48 extensions by the addition of extension modules into the 2 extension slots. There are no line interfaces on the basic control unit - these are also added by slotting either PSTN or ISDN line modules into the two line expansion slots to a maximum of 8 BRA, 8 PSTN or a combination of both. A 30B+D ISDN Primary rate access (PRA) module can also be connected to the line expansion slots, thereby substantially increasing the line capacities.



The data connectivity of the system is comprised of an integrated ISDN router with data call management and an ADSL modem module that provides broadband Internet access. Both the integrated ISDN and optional ADSL routers contain firewall protection for security purposes.

## 6 Expansion Slots -

Slots 1 and 2	Line Modules
Slot 3	DSL Module
Slots 4 and 5	Extension Modules
Slot 6	Applications card

## Other Interfaces

Ethernet port for connecting to a company LAN  
WAN/ADSL for connecting the Ethernet output from ADSL modem  
PA port  
2 External relays to connect a door phone  
External Music port  
Central Bell  
2-Wire ADSL connection\*  
Call Logging port.

***eircom advantage Executive System Phone*** - The *eircom advantage Executive System Phone* is a full hands free display telephone designed specifically for use with the system. The 4 line, backlit display and associated navigation keys guide the user through the features and programming of the switch; it also has 6 fixed and 16 programmable function keys, with dual colour leds, that give single touch access to many of the most commonly used features. A headset can be connected to the phone if required.

***eircom advantage Standard System Phone*** - The *eircom advantage standard phone* is a fully hands free single line, back lit, display telephone with 6 fixed keys with dual colour leds designed specifically for use with the system.

***eircom advantage Direct Station Select (DSS)*** - A Direct Station Select (DSS) module with 48 keys and leds may be connected to the *eircom advantage Executive system phone*. This will give key and lamp access and status on all of the voice extensions while providing access to commonly used features on any unused keys.

**Normal Analogue Telephones** - The system also supports plain 2-wire analogue telephones, ISDN telephones, fax machines, answering machines, DECT cordless telephones, payphones and modems.

**Applications Module** - The optional Applications card is a plug-in hardware module that can be remotely downloaded with the following applications packages or facilities:

**Voicemail** with email forwarding of voicemails as WAV attachments and basic auto attendant  
Advanced Multi-layer **Auto Attendant** with 10 layers of interactive messages  
Pre-recorded **Music on Hold**, with downloadable WAV capability, up to 45 Minutes  
**Call Record** and email forwarding of voice calls on a global or individual call basis  
Voice storage expandable up to 20 hours with software keys  
**Voice over IP** User Licenses for VoIP compression and echo cancellation

Up to 12-channels may be licensed on the Applications card, for use among the above functions.

Users can access their voice mail remotely to listen to their messages, record new introductory messages or change their diversion settings.

### 1.1.1 PBX Features

**Auto-Attendant** - The Auto-Attendant will answer a call with a recorded message after a pre-determined time and can prompt the user to dial DTMF digits in order to be routed to a specific extension, group or external party.

**Busy Line Details** - If a System Phone makes a call by selecting a specific line and the line is busy, the user will receive Busy tone and the display will indicate the reason the line is busy.

**Call-Back** - When a called extension is busy, a call-back can be set so that when the called extension becomes free, the system will first ring the extension that set the call-back and when that extension answers, the system will ring the called extension.

**Call Brokerage** - Allows the user to make multiple outgoing calls from the same extension and by putting these calls on Hold, toggle from one call to another.

**Call Diversion** - There are 3 types of call divert -  
Divert All Calls  
Divert On No Answer  
Divert On Busy

The Divert All Calls and Divert On No Answer features can be programmed to divert to:

- Extension or Group
- Voice mailbox
- Personal/Common Address book entry
- External number.

The Divert On Busy feature can be programmed to divert to:

- Extension or Group
- Voicemail

**Call Hold** - Places a call on Hold while an enquiry is made.

**Call Intrusion** - Intrudes on an established call. A warning tone is given before the intrusion takes place.

**Call Park** - Places a call on hold which can then be picked up at another extension

**Call Pick off** - Picks off (or takes over) a call in progress at another extension, for example - an answering machine.

**Call Pick up** - Answers a call ringing another extension.

**Call Transfer** - Transfers a call to another extension. Both announced and unannounced (transfer on ringing) transfers are supported.

**Call Waiting** - When on a call, an alert tone will indicate that a call is waiting to be answered. The caller will receive ringing tone to indicate that the called party is being alerted. Call waiting can be enabled for both Internal calls and External calls.

**Conference Call** - The system allows 3 parties to be connected together on a call. A conference call can be set up with -

- 2 other extensions
- 1 extension + 1 external party
- 2 external parties.

**CLIP and CLIR** - (Caller Line Identification Presented and Caller Line Identification restricted)

Incoming calls: The *eircorn* advantage 4800 enables the user to view the identity of the incoming caller before answering the call. Available to all extensions on the system, digital and analogue, provided the latter has the ability to display CLI.

Outgoing calls: System users can prevent their CLI information from being sent to the line by using CLIR (Calling Line Identification Restriction). CLIP is the default mode. The system will present the base number of the line, unless an alternative MSN has been selected in the outgoing CLI option by an *eircom* business systems technician.

**Direct Line Seizure (DLS)** - When DLS is set, an extension will seize a line and receive external dial tone when the handset is lifted or the Speaker key is pressed. This option is programmable on a per extension basis. It is disabled by default.

**Do Not Disturb (DND)** - When set, all calls arriving at the extension will receive Busy tone. The exceptions to this are calls from extensions that have DND override set in system programming.

**Door Phone** - A door phone can be connected to the system using one of the analogue extension ports. When the door phone button is pressed, the system will ring the extensions that have been assigned to answer the door phone. The door can be opened by dialling a code at the extension.

**Email forwarding of voice mail messages and recorded calls** – The system can automatically send an email message to the user each time a voice mail message is left and immediately upon completion of a recorded call. The contents of the conversation or voice mail message are attached to the email as an audio wav file.

**Enquiry Call** Places a call on hold enabling the user to make a call to another extension or external party.

**Fallback to the Operator** – All external calls to a busy group or all unanswered calls at a group may be programmed to divert to an operator group.

**Flexible Numbering Plan** - The extension numbering plan is variable and ranges from 1 to 9 digits in length. The numbering plan accommodates different length extension numbers simultaneously. (E.g. Dial “0” for the Operator, dial “11” for an extension, dial “123” for a group, etc.)

**Group Operation** - Up to 10 different groups of extensions can be defined on the system. Typical groups might be Sales, Purchasing, Technical Support, etc. A user, by dialling a group number from internal dial tone, will ring all members programmed for that group. The system also provides for a leader to be assigned to each group. The leader of a group will receive messages for that group such as voicemails and missed call information.

**Hotline Extensions** - The hotline facility automatically dials a pre-programmed number when an extension goes off-hook. This feature can operate in immediate or delayed mode.

**Internal Calls** - These are calls made between extensions on the system.

**Internal Paging** - Enables an extension user to broadcast a message through the speakers of executive System Phones and/or through a PA device attached to a PA port on the system.

**Least Cost Routing** – Automatically directs a call to its destination using the most economic available route without causing inconvenience to the calling party, according to a rule plan (with up to 50 entries) programmed by the installer.

**MSN/Line Assignment** - Assigns extensions to ring for particular MSN and PSTN lines.

**Missed Calls list** - The system maintains a list of the last 10 missed calls for each extension equipped with an Executive system phone. If more than 10 calls are missed, the oldest recorded on the list will be deleted.

**Music on Hold** – A prerecorded melody may be licensed on the Applications card or a music file may be downloaded into the system, subject to compliance with copyright requirements.

**Operator Functionality** - The system can be programmed so that incoming calls ring different extensions or groups of extensions at different times of the day, e.g. after hours, all calls ring a night service extension. These changeovers will take place automatically but can be overridden by an extension which has Operator Functionality enabled in system programming. Normally only the system administrator or reception extension would have this facility enabled. This feature also allows users to have access to other functions such as Auto-attendant setup and the Common address book.

**Phone Book** - There are 3 phone books available to each extension -

- Personal Address Book which stores 50 numbers per extension. These numbers are only available from the extension that entered them.
- Common Address book which stores 200 numbers available to all extensions on the system.
- Extension List that shows extension numbers and names.

**PIN Codes** - PIN Codes are used as a means of security. Extension users have the option to program a 4 digit PIN code that can be used for accessing features such as Voicemail. See the Voice Mail user guide for more information

**Redial** - The executive system phone can store up to the last 10 numbers dialled from the extension. Using the Last Number Redial feature allows the user to select a number from the list to redial. The Standard system phone will store the last 5 numbers dialled from the extension. Using the Redial key the user can scroll through the last 5 dialled numbers. Standard analogue extensions can only re-dial the last number dialled.

**Roaming PIN** - Calls made from an extension are subject to the level of access that has been assigned to the user of that extension. The level of access defines the types of call the user is permitted to make, e.g. internal calls only, internal and external local calls only etc. The *eircom* advantage 4800 offers up to 100 different user profiles with associated levels of access. By entering a User Name and a PIN code, a user can make calls at a roaming PIN enabled extension using his/her profile with its associated level of access. The *eircom* business systems technician will issue Roaming PIN and user numbers.

**Voicemail** - The optional Applications card provides a maximum of 58 mailboxes. Users can configure their own mailboxes, divert calls to their mailboxes and retrieve, forward or save the voice messages received. Messages may be forwarded automatically by email, as wav attachments, to a designated email address.

## 1.1.2 Data Features

**Ethernet Interface** - The system can be used as a router for Internet access from any PC connected to the Ethernet Port. Browser Based System Programming can also be carried out from a PC connected to this port by the *eircom* business systems technician.

**Internet Access** - The system's built-in ISDN router enables multiple PC Internet access with bandwidth management and a firewall.

**Internet Barring** - Prevents selected PCs connected to the LAN from accessing the Internet by barring the LAN IP address for that PC

**Remote Download** - The system is equipped with Flash Memory, which allows the software of the system to be upgraded from a remote service centre over the telephone line.

**Call Logging** - The system outputs Call Logging records for all external calls, both incoming and outgoing. The Call Logging report is sent over the Ethernet connection using a TCP/IP



port where it can be read by an application such as HyperTerminal. The RS232 serial port can also be used for Call Logging.

**ADSL Router** – The optional ADSL module provides broadband Internet access for PC users connected to the LAN port of the system. This router contains complete Firewall and configuration set-up programming options.

## 1.2 *eircom* advantage Executive system phone overview

The *eircom* advantage Executive Key Set is a full hands free display telephone, designed specifically for use with the new generation *eircom* advantage voice and data switches. This phone, which can be either desk or wall mounted, supports headset operation allowing an increased degree of freedom for more intensive users of the system.

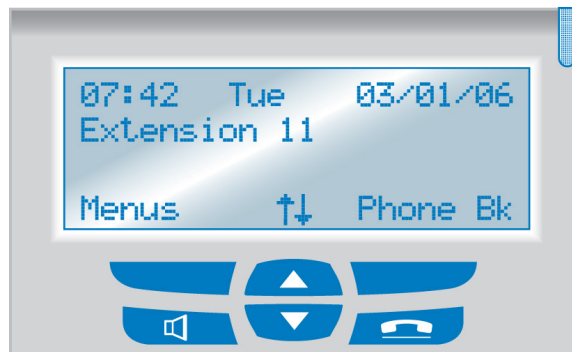


The executive D3 telephone has a 4 line 20-character, backlit display and associated navigation keys which guide the user through the use and programming of the system and of the phone.

### 1.2.1 Display

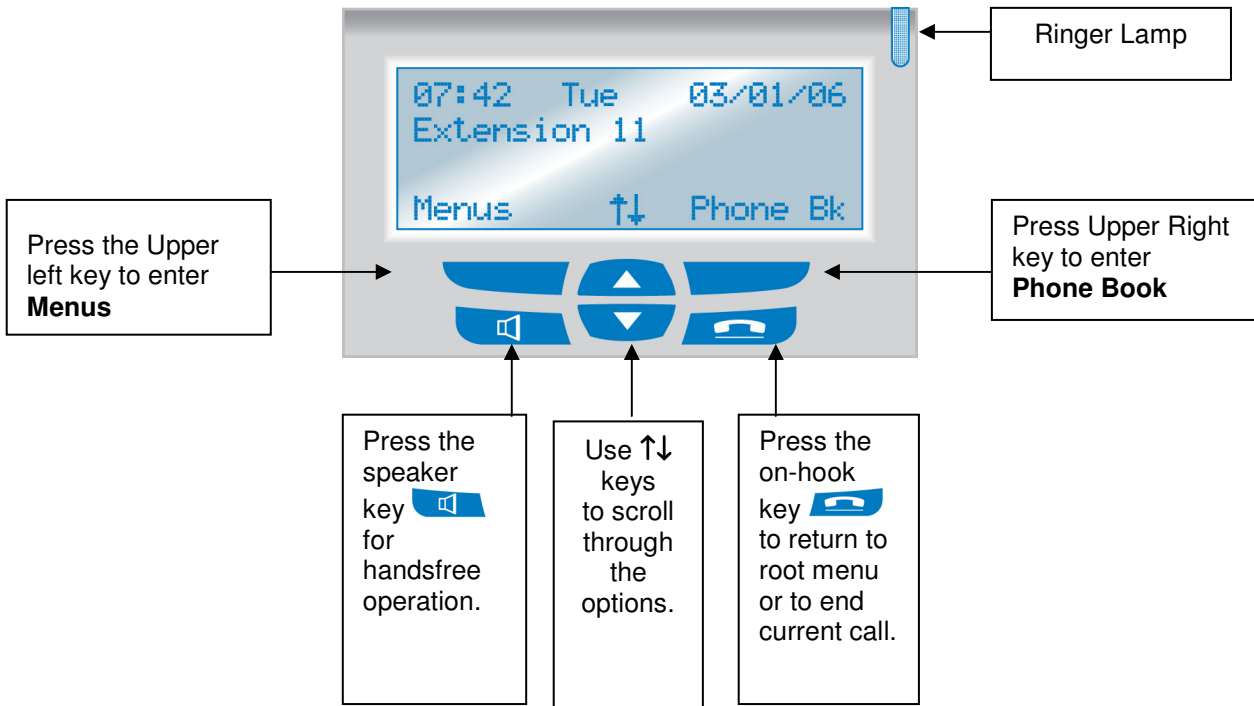
Display prompts provide assistance to the user when operating or programming the telephone and the system.

When the system phone is idle, the display shows the time, day and date on the top line, the extension number on the second line and the function of the context sensitive navigation keys on the fourth. The third line (normally blank) is used to display additional information.



## 1.2.2 Navigation Keys

The Executive System Phone D3 allows call control and programming operations to be performed quickly and intuitively using the phone display and the context sensitive navigation keys.



## 1.2.3 Function Keys

The system phone has 16 programmable function keys, 6 fixed function keys, 4 context sensitive display-associated keys, a green speaker (off hook) key and a red on-hook or return to root key. The user can program the 16 programmable function keys with speed dials or other functions. The 6 fixed function keys cannot be altered.

### Programmable Function Keys

The factory settings of these keys are set as 6 LINE KEYS, 6 EXTENSION KEYS, 2 SPEED-DIAL KEYS, CONFERENCE and PICK-UP.

### Fixed Function Keys

These keys provide single touch access to the most commonly used features of the system:

MESSAGE	MESSAGE for voice mails and missed calls
MUTE	MUTE disconnects microphone for secret consultation
REDIAL	REDIAL for any of the last 10 numbers
PARK	PARK a call for pick-up elsewhere
DIVERT	DIVERT to forward calls
HOLD	HOLD to allow enquiry and transfer

## 1.2.4 Dual Colour Lamps (LEDs)

Each function key has a red and a green lamp. Green is associated with this phone. Red is associated with other users of the system. Fast flashing denotes ringing, slow flashing is for a held or parked call and continuously 'on' means an active call.

## 1.2.5 User Programming

When the *eircom advantage* Executive System Phone is idle, pressing the <Menus> key gives access to the following programmable features and settings enabling the user to configure the *eircom advantage* Executive System Phone to best meet their needs -

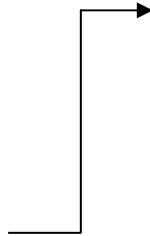
- Personal Address Book** - Enables the user to enter, modify and delete entries in their Personal Address Book.
- Common Address Book** - Enables the user to enter, modify and delete entries in the Common Address Book. (\*)
- Call Diversion** - Enables user to set/clear all types of call diversion.
- Mailbox Settings** - Enables access to mailbox messages and voice mail programming. This is only accessible if the system is equipped with a Voice Module.
- Auto-Attendant Set-up** - Enables the user to Record and listen to the Auto-attendant messages. This is only accessible if the system is equipped with a Voice Module and the Auto-attendant has been enabled. (\*)
- Phone Settings** - Enables the user to customise the phone. (For details, see **Phone Settings** and **Define Function Keys** menus).
- Day/Night Changeover** - Enables manual change of ringing mode from the *eircom advantage* Executive System Phone. (\*)
- List of calls** - Enables access to details of the following:
  - The last ten missed calls.
  - The last ten dialled Numbers.
  - The last ten received calls.
- Roaming PIN** - If an extension has been enabled for Roaming PIN by an *eircom* business systems technician, then that extension has the ability to accept different levels of access associated with a user profile. The *eircom advantage* 4800 offers up to 100 different user profiles with associated levels of access. By entering a User Name and a PIN code, a user can make calls at a roaming PIN enabled extension using his/her profile and its associated level of access.
- Group Settings** - Enables the user to program and access group related settings e.g. Diversion, Mailbox settings, missed call list and PIN codes. This option is only accessible by the leader of a group or by a group member if a PIN code has been assigned for that group.

(\*) - These options are only accessible if the user has been programmed with Operator functionality.

## Phone Settings Menu

The Phone Settings Menu allows the features listed below to be customised to meet the user's individual requirements.

Phone Settings  
Ringing Volume  
Handset Volume  
Speaker Volume  
Headset Volume  
LCD Contrast  
Change Language  
**Define Function Keys**  
Keypad Tones  
Phone Software  
Receive Page Calls  
Show Number  
Change PIN Code



### Programmable Options for Function Keys

- Redial Last Number
- Day/Night Ringing
- Conference Call
- Intrude Call
- Call Pick Up
- Park Current Call
- Phone Book
- Internal Paging
- Transfer Call
- Call Back
- Roaming PIN
- Forward Recall (only if analogue line fitted)
- CLI Restriction
- Any Line
- Extension Key
- Line Key
- Speed Dial Key
- Central Speed Dial

## 1.2.6 DSS Module

The DSS Module for Executive system phones has 48 user-programmable keys with associated LEDs. The function of these keys can be changed by using the Phone Settings menu and selecting the Define Function Keys option on the Executive System Phone.









## 1.3 *eircom* advantage Standard system phone overview

The *eircom* **advantage** Standard Key Set is a handsfree backlit display telephone, designed specifically for use with the new generation *eircom* **advantage** voice and data switches. It has six function keys with dual colour leds and can be desk or wall mounted.



### 1.3.1 Function Keys

The *eircom* **advantage** Standard has 6 fixed function keys. . These keys provide single touch access to the most commonly used features of the system.

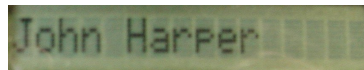
-  **MESSAGE:** A flashing LED alongside the MESSAGE key indicates unanswered voice mail messages.
-  **MUTE:** This key switches off the handset microphone, enabling private local conversations to take place while still allowing the caller to be heard. The mute key is also used to delete digits during on-hook dialling.
-  **REDIAL:** This key redials the last external numbers dialled from the Operafone Standard.
-  **LINE:** One touch access to make an outside call on any available line.
-  **SPEAKER:** This key switches the Standard Key Set to handsfree working.
-  **HOLD:** This key places the current call on exclusive hold for later retrieval.

### 1.3.2 Dual Colour Leds

Each function key is lit either red or green when activated. Green is associated with a function activated by this Operafone and red is associated with a function activated by another phone on the system.

### 1.3.3 Display

The single line, 16-character display with blue backlight provides context sensitive information such as the calling party name.



When the phone is idle, the display shows the time and extension number.

When the user lifts the handset or presses any key, the display backlight is illuminated.



## 1.4 *eircom* advantage 4800 outline specification

Control Unit
0 + 8 + 8
0 Exchange Lines + 8 Digital Extensions + 8 Analogue Extensions

Expansion Slots	
Slot No.	Module
Slot 1	Line Card (4 x BRA / 4 x PSTN)
Slot 2	Line Card (4 x BRA / 4 x PSTN)
Slot 3	DSL Card
Slot 4	Extension Card (8a/b, 8 digital, 8a/b + 8 digital)
Slot 5	Extension Card (8a/b, 8 digital, 8a/b + 8 digital)
Slot 6	Applications card, up to 12 channels, 20 hours storage

Type of Modules
Eight analogue extensions
Hybrid - Eight analogue and eight digital extensions
Eight digital extensions
Four ISDN Basic Rate Accesses (BRA)
Four PSTN lines
ISDN Primary Rate Access (PRA) 30B+D
One ADSL line
Applications card

Extension Capacities			
Analogue	Digital	Slot 4	Slot 5
8	8	0	0
8	16	8 Digital	0
8	24	8 Digital	8 Digital
16	8	8 Analogue	0
24	8	8 Analogue	8 Analogue
24	8	16 Analogue	0
16	16	Hybrid 8A+8D	0
24	16	Hybrid 8A+8D	8 Analogue
24	16	16 Analogue	8 Digital
16	24	Hybrid 8A+8D	8 Digital
24	24	Hybrid 8A+8D	Hybrid 8A+8D
40	8	16 Analogue	16 Analogue

Line Capacities		
Number Of Lines	Cards Required ( Slot 1 )	Cards Required ( Slot 2 )
8 Channel ISDN	4 BRA	0
16 Channel ISDN	4 BRA	4 BRA
4 PSTN Lines	4 PSTN	0
8 PSTN Lines	4 PSTN	4 PSTN
8 Channel ISDN + 4 PSTN	4 PRA	4 PSTN
30 Channel ISDN + 4 PSTN	PRA	4 PSTN
30 Channel ISDN	PRA	0
38 Channel ISDN	PRA	4 BRA

<b>External Modules</b>
<b>Battery Back-Up battery</b>

<b>Features available on the <i>eircom</i> advantage</b>	
Auto attendant – (Call queuing, Voice Response, Out of hours mailbox)	
<b>Browser based system programming</b>	
<b>Browser based User programming</b>	
<b>Call Intrusion</b>	
List Of Calls per Extension: (Available on Executive system phones )	
<p>Missed Calls ( stores up to the last 10 missed calls )</p> <p>Received Calls ( stores up to the last 10 received calls )</p> <p>Dialled Calls ( stores up to the last 10 dialled calls )</p>	
Each of these 3 features presents the user with the following options:	
<ul style="list-style-type: none"> <li>• <b>Call</b> : The user can call back the other party.</li> <li>• <b>Time of Call</b>: The user can view the time and date of the selected call.</li> <li>• <b>Save</b>: The user can save the call details to the personal address book.</li> <li>• <b>Delete</b>: The user can delete the selected call from the list.</li> </ul>	
<b>Call Barring – 7 Levels</b>	
<b>Call Brokerage</b>	
Call Diversion	<ul style="list-style-type: none"> <li>- Divert All</li> <li>- Divert No Answer</li> <li>- Divert On Busy</li> <li>- External and internal divert</li> <li>- Reprogram diversion remotely</li> </ul>
<b>Call Hold</b>	
<b>Call Logging</b>	
<b>Call Park</b>	
<b>Call Pick-up/Call Pick-off</b>	
<b>Call Intrusion Protection</b>	
<b>Call Transfer</b>	
<b>Call Waiting - Internal and external</b>	
<b>CLIP, CLIR</b>	
<b>3 Party Conference Call – (Internal and external, 2 Conference bridges)</b>	
<b>Do Not Disturb</b>	
<b>Email forwarding</b>	
<b>Enquiry Call</b>	
<b>Fallback to the Operator</b>	
<b>Flexible Numbering - 1 to 9 digit extension numbers</b>	
Groups	<ul style="list-style-type: none"> <li>- Up to 10 programmable groups</li> <li>- Group mailbox</li> <li>- Group diversion ( Divert All, Divert On Busy, Divert No Answer)</li> <li>- List of calls per group ( Missed calls, up to 10 )</li> </ul>
<b>Hotline Operation</b>	
<b>Least Cost Routing</b>	
<b>MSN Ringing Assignment</b>	
<b>MSN Restriction</b>	
<b>Music on Hold</b>	
Day/Night service	<ul style="list-style-type: none"> <li>- 5 Ringing modes</li> <li>- 8 Switching per day</li> <li>- 30 Non-switching days, e.g. Bank Holidays</li> </ul>
<b>Paging - PA Port, Executive and Standard System Phones</b>	

<b>Phone Book</b>	- Common Address Book 200 system wide entries (Codes *4000 to *4199) - Personal Address Book 50 entries per extension (Codes *800 to *849) - Internal extension list
<b>Redial</b>	- Last 10 numbers for Executive set and 5 for Standard set
<b>Ringling Modes</b>	( 5 programmable modes)
<b>Roaming PIN</b>	- Up to 100 profiles
<b>User PIN Codes</b>	- One per extension and group (58)

### Flexible Applications

Following features are among those available on the Applications card.

<b>Voicemail with 2 Channels and 4 hours storage or more</b>
58 mail boxes, one per extension and per group.
Storage time ( at least 2 hours) shared on a first come first served basis. The default message length is 1.5 minutes. This can be increased up to 3 minutes.
Call back the party that left a message
Caller ID
Change diversions remotely
Change welcome message remotely
Forwarding of messages with voice message attachment
Time and date stamp on the Executive system Phone
Remote access to mailbox.

<b>Automated Attendant</b>
10 user programmable messages
Interactive voice response
Out of hours mailbox
Information lines
Live transfer
Group messages
Revert to the auto attendant if unanswered

<b>Call Record</b>
Record all calls at particular extensions or record on a user selectable basis
Optional beep notification tone
Email forwarding of recorded calls

<b>Voice over IP</b>
Voice compression
Echo cancellation
Secure, encrypted connections for remote workers

<b>Music on Hold</b>
Preprogrammed internal melody
Up to 40 minutes of wav files may be downloaded

<b>Executive System Phone</b>
<b>Simple 2-Wire connection</b>
<b>Full hands free operation</b>
<b>6 Feature keys</b>
<b>16 Programmable function keys</b>
<b>20 Character by 4-line, back lit LCD display</b>
<b>Context sensitive programming keys</b>
<b>Wall mountable</b>
<b>Headset socket.</b>

<b>Executive system phone DSS Module</b>
<b>48 Programmable function keys with associated LEDES</b>
<b>Simple connection to executive system phone</b>

<b>Standard System Phone</b>
<b>Simple 2-Wire connection</b>
<b>Full hands free operation</b>
<b>6 Feature Keys</b>
<b>16 Character, back lit single line display</b>
<b>Wall mountable</b>