Operating / Programming Manual & Warranty Document

PBX Model: 108B

We extend a warm welcome to you on becoming a part of the Copper Connections family.
Our service support Engineers shall be working hard through our channel partners to ensure your satisfaction with the product and after sales services.
We welcome your feedback / query at CCLSERVICECCL@GMAIL.COM

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NOTE-Copper Connections reserves the right to alter equipment specifications and description contained herein and makes no commitment to update or keep current the information herein. All information herein is subject to change at any time without notice. No part of this publication shall be deemed to be part of any contract or commitment whatsoever.

- Product specifications and features are subject to changes without prior notice due to our constant endeavor to improve the product.
- All features mentioned in this manual are not part of standard systems. Some features need optional hardware/software up-gradation.
- Not every feature in this manual is likely to have been installed in your system or extension.

Introduction

All Junction lines of the PBX are Disabled in default. To enable them refer heading "Junction Line - Enable / Disable"

Model	Junction Lines	Extensions	Door Phones	Door Locks
		-		
		-		
105B	Numbered as 1	- Numbered as 601 to 605 - 602 is the Operator. - Programming can be done from 601, 602, 603, 604 & 605	1 1 Door Phone consumes 1 Extension port.	NA

Installation

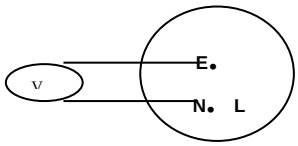
Cabling

- All cables of the EPABX should be at least 6" away from the electrical cables.
- They should be at least 12" away from the area of high frequencies like tube light chokes, Electric Motors, etc. If it is not possible to avoid, then use shielded cables and earth the shield.

Earthing

Earth connected to the EPABX should not have more than 5 volts on it.

3 PIN AC Plug



GOOD EARTHING

Voltmeter reading between N & E must be more than 100mV and less than 5V

BAD EARTHING

If voltmeter reading between N & E is more than 5V, do not run the Copper Connections System on it.

Location

- The PBX should be installed in a well ventilated area and at a place where there is no chance of liquid spilling over it or moisture getting into it (Like in the Bathrooms etc).
- Direct sun light should not fall on the PBX.
- The PBX should be installed on the wall at a minimum of 2 ft height from the floor.

Note**:** The Company's warrantee voids if the above points are not followed.

Front Panel Indications

Following is the descriptions of the LED indicators of the front panel of the PBX:

LED Name	***Description***
POWER	Blinking means PBX is working on Mains AC or Battery.

Connections

The PBX has the following connectors on its side panel:

Connectors	***Description***
LINE 1	Terminate the 1st Junction Line here through a RJ Connector.
EXT 601	Terminate the 1st Extension wires over here through a RJ Connector.
EXT 602	Terminate the 2nd Extension wires over here through a RJ Connector.
EXT 603	Terminate the 3rd Extension wires over here through a RJ Connector.
EXT 604	Terminate the 4th Extension wires over here through a RJ Connector.
EXT 605	Terminate the 4th Extension wires over here through a RJ Connector.
AC 220V	Connect the 3 pin main lead here. Make sure that the EARTH wire connected to it is coming directly from the point where EARTH is created.

Switch at the Bottom of the PBX

It is for switching the PBX ON / OFF.

Note**:** The PBX is supplied RJ Connectors with short leads for terminating the cables to RJ Sockets. It is recommended to Crimp RJ connectors directly to the cables in order to maintain the aesthetics.

Precautions:

- The Mains AC socket from where the PBX is given 220 V AC, should be separately made by taking direct connections from the MCB Box and no other Electrical appliance should be connected on this point.

Terminologies Used

JUNCTION LINES - Telephone Lines provided by the Department of Telecom.
EXTENSION LINES - Extension Lines mean the EPABX extension lines.

Programming the PBX

To program most of the feature mentioned in this manual, programming Password is to be entered from any extensions (601, 602, 603, 604, 605) through the following command**:**

#∗0000 (Here, 0000 is the default Password)

In case of any mistake while programming, keep the Handset down and pick up again.
Whenever a correct input is entered, PBX will give one single acceptance tone and when wrong input is given, it will give three tones.

Allowed Table

Numbers to be allowed to extensions whose L = 0, are to be defined in this table. For value of L refer “Junction Dialing Controls”.
This table has 16 Locations.
Procedure**:** Dial #∗0000 + 43 QQ ABCD#
Where QQ= 01 to 16 (16 Locations of the Table)
ABCD= The starting 4 digits of the Tel numbers to be allowed to extension.
For less than 4 digits, dial # at the end of digits.

To clear this Table, Dial #∗0000 + 43 #
To clear a particular location of this table, Dial #∗0000 + 43 QQ #

Auto Attendant Operations (*Optional*)

Note: This feature is optional, and can be provided at an extra cost.
When the PBX is operated in this mode, the Junction caller gets a welcome message.
Three types of messages can be recorded for the following 3 conditions**:**

Welcome Message (20 Secs)
Busy Message
No Answer Message

Auto Attendant Enable/ Disable:

To set Junction in Auto Attendant mode:
Dial #*0000 + 101 #
To set Junction in Direct Ring mode:
Dial #*0000 + 111 #

Message Recording/ Listening:

To Record Auto Attendant Message:

Dial #*0000 + 12 M #

Listen Auto Attendant Message:

Dial #*0000 + 13M #

Where- M = 1 for Welcome Message (20Secs)
= 2 for Busy Message
= 3 for No Answer Message

Busy Message ON/OFF:

The facility of playing Busy message can be turned ON or OFF.

To turn ON Busy Message: Dial #*0000 + 124 #

To turn OFF Busy Message: Dial #*0000 + 134#

Ring Time Setting:

This is the time for which call will ring on dialed extension.

Dial #*0000 + 496 TT # where TT is time duration in seconds (01-99)

Extension Number Dial Timeout:

After the welcome message is played, the user must dial an extension number within this time period.

If no extension number is dialed, then the message can either be repeated or call can be transferred to an extension.

Dial #*0000 + 160 TT # where TT is time duration in seconds (01-10)

Auto Attendant Mode Settings

1.**Options when caller doesn't dial any number / dials a wrong number:**

a) **Disconnect Junction Line:** # * 0000 160 #

b) **Transfer the call to Operator:** # * 0000 161 #

If operator is busy, call will ring as per programmed junction landing in Simultaneous/ Round Robin.

c) **Transfer the call as defined in Junction Landing:** # * 0000 1616 #

Default: Call is transferred to Operator.

2.**Options when called extension in busy or not answered:**

a) **Disconnect Junction Line:** # * 0000 166 #

b) **Transfer the call to Operator:** # * 0000 1660 #

If operator is busy, call will ring as per programmed junction landing in Simultaneous/ Round Robin.

c) **Transfer the call as defined in Junction Landing:** # * 0000 1666 #

d) **Play Welcome Message again:** # * 0000 1665 #

Default: Call is transferred to Operator.

Auto Call Back

From Busy Junction Lines

To get a call back when any of the busy Junction lines get free, following is the procedure**:**

Dial 0
Get engaged tone
Dial #
Keep the handset down.

As soon as any one of the busy Junction lines gets free, the Extension will ring. It will ring once and the user can pick Handset within 10 secs to get connected to the Junction line.

From Busy Extensions

To get a call back when any of the busy Extension gets free, following is the procedure**:**

Dial Extension Number
Get engaged tone
Dial # and Keep the handset down.

As soon as the busy Extension gets free, the called and calling Extensions will ring simultaneously. User can pick handset within 10 secs to get connected to each other.

Auto Call Disconnection

Selected extensions can be programmed to disconnect Out going Junction call after talking for a set time.

Procedure**:** Dial #∗0000 + 6 N TT #

Where, N= Last digit of the Extension Number.

TT= 01 to 99. Time in minutes after which the Junction call is to be disconnected.

Note**:** In default there is no restriction.

: This auto call disconnection is not applicable on incoming Junction calls.

To cancel this feature**:** Dial 6 N 00 #

Barge-In

Extension number 601 and 602 has the facility to barge into any Extension or Junction Line and over hear or talk in conference.
To listen to a Junction line, dial # 7 1
To listen to an Extension, dial # 77 Ext Number

Call Forward

There are two types of Call Forwarding**:**

Call Forward Always

Dial # 26 N XXXX

Where, XXXX= Extension number where Calls are to be forwarded. Flexible number (2-4 digits long)

N= the last digit of the original Extension.

Dial # 26 N # (To clear the feature of N Extension)

Dial # 26 # (To clear the Call Forward Always feature of all the extensions. T)

Call Forward When Busy / No Answer (This can also be used as Round Robin feature - Refer "Junction Line Ring Assignment")

If calls are to be diverted only when the Extension is busy or is not answering, then:

Dial # 27 N XXXX

Where, XXXX= Extension number where Calls are to be forwarded. If flexible numbering is done then enter the Flexible number. **If the Flexible number is say 26 then XXXX will be = 26 & not 026.**

N= The last digit of the **original Extension number (Not the flexible number**)

Dial # 27 N # (To clear the feature of NN Extension

: To cancel Call Forwarding Busy / No Answer of all the extensions**:**

Dial # 27 # from any of the programming Extensions.

: To cancel all type of Call Forwarding of all the extensions:

Dial # 25 # from any of the programming Extensions.

: To retain the Call Forwarding programming after the PBX is switched ON/OFF,

Dial #∗0000 + 171 # (This is the default setting in the PBX)

: To lose the Call Forwarding programming after the PBX is switched ON/OFF,

Dial #∗0000 + 170 #

Ring Time change in Call Forward When Busy / No Answer

The ring time on extension, in case of Call Forward, can be changed using the following program:

Dial #∗0000 + 184 TT #

Where, TT= 01 – 99 Ring Time in seconds

Default value = 20 secs

Note: The time entered here, should be less than the Internal Call Ringing Time.

Call Pick-Up

PBX has various codes for call pick up as detailed below:

Dial 5 or Dial # 9 - To pick up an incoming Junction call ringing on another extension,.

It will pick the calls in following priority

Junction Call being Transferred
Incoming Junction Call ringing
Junction Call on Hold
Door Phone Call
Internal Call

Note- Call Pick up by 5 will work only when there is no flexible numbering is starting by 5. If any flexible numbering is done which is started with 5 then call Pick up by 5 gets automatically cancelled.

CLI (Calling Line Identification)

The incoming Junction call telephone number is displayed on the LCD of the CLI phone on which the defined Junction call rings. This feature will work with Telephones having CLI feature.

CLI Transferable / Internal CLI

When a Junction call is transferred from an extension to another extension, the external telephone number is displayed on the LCD of the CLI phone. When an extension calls another extension, Extension number is displayed on the LCD of the CLI phone.

CLI – Digits addition

Some CLI Telephones cannot display less than 4 digit numbers. In that case if the PBX extension numbers are less than 4 digits then additional dummy Zeros need to be added by the PBX.
Procedure**:**

To Enable, Dial #∗0000 + 180 1 #
To Disable, Dial #∗0000 + 180 0 #

Note- If CLI digit addition is enable then if extension is of 2 digits then 2 dummy zeros are added before extension number and if the extension number is of 3 digits then a zero is added before the extension number.

Default: Disabled

CLI Receiving Mode (DTMF / FSK)

The system senses CLI on Junction lines in DTMF mode or FSK mode.

Procedure**:**

Dial #*0000 +1810# for FSK mode
Dial #*0000 + 1811# for DTMF mode

Default: DTMF mode

CLI Transmitting Mode (FSK)

The PBX generates CLI on Extensions in DTMF mode in default.

Conference with 1 Junction & 1 Ext

An extension user can establish a conference with an extension and a Junction line.

Process**:** During conversation with a Junction line, Hook-Flash to hold the line.
Then dial ∗ Ext No.

Day / Night Mode

The PBX can be configured in 2 sets of programming. One for the day mode and one for the night mode.
To change the system to Day Mode, Dial # 20
To change the system to Night Mode, Dial # 21
Default**:** Day Mode.

Denied Table – A

Numbers to be disallowed to extensions whose L = 4, are to be defined in this table. For value of L refer “Junction Dialing Controls”.
This table has 16 Locations.

Procedure**:** Dial #∗0000 + 41 QQ ABCD#
Where QQ= 01 to 16 (16 Locations of the Table)
ABCD= The starting 4 digits of the Tel numbers to be denied to extension.
For less than 4 digits, dial # at the end of digits.

*To clear this Table**:*** Dial #∗0000 + 41 #
*To clear a particular location of this table**:*** Dial #∗0000 + 41 QQ #

Denied Table – B

Numbers to be disallowed to extensions whose L = 5, are to be defined in this table. For value of L refer “Junction Dialing Controls”.
This table has 16 Locations.

Procedure**:** Dial #∗0000 + 42 QQ ABCD#
Where QQ= 01 to 16 (16 Locations of the Table)
ABCD= The starting 4 digits of the Tel numbers to be denied to extension.
For less than 4 digits, dial # at the end of digits.

*To clear this Table***:** Dial #∗0000 + 42 #
*To clear a particular location of this table***:** Dial #∗0000 + 42 QQ #

Do Not Disturb (DND)

In DND mode, no one can call the DND extension
PROCEDURE: Dial # 83
To cancel DND, simply lift Handset.
Default: Normal Mode

Door Phone

Upto 2 Door Phones can be connected to the PBX.
Open the back cover of the Door Phone and connect 2 wires on the Terminal block.
These 2 wires are to be connected to any of the Extension port (from 601 to 605) of the PBX.
To define the Extension as the first Door Phone extension, program as below**:**

Dial #∗0000 + 80 N#

Where, N = 1 - 5 (Representing the Extension numbers from 601 to 605)

To make the first Door Phone extension as a normal Extension, program as below**:**

Dial #∗0000 + 800 #

Door Phone ring assignment

Dial #∗0000 + 82 N # - To assign extensions to ring when Door Phone calls.

Where, N= 1 – 5 (Representing the Extension numbers from 601 to 605)

Repeat the program for up to 3 Extensions maximum except door phone.

Dial #∗0000 + 82 # - To clear all programmed extensions for Door Phone calls.

Emergency Call

When any extension dials # 88, all extensions start ringing. All extensions get connected to the extension who had dialed the Emergency code. All can talk in conference.

Extension to Extension call

Extension numbers in default are from 601 to 605 and can be changed to 2 digits, 3 digits or 4 digits numbering as explained under the heading “Flexible Numbering”.

Flash Time setting

The Flash time of the PBX can be changed as described below:

Dial #∗0000 + Dial 00 L #

Here, L= 1 (for 0.8 secs)
2 (for 1.0 secs)
3 (for 1.2 secs)
4 (for 1.5 secs)
5 (for 1.8 secs)

Default: 0.4 Secs

Flexible Numbering

Extension numbers can be changed to a desired number of 1 digit, 2 digit, 3 digit or 4 digits from 11 – 6999.
The numbering can either be 1 digit, 2digit, 3 digits or 4 digits in any combination.
The flexible number cannot begin with digits 0, 7, 8 and 9.

Procedure**:**

Dial #∗0000 + 9000 + # (This also resets all the flexible numbering of the PBX)

Dial #∗0000 + 9 N ABCD #

Where, N = Last digit of the original extension number (This original number always remains the one that is printed on the MDF even if flexible numbering is done).

ABCD = The new Extension number. For less than 4 digits, dial # at the end Of Extension Number.

If all the new numbers to be made in sequence then following programming can be done with single program. This avoids lengthy programming:

Dial #∗0000 + 9000 L K #

Where, L = Length of new numbers – 3 digits or 4 digits

K = First digit of the new numbering. If K=2 then the numbering will become 201 (or 2001) Onwards. Then all those Numbers can be changed through the following programming.

Default: 601,602, to 605

Hot Line to Junction

Some or all extensions can be programmed to get Junction Line on lifting the Handset.
To dial internal numbers, dial ∗ on lifting the Handset. You will get internal dial tone of the PBX.
To program an extension to get a free Junction line on lifting handset,

Dial #∗0000 + 20 N#

Where, N= last digit of Extension numbers that is to be programmed for Direct Junction Access.

Dial #∗0000 + 20 # - To convert all Extensions in “Hot Line to Junction” mode

Dial #∗0000 + 21 N # - To convert NN Extension in normal mode.

Dial #∗0000 + 21 # - To convert all Extensions in normal mode.

Note**:** When all Extensions are converted to Hot Line then to get into the Programming mode, lift Handset – dial ∗ # ∗ 0000 + Whatever Programming to be done.

Default: Normal Mode

Hot Line to Extension

Some or all extensions can be programmed to get connected to an Extension, on lifting the Handset.
To dial internal numbers, dial ∗ on lifting the Handset. You will get internal dial tone of the PBX.

To program an extension in this mode,

Dial #∗0000 + 883 N XXXX#

Where, N= last digit of Original Extension numbers that is to be programmed for this feature.

XXXX = Extension number to which call will land in Hotline feature..

Dial #∗0000 + 884 N # - To convert N Extension in normal mode.

Note**:** When all Extensions are converted to Hot Line then to get into the Programming mode, lift Handset – dial ∗ # ∗ 0000 + whatever Programming to be done.

Default: All extension is in Normal Mode.

Junction Access During Power Failure

When the system is switched OFF, the Junction lines get directly connected to following respective extensions.

Junction Number	Extension Number to which it gets connected
01	601

Junction Access Codes / Change

Junction lines can be accessed by dialing 0.

Junction Access Control

Every Extension can be programmed to access Junction Line.

The access to each Extension can be different in Day mode and Night mode.

Procedure**:**

Dial #∗0000 + 70 1 N X # (For Day Mode access)

Dial #∗0000 + 71 1 N X # (For Night Mode access)

N = Last Digit of Extension Number

X = 0 to allow Junction access

1 to Disallow Junction access.

Dial #∗0000 + 70 1 X # (To allow/disallow all extensions to access Junction in Day Mode)

Dial #∗0000 + 71 1 X # (To allow/disallow all extensions to access Junction in Night Mode)

Default: All extensions are allowed to access Junction Line in both Day and Night mode.

Junction Dialing Controls

Junction dialing facility can be controlled Extension wise as below**:**

Dial #∗0000 + 40 N L #

where, N= Last digit of Extension number.

L = 0 - The Extension can dial only the numbers starting with digits defined in “Allowed Table”

1 - The Extension can dial all numbers.

2 - The Extension can dial all numbers except for ISD numbers.

3 - The Extension can dial all numbers except for STD numbers.

4 - The Extension can dial all numbers except for the numbers starting with digits defined in “Denied Table-A”

5 - The Extension can dial all numbers except for the numbers starting with digits defined in “Denied Table-B”

6 - The Extension cannot dial out but can make internal calls.

To give all extensions the same L value: Dial #∗0000 + 40 L #

Note**:** In default: all extensions are in L = 1 mode.

Junction Call Hold + Transfer

To transfer a Junction line to another extension, FLASH and dial the Extension number while talking on the junction line. Now there can be following 4 conditions:

1. When called extension lifts, calling extension can converse and then keep the Handset down. The Junction call will then get transferred.
2. Called extension lifts but doesn’t want to talk then he may keep the Handset down. The call will come back to the transferring extension.
3. The called extension is ringing but not lifting the Handset. Keep the Handset down. The call will ring on the called extension for 25 secs and if not answered it will ring back on the transferring extension. Now if the Transferring extension is busy, the Junction call will keep waiting for the Transferring extension to get free.
4. If the called Extension is engaged, the user will hear 2 tones. Now FLASH to get back to the Junction line. If FLASH is not done within 10 secs, the Junction line will get connected. This is the default setting in the PBX.

Alternately the user can change to the following mode**:**

On dialing an engaged extension user would get engaged tone. During the engaged tone user can FLASH and get connected to the Junction line but call will not come back after 10 Secs.

Programming**:** Dial #∗0000 + 831 #

To shift back to the default setting, Dial #∗0000 + 830 #

Junction Dialing Delay Time

This is the time after the last digit dialed by an extension on Junction Line.
It is 7 secs in default.
The PBX assumes call maturity from after the lapse of this time.
The FLASH function to hold an Incoming Junction call starts working after the lapse of this time.
To change this delay time, Dial #∗0000 + 03 TT # Where, TT= 01 to 99 secs. Default value = 07 (7 secs)

Junction Line Ring Assignment

Junction lines incoming ring can be set in the Direct ring modes**:**

Direct Ring Mode (Calls land on Operator or defined extensions in Simultaneous Ring mode or Round Robin Ring mode)

Direct Ring Mode (Simultaneous / Round Robin)

Simultaneous Ring

In this mode, incoming Junction lines ring on one or more Extensions.
Incoming ring of Junction Lines can be programmed separately for Day and Night modes as described below:

Dial #∗0000 + 3 1 M 0 + N^1 + N^2…..+N^5 #

M = 0 for Day mode/ 1 for Night Mode

N^1….N^5= Here N is the last digit of Original extension number.

Round Robin Ring

In this mode, the incoming Junction call lands on one extension. If that extension is busy or doesn't respond within few rings then the call shifts to another extension.

Programming**:**

Dial #∗0000 + 3 1 M 1 + N^1 + N^2…..+N^5 #

M = 0 for Day mode/ 1 for Night Mode

N^1….N^5 = Here N is the last digit of Original extension number. **(Not the Flexible Number)**

When all assigned extensions are busy

When the extensions assigned for the Junction incoming call are busy, The assigned extension when busy, will hear a waiting call beep after every 5 seconds. On flashing ext will get connected to incoming junction call.

Default: All the Junction Lines land on Extension number 601 and 602 in Simultaneous Mode.

Junction Line - Enable / Disable

To Enable Junction Line, Dial #∗0000 + 060 1 #
To Disable Junction Line, Dial #∗0000 + 061 1#

Note: In default Junction Line is enabled.

Memory Dialing

The PBX has memory for 48 telephone number that can be dialed from an extension by dialing 2 digits codes. However, if the ext is given only local dialing facility, then it cannot dial STD number of the memory.

Storing Telephone number in memory- Dial #*0000 35 CC NN#
Where CC is Memory location (01-48)
NN is Telephone number maximum 16 digits
Note: In case mobile numbers are not dialing properly each time, add 0 or 00 before the number while adding.

Deleting memory codes-
To delete a particular dialing code- Dial #*0000+ 35 CC#
To delete all memory dialing code- Dial #*0000+ 36#

Memory Dialing Enable/Disable-
To Enable Dial #*0000 + 37 0#
To Disable Dial #*0000 + 37 1#
Default: Disabled
Note- If memory dialing is disabled then it will check the Junction dialing control for extension.

To dial a number from memory- Dial 7CC

Operator Extension Setting

In default Extension number 602 is defined as Operator and this extension can be changed if desired by the user.

To change the Operator Extension, Dial #∗0000 + 15N#
Where, NN = Last digit of Extension which is to be made the Operator.
Default: Operator Extension is 602
To call operator Dial 9

Password

There is only one Password for the whole PBX programming and this Password can be changed by the user. The default Password is 0000.
Process to change the Password**:** #∗0000 + 09xxxx# Here, 0000 = Default password
xxxx = New Password
To reset default Password: #*#*#*#

PBX Version

To check the PBX Version **Dial #64** from CLI Phone, PBX will give a beep tone after that put the handset down.
When Phone is ON Hook PBX version is displayed after a ring.

Redial

To redial Telephone number on Junction Line, Dial 0 + Telephone Number
Get Engaged Tone
Press ****** on the SLT Telephone set.
Alternately, press 'Redial' key on Telephone Set after getting engaged tone.

Resetting the PBX programming

To reset all the program of the PBX except Flexible numbering & Junction Enable/Disable to default values,
Dial #∗0000 + 0000 + #
To erase only flexible numbering of the PBX, Dial #∗0000 + 9000 + #

Ring Time Settings

Two type of ringing time can be configured as explained below**:**
Junction Ring to be sensed as disconnected
The PBX senses the Junction line as disconnected after 7 secs of the last ring voltage. This time can be reduced or increased by using the following program:
Dial #∗0000 + 182 TT #
Where, TT= 50 in default for 5 secs delay. Reducing this time could give problem in CLI.
Internal Call Ringing Time
This is the time for which an extension keeps ringing when an Extension call another Extension.
Program**:** Dial #∗0000 + 494 TT #
Where, TT= 01-99 secs (Default Value = 99 secs)

Troubleshooting

Problem	***Solution***
There is no ring on any extension	Press RESET Switch (next to the relay) on the SMPS card of the PBX, twice.
The Power LED on the front panel Is ON but there is no dial tone on any extension.	Re-insert the connectors of the lead that connects the SMPS card to the main card of the PBX. Re-insert the connectors at both ends of the lead.

Technical Specifications

Switching	Space Division Multiplexing
Power Supply	SMPS type
Input	AC 80V to 260V
Extension Loop Resistance	Less than 600 Ohms
Ambient Temperature	+5°C to +45°C
Ambient Humidity	95% Maximum
Recommended Batteries for Battery Backup	Rechargeable 7 AH 24V Maintenance Free Lead Acid batteries (Use 12V 7AH x 2 Batteries)
Telephone Sets	Pulse or DTMF dialing Phones
Cabling	2 Core from every Telephone set to the PBX

Warranty claim details

This manual is also your Warranty document and should be preserved along with Invoice copy for claiming warranty.

Model Number as per the Invoice: . . . . . Product S.No.: . . . . . .
Date of purchase: . . . . . Purchaser Name: . . . .
Purchaser's Contact No: . . . . . Purchaser's Address: . . . .
. . . . . .

Copper Connections Pvt. Ltd. warrants that this product is manufactured under stringent quality standards, making it free from defects in material and workmanship, as per the following terms and conditions:

1. The limited warranty for the system is valid for a period of twelve months from the date of purchase or fifteen months from the date of manufacture which ever is earlier.
2. The limited warranty extends only to the original consumer/ purchaser of the product and is not assignable or transferable to any subsequent purchaser/end user.
3. During the limited warranty period, Copper Connections Pvt. Ltd. or its authorised service network will repair or replace, at Copper Connections Pvt. Ltd. option, any defective product or parts thereof with a new or factory rebuild replacement items and return the product to the consumer in working conditions. No charge will be made to the consumer for either parts or labour in repairing or replacing the product. All replaced parts shall become the property of Copper Connections Pvt. Ltd..
4. Repaired product will be warranted for a balance of original warranty period.
5. Upon request from Copper Connections Pvt. Ltd. or its authorised service center, the consumer must provide purchase receipt or other information to prove the date and place of purchase.
6. The consumer shall have no benefit or coverage if any of the following conditions are applicable:
   a) The product has been subjected to abnormal use, abnormal condition, improper storage, exposure to moisture or dampness, exposure to excessive temperature or fire etc., unauthorised modifications, unauthorised connections, unauthorised repairs including but not limited to use of unauthorised spare parts in repairs, misuse, neglect, abuse, accident, alteration, improper installation.
   b) Copper Connections Pvt. Ltd. was not notified by consumer of the alleged defect or malfunction of the product during the limited warranty period.
   c) The product was used with or connected to equipment not fit for use with Copper Connections Pvt. Ltd. system or used in other than its intended use.
   d) THE SYSTEM IS NOT CONNECTED TO A PROPER EARTH OR INCASE HIGH VOLTAGES APPEAR ON EARTH.
   e) THE DAMAGE IS CAUSED BY LIGHTENING ON EXTENSIONS/ JUNCTION LINES/ OR SPIKES/ SURGES/ HIGH VOLTAGES FROM AC MAIN SUPPLY.
7. The consumer may contact the authorised dealer to call the service personnel for carrying out repairs or maintenance and the same would be attended within a reasonable response time assigned to the dealer.
8. The consumer will be billed for parts or labour charges not covered by this limited warranty.
9. If the product is brought to Copper Connections Pvt. Ltd. for repairs, after the warranty period Copper Connections Pvt. Ltd. normal service policy shall apply and customer shall be charged accordingly.
10. In no event shall Copper Connections Pvt. Ltd. or their authorised dealer be liable for special or consequential damages or any delay in the performance of this warranty due to causes beyond their control. Copper Connections Pvt. Ltd. shall not be liable for incidental or consequential damage or a loss of anticipated benefits or profits, loss or impairment of privacy of conversation, work stoppage or loss or impairment of data arising out of the use or inability to use the product.
11. Copper Connections Pvt. Ltd. neither assumes nor authorises any authorised service center or any person or entity to assume for it any other obligation or liability beyond what is expressly provided by this limited warranty. All warranty information, product features and specifications are subject to change without prior notice.
12. Any dispute arising out of this warranty shall be subjected to jurisdiction of the arbitrator within the city of Delhi.
13. The decision of Copper Connections Pvt. Ltd., on defects, damages etc shall be final and binding on the parties and no dispute regarding this, could be agitated before any civil court.

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ISO 9001:2015 Certified company

Copper Connections Pvt. Ltd

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