Ref: 2128 BOOK-1

2 LINES TELEPHONE EXCHANGER
USER MANUAL

Integrated Telephone Exchanger System

Fully Automatic Switching/ Computerize Programming

PLEASE READ BEFORE USE AND SAVE

Thank you for purchasing our MASTERPHONE product. This unit has been designed for easy, plug-in installation; compatible with all of popular standard touch tone telephone set; FAX machine; AT-compatible modem of computer.

We suggest you carefully read this instruction manual before operating this unit.

YOUR SALES RECEIPT.

You will need your sales receipt should you ever need warranty service.

You should also save the gift box to re-use if you want to move or ship this unit.

MAIN FEATURES:
1. Available with computerized (automatic) / operator on duty to pickup incoming call.
2. Call forward and transferred by operator or any extension except 801.
3. 10 seconds Digital Voice messenger
4. Four levels setup for any extension calling authorization.
5. Three parties conference.
6. Programmable for each extension not be allowed to make out going call.
7. Music on hold for during transfer call.
8. Three channels for internal call at a time even out going line to be in used.
9. Direct call without pressing pre-fixed code like "9" or "0" for an out going call
10. Allowed to use it as an internal system without outgoing line.
11. Confidential conversation between each extension except the console unit.
12. Pinch-hit for making a call for any extension by the console unit (801).
13. System configuration held when power is down accidentally.
14. IDD locked to be programmable for each extension.
15. Multi-Extensions from 4 up to 8 depend on three available
     ersion-2124 / 2126 / 2128

IMPORTANCE NOTE
1. Within the further instruction in the following contents, we assume you are using the 8 extension exchanger CT-2128. If your product is 6 or 4 extension, the model will be called CT-2126 or CT-2124. Also an extension should always be named 80n, (n for the reserved extension number)
2. The first extension (example: 801) should be assigned as the console unit that for programming. You always to use this unit to program the system initially.
3. The second extension (802) will be recommended to be assigned for the **Manual on Duty** as an **OPERATOR**
3. To use the system correctly, a several steps for initial setting is required as below- THE PROGRAM INSTRUCTION.
4. During setting mode and finish a setting step, a tone "Du.." last two second should be heard when the setting is correct. If a tone "DU..DU..DU.. as a busy to be heard, it inform that the setting with error. Press a key for setting must be stable and last 0.5-1 second.
5. The power indicator will light up when the exchanger is POWER ON.
6. For you initial use the system, we strongly to recommend you to load the *factory default* setting by input *#99 by the console (assigned the first extension 801), then you will hear a tone " Du "to be confirmed.
7. If you just have single telephone line, plug this line to the LINE 1 jack and disable the LINE 2 port by program setting as below. If you have two lines, connect the priority line to the LINE 1 and the other one to the LINE 2 jack
8. The system is requested all extension units with FLASH key in order to perform most of functions. Otherwise, you have to hit the hook switch for half a second instead of FLASH function while performing a procedure which requested with FLASH key.
9. If you are using the model 2124/2126, don't try to call a extension number which greater than capacity of system because you may heard a ring back but no any extension will answer your call.
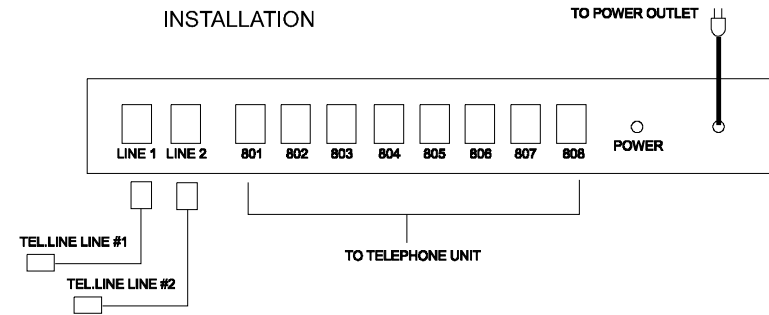
PREPARATION
  Please connected all extensions to the corresponding sockets then plug the AC power cord into a wall jack as shown as below: Be sure the city voltage will be within the Voltage rating that shown on the bottom of the exchanger unit. The power LED will light up while power is ON.
FAX machine connection: A fax machine is recommended to connect to the last extension like the 808 and to be set to AUTOMATIC RECEIVE mode.

COMPUTER MODEM connection: A modem is free to connect to any of extension depend on which extension is close to your computer.

INSTALLATION

PROGRAM INSTRUCTION
Before to use the system at first time, you have to set the system to the factory default setting with 801 unit.
A: SET FACTORY DEFAULT
1. Press the code " *# 99". Then a confirmed "Bu" tone to be heard.
2. Now every of old setting in memory have been removed. The unit as a fresh one is waiting for programming.

NOTE: The Factory default setting will be:
1. The system was set to MANUAL OPERATOR ON DUTY.
2. All of extensions except 801 were **ASSIGNED** to level 3. That mean they will be not allowed to make IDD call.
3. Both INCOMING LINE ports are enable.
4. All of extensions except 801 were set to Normal Receive Mode.
5. The message recorded in the system memory is kept with the last time that some one recorded. (This message will only be changed until you record another new message)

B. SET MANUAL OPERATOR ON DUTY
1. Press the code " *# 12 ". Then wait for a confirmed "Bu: tone.
2. During the manual operator mode, only the 802 extensions will ring when a call is coming. So you have to assign this unit as your on duty OPERATOR.

C. SET COMPUTERIZED ON DUTY
1. Press the code " * #11" then wait for a "Bu" tone.
2. As an electronics operator, a voice which you recorded will prompt all callers how to do when a line to be connected. You will not hear incoming call ringing So, you have to ready a suitable message to keep into the system memory. It is suggested to write it on a paper then repeat it to talk as the following steps in order to get a better effect.

D. RECORD A PROMPT VOICE
  Press the code " * 6 " then wait for a "Bu" tone. You will have 10 seconds to left your voice. One more "Bu" tone to be heard again to remind you that the recording time is over. If a message over 10 second, part of message which after time over should be cut.

E. PLAY BACK A PROMPT VOICE

To check your recorded message, pick up 801 unit and press the digit " * 7 " then your voice will be play back. Suppose you would like to record another new message, just repeat the same procedures as **STEP D**.

F. SETUP AUTHORIZATION LEVEL FOR AN EXTENSION

The system could be assigned four authorization levels for each extension in order to manage all of extensions operation which are under controlled. The level description are explained as below:

1. --LEVEL ONE: It should be used to dial LOCAL CALL; DOMESTIC LONG DISTANCE CALL; INTERNATIONAL LONG DISTANCE CALL.

2. --LEVEL TWO: Allowed to dial LOCAL CALL; DOMESTIC LONG DISTANCE CALL.

3. --LEVEL THREE: Only make a LOCAL CALL.

4. --LEVEL FOUR: For INTERNAL CALL only.

G. ASSIGN A LEVEL FOR AN EXTENSION

Press the code " * # 80n X" (" n " is the last digit of extension; "X" is the number of Level), then wait for a "Bu" tone.

Example: If you would like to set the extension 803 not allowed to make any out going call, press the code " * # 8034 (4 is the fourth level of authorization)

H. EXTERNAL LINE PORT SETTING

With the factory default, both two LINE ports are enable for connection of telephone phone line. If there is only one line you have, the port LINE 2 (EXIT 2) has to be disable in order to avoid the system halt accidentally. Press " * # 01 " to enable LINE 1 to be ready for service and the LINE 2 should be closed.

Suppose you have another line to be used later, press " * # 02 " to release the LINE 2 to be ready for service.

After finish all steps above, the system has been finished the programming and ready to be used. If you find some features or either one of unit has be changed for any reason, just skip to above section to repeat the same steps for corresponding the features

OPERATION INSTRUCTION
H. MAKE A CALL

Pick up a handset of an extension or push it's hand free button, a outline dialing tone to be heard, then press any desired numbers which you would like to call. Waiting for a ring back tone as normal call.

I. MAKE A CALL FOR ANOTHER EXTENSION

Pick up a handset of an extension or push it's hand free button, a outline dialing tone to heard, then press any desired numbers which you would like to call. When a call to be connected, press the FLASH button on the phone or push down a hook switch of phone for half a second and press "80n (n is the last digit of an extension) which you make a call for. Then the unit "80n" will ring and hangs up your phone in order to let that extension to talk with outside party

J. LIMITED DIALING FOR AN EXTENSION

A unit that assigned internal call only should be not allowed to make an out going call. In this case, any other unlimited extension should be available to make a call and transfer for it as above **STEP I.**

A unit that assigned to block IDD call should not be allowed to make an IDD call. In this case, any other unlimited extension should be available to make a call for it as above **STEP I.**

K. RECEIVE A CALL UNDER MANUAL OPERATOR MODE

When a call is coming, the extension 802 will rings, the operator can transfer a call to any extension by pressing FLASH key on the phone then dial the extension number. The called extension will ring and the 802 could be ON HOOK.

L. RECEIVE A CALL UNDER ELECTRONICS OPERATOR MODE   (AUTOMATIC ANSWER A CALL)

1. When a call is coming, the caller will hear the message, which you record during setting mode and there are 10 seconds for the caller to enter the extension number directly if he know. Otherwise a caller could dial "0" to ask for help from operator 802 immediately.
2. After 10 seconds without any input, the unit "802" will ring automatically. The operator will pick up the call then transfer to a desired extension by pressing FLASH then the extension "80n"

M. CONFERENCE

1. Any one of extension will be available to make a conference call during conversation with outside or internal party.
2. During your conversation at either one extension, press FLASH on the phone then dial " # 80n" (n is the

last digit of extension) and waiting for the third party to pick up your call. Keeping your conversation if the third party on line. The system will allow three parties to talk each other at a time.

N. TRANSFER A CALL FOR INCOMING OR INTERNAL CALL

*Press the FLASH and "80n" (n is the last digit of extension) and then let your unit to be HANGS UP . If the receiving party could not pick up a call after 20 second, then the line should be interrupted automatically in order to

release the line for another user.

*During transfer a call, you may not hang up your phone until to wait for the other extension pick up your call. If called party does not pick up a call after 20 second, you will be resume to talk with incoming call party automatically. Also, you may transfer the call to another any time by pressing "FLASH + 80n"(n is the last digit of extension)

O. EMERGENCY CALL

Only the extension "801' has a right to interrupt a communication during any other user on line. In this case, press " * * 80n "(n is the last digit of extension) then the extension 801 can inform the in-used parties and terminate their conversation after 801 hang up in order to make an emergency call immediately.

P. PLACE AN INTERNAL CALL

The system provide up to four channels for four couples of users to make internal call without cross talk each other. Press " * 80n "(n is the last digit of extension) to call another extension. If the extension was set with NO DISTURBING mode, you will hear a busy tone.

Q. SUBSTITUTED ANSWERING A INCOMING CALL

While a call incoming or to be transferred and the extension does not answer it, any other extension could answer this call substituted by pressing " * 0 "

R. MUSIC ON HOLD

During a call to be transferred, the caller will hear a MUSIC which to be the factory default. You can not change it anyway. The MUSIC will be switched off when a call to be picked up successfully.

S. OPERATION UNDER AC POWER DOWN

When an AC power supply is down, the extensions (801 and 802) are still working as a normal simple telephone on duty with LINE 1 and LINE 2. It could be made for out going call or pick up an incoming call.

Others extensions would not be available until to the power is ON. All of setting will be kept during Power Off. Status.

T. NO DISTURBING MODE

   Any of extension has a right to set itself for NO DISTURBING mode by pressing " *1 ". In this case, this extension will not ring and the caller will get a busy tone. To resume to the NORMAL mode, press " *2 " and wait for confirmed "Du" tone.

U. FAX OPERATION

1. Sending a FAX: The operation procedures will be the same as you are using a FAX machine with a single telephone line. See your instruction manual of FAX machine.
2. Receiving a FAX under **COMPUTERIZED ON DUTY** mode, the FAX sender has to press the code of the last extension like "808" which your FAX machine installed. Then your FAX machine will response automatically. Suppose the sender did not know the code of FAX extension, he may press "0" to call OPERATER to transfer this FAX call to FAX extension manually as below.
3. Receiving a FAX under **MANUAL OPERATOR ON DUTY** mode, operator will hear a FAX signal from sender. Then press "FLASH 80n" "(n is the last of extension which your FAX machine installed). Hang up operator's phone and the FAX machine will receive automatically.

V. MODEM OPERATION

   You may connect more than one AT-compatible modem to any extension port for data communication with outside and INTERNET SURFING.

1. Getting a line for INTERNET SURFING or sending data through modem, you may proceed a procedure same as you are using a computer modem with a standard telephone line
2. To picking up modem signal incoming, it is recommended you set the system to MANUAL OPERATOR mode. Before a data communication is built, the caller has to inform your operator first. When a call with modem signal coming, operator will hear a modem signal and press "# 80n"(n is the extension which your COMPUTER MODEM installed). Hang up operator's phone and the MODEM will receive automatically.

Troubleshooting Guide

Problem	Cause & Remedy
Setting seems no function………………..	1. Used a wrong extension to program. You must use 801 to program the system.
Could not hear any incoming call ……….. And could not make a call.	1. Connect the phone line to LINE 1 if you just have single line. 2. At least you have two phone plugged into the extension jacks marked 801 and 802 if you have two phone lines.
Only the (802) is ringing ………….……..	You have to pick up an incoming call with 802 and transfer it to the others
Could not hear any incoming ringing ……. But can make an out going call	The system may be set computerized on duty. Reset the system to Manual Operator on Duty mode.

Some setting did not work ……………….	1. Repeat to program follow above instruction. Recommended to reset the factory default setting 2 Be sure that the confirmation tone "BU" to be heard after each setting during programming mode.
Could not get a dialing tone ……………..	All out going lines were occupied. You just can make an internal call only.
Get a busy tone some times ……………..	1. You may pick up a line and hold without dialing for more than 10 seconds. 2. The called party is in-used. 3. The called extension was set to NO DISTURBING MODE
Caller hear a message which he did not understand or no relative with your personal setting.	You need to record your owned message in order to remove the old record which. it was kept during production in factory.

IMPORTANT SAFETY INSTRUTIONS
WARNING: TO PREVENT FIRE OR SHOCK HAZARD . DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.
PLEASE SAVE THESE INSTRUCTIONS!

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning, So not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bath tub wash bowl kitchen sink, or laundry tub in a wet basement, or near a swimming pool.
5. Do not place this product on an unstable cart stand, or table, The product may fall, causing serious damage to the product.
6. Slits and openings in the cabinet and the back or bottom are provide for ventilation, to protect it from over   heating, these openings must not be blocked or covered .The openings should never. be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of   power supply to your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
9. Do not overload wall outlets and extensions cords as this can result in the risk in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. opening or removing covers may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the appliance is subsequently

used.
12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions.
    a. When the power supply cord or plug is damaged or frayed.
    b. If liquid has been spilled into the product.
    c. If the product has been exposed to rain or water.
    d. If product does to operate normally by following the operating instructions. Adjust only those
    controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
    e. If the product has been dropped or the cabinet has been damaged.
    f. If the product exhibits a distinct storm.
13. Avoid using a telephone (OTHER THAN A CORDLESS TYPE) during an electrical storm. There may be a remote risk of electric shock from lighting.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Other than a cordless type and there may be a remote risk of electric shock from lighting.

The lightning flash and arrow head within the triangle is a warming sign alerting you of "dangerous voltage" inside the product.	**CAUTION** RISK OF ELECTRIC SHOCK **DO NOT OPEN** CAUTION : TO REDUCE THE RISK OF ELECTRIC SHOCK NO DOT REMOVE COVER (OR BACK) NO USER SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	The exclamation point within the triangle is a warning sign alerting you of important instruction accompanying the product.