SX-20* AND SX-10E*

CONSOLE OPERATING INSTRUCTIONS AND CUSTOMER PROGRAMMING

MITEL

ALARM

MIN CON MAJ A1 A2 A3 A4

0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9

EXTENSION STATUS

EQPT BELL CALL RES
BUSIED OFF NIGHT BLOCK PWR

SYSTEM STATUS

CW

TIME

1 2 3 4 5 6 7 8 9 10 11 12

TRUNK STATUS

CALL STATUS

CANCEL

NIGHT SERVICE | ALARM | STATUS | BELL OFF | EXT. METR. | PAGE | MSG WAIT | BOTH | SPLIT | RELEASE

RECALL | DIAL 0 | I/C GRP 3 | I/C GRP 2 | I/C GRP 1 | INTRUDE | HOLD 3 | HOLD 2 | HOLD 1 | ANSWER

1 2 3
4 5 6
7 8 9
* 0 #

Contents

Introduction

This booklet has been designed to tell you how to operate the console for the SX-20 and SX-10E Private Automatic Branch Exchanges. Although both of these systems offer an extensive range of sophisticated features to the operator and to the extension users, operation of the console remains very simple and visual displays give you all the information needed to handle all types of call easily.

After a description of the console itself, this book provides step-by-step instructions for answering and connecting calls and for using the special features of the two systems.

1 The Console

The console consists of a display area, a keyboard, a tone ringer and a handset.

1.1 Displays

Information on calls and the status of the system is provided by the various displays that form the upper part of the console. Each display is described below, starting from the left hand side of the console.

URGENT   The lamp glows if a fault is detected in the system by the internal diagnostics program. If the fault is a power failure, the system will go into Power Fail Transfer Mode, under which two trunk lines are connected to two extensions. The rest of the system will cease to function in the event of a total power failure. The lamps marked NON URGENT and CON and those marked A1, A2, A3 and A4 are not used but are reserved for future developments.

CW   This numeric display indicates the number of calls waiting to be answered.

TIME   Time is displayed continuously in 24 hour or 12 hour format with lamps indicating AM or PM. The clock stops on a major fault.

EXTENSION   A panel of eighty lamps indicates the state of the extensions. If the lamp is ON the extension is busy. If the lamp is OFF, the extension is free and if the lamp is FLASHING the extension is on Hold. The way the extensions are arranged amongst the EXTENSION STATUS lamps depends on the installation and this can be altered by the installation engineer. Some of the lamps are not used.

TRUNK STATUS	The twelve lamps in this group indicate the states of the trunk lines connected to the system. A lamp ON indicates that the trunk is busy. If it is OFF, the trunk is free. If the lamp is FLASHING, the trunk line is on Hold or has been busied out.
SYSTEM STATUS	In this group there are five lamps marked:
EQPT BUSIED	This lamp flashes to indicate that some equipment in the system has been busied out, due to the diagnostics detecting a malfunction or by manual busying out.
BELL OFF	This lamp glows when the bell has been turned off.
NIGHT	When the system is in Night Service, this is indicated by the NIGHT lamp.
CALL BLOCK	When the CALL BLOCK lamp is lit then inter extension calls are prevented between certain extensions. This feature is also known as Barring Extension to Extension.
CALL STATUS	This block of eight alpha-numeric displays is the indication to the operator of the calls being processed. The number of the party to which the operator is talking is shown on the left and any other party involved on the right. Some examples follow:

You are connected to extension 225.

You are connected to extension 225 and extension 218 is on Hold.

You are connected to extensions 225 and 218 in a Three-Party Connection.

The system uses three symbols on the CALL STATUS display to show other call functions.

This display indicates that you are connected to exchange line 2.

`o02  218c`

Exchange line 2 is recalling the console after Waiting-On-Busy at extension 218.

`o02  218r`

Exchange line 2 is recalling the console after ringing and not being answered at extension 218.

1.2 Keys

The lower part of the console has three rows each of ten push keys. Each key has a lamp incorporated in its moulding. If the lamp is OFF, the function associated with that key is quiescent. If it is ON, the key is active and if the key lamp is flashing some action is awaited from the operator. Twenty seven of the keys have fixed functions and are described below.

1.2.1 Direct Extension Select (DES) Keys

The first nine keys are connected to specific, frequently used, extension, trunk lines or Hunt Groups. You can call any of these by pressing and releasing the key. The numbers should be typed or written on the key designation strips. Your system may be programmed so that you can change the assignments of the DES keys in which case do it as follows:

> Press the DES key and hold down. If the key is not programmed, the symbols 'dn' will appear on the Call Status Display, denoting 'directory number' If the key is programmed, the number programmed will appear. In either case, use the dial pad at the right, to enter or change the number. Dial in the required number, if this is a Hunt Group or Trunk Group, use the appropriate access code.

1.2.2 General Function Keys

CANCEL — Cancel a misdialled or incomplete call using this key.

NIGHT SERV — This key switches the system into and out of Night Service, or changes the Night Answer point for particular exchange lines. The key LED glows to show that Night Service is working.

- Pressed once — the system goes into Night Service and the key LED lights.
- Pressed twice — the system returns to Day Service and darkens the key LED.
- If your system is so programmed, you can change the night answer points. Hold the key down — the display shows the exchange line equipment number on the left and the Designated Night Service Answer point on the right. The answer point number can be changed from the Dial Pad. You can inspect the next exchange line assignment by dialling *.

ALARM	If the system detects an alarm, the tone ringer sounds and the ALARM key LED flashes. Pressing the ALARM key stops the ringer, displays the alarm code and makes the key LED glow steadily. Releasing the key blanks the display and stores the alarm code. The key LED glows steadily to indicate that the code is stored. The key LED remains glowing steadily until the alarm is cleared using the Operator Functions.
STATUS	This is intended mainly for the maintenance engineer. The key may be pressed a number of times with the results described below.

- On the first pressure, the Call Status Display shows the number of lines busied out.
- On the second pressure the state of the first eight trunks is shown according to the code: 0 = free, 1 = busy, 2 = busied out and − = not connected.
- On the third pressure the remaining four trunk lines are displayed in the same way as the first eight. Not SX-10E.
- The fourth pressure displays the Generic number of the software installed, for example 545-01.
- The fifth pressure causes all the small lamps in the cabinet or Remote Display Unit, if installed, to light.
- On the sixth pressure, all the small lamps on the console light.
- On the seventh pressure all the alpha-numeric displays on the console show 8's and the bell sounds (even if switched OFF).

BELL OFF	Pressing this key switches off the console's tone ringer. The lamp in the key glows when the tone ringer is off. Switch the tone ringer on by pressing the key again. If the ringer is disabled (BELL OFF LED glowing) incoming calls are indicated by key LEDs and a number in the CW display indicating the number of calls waiting.
MSG WAIT	This key allows you to signal any extension that you have a Message Waiting. After Message Waiting has been applied to an extension, the system rings the extension at pre-programmed intervals. If you press the MSG WAIT key with the console free, the Extension LEDs light to indicate which extensions have messages waiting.

BOTH	This key allows you to establish a three party conversation. The key LED remains lit during the three party conversation. Pressing the BOTH key again removes the three party connection.
SPLIT	This key allows you to speak privately to either party in a three-party connection. Each time you press the key, the conversing party and the holding party are interchanged.
RELEASE	Pressing this key releases an active call from the console.
RECALL	Calls returning to the console can be answered by pressing this key. (See ANSWER key)
DIAL 0	Use this key to answer callers who have dialled the operator. (See ANSWER key)
I/C GRP 1-3	These keys allow you to identify and select which incoming exchange line group to answer. (See ANSWER key)
HOLD 1, 2 and 3	These represent three separate Hold slots, in which you can store incoming calls temporarily. Speak to the caller then press one of the Hold keys. The call will be held whilst you make other calls. You can recover the call by pressing the relevant Hold key or by dialling the appropriate access code. Alternatively you can instruct one of the extension users to pick up the call by dialling the same code.
ANSWER	This key lets you answer any call at the console, whether it is an incoming group call, a dial 0 call or a recall. The use of this key will answer calls in the order they arrived at the console.

1.2.3 Superfunction Keys

The two spaces between BELL OFF and MSG WAIT in the middle row and one space between I/C GROUP 1 and HOLD 3 have not been described. These may be programmed by the installation engineer to perform SUPERFUNCTIONS. Six possible superfunctions are available and any three may be selected. The functions should be typed or written on the key designation strips. The Superfunctions are as follows:

BARRING	Some extensions may be programmed so that you can prevent their making calls between themselves. To operate this facility you press the BARRING key. To remove the restriction, press the key again. Whilst Barring is in operation, the key light and the CALL BLOCK light glow.

AUTO WAKE-UP	To set an automatic alarm call, press and hold down AUTO WAKE—UP key then dial the number of the extension requiring the alarm call. The time already set will appear on the CALL STATUS display, or if no time is set, dashes. If you wish to change the time, dial in the time required in 24 hour notation. If you wish to cancel the call, dial 9999.
INTRUDE	This key lets you interrupt a busy extension. All parties hear a burst of intrusion tone when the key is first pressed, and then every 6 seconds whilst the key is held down. If you are barred from intruding, you will hear Number Unobtainable tone.
OVERFLOW	If you press OVERFLOW, whilst handling calls, all calls waiting and all future calls, which are assigned to Night Service Dial Answer, will ring the night bell immediately.
EXT. METR	You can examine the number of call units used by a particular extension by pressing this key and dialling the extension number. The extension number appears on the left of the CALL STATUS display, while the number of call units accumulated is shown on the right.
PAGE	Holding this key down lets you access the paging equipment (if fitted). Console paging, using the page key, overrides any other user of the paging equipment.

INTRUDE, EXT METR and PAGE are among the keys provided. BARRING, AUTO WAKE-UP and OVERFLOW can be provided by simple program change.

1.2.4 Dial Pad

The console dial pad allows you to originate any exchange line or extension call. The pad also allows you to dial the special Operator Functions.

NOTE
It is possible on rare occasions for a console key to become stuck down, in which case all the keys will stop working. If this happens and the key cannot be released by hand, go into NIGHT SERVICE by removing the handset plug and call the maintenance engineer from one of the extensions.

1.3   Tone Ringer

The console has a tone ringer which sounds a distinctive note when action is required of the operator. This may be:—

Incoming call	One short note every 6 seconds
Alarm	One short note every 12 seconds

In addition the operator can hear the following patterns of tones through the handset:—

Busy	One short tone every second
Intrusion	One short tone every 6 seconds
Ringing	Two short tones every 6 seconds
Unobtainable	Continuous note

2   *Answering and Connecting Calls*

Most of your time will be spent answering and connecting calls by using the ANSWER, RELEASE and CANCEL keys and the dial pad. We describe these keys first.

Notes
1 PRESS RELEASE ON FINISHING EVERY CALL even if the caller has already cleared. This is necessary to clear the console.
2 The CALL STATUS display always shows you to whom you are connected.
3 The BOTH and SPLIT keys let you connect to a particular party in a call. (See 3-5 Using the SPLIT key).

2.1 Answering calls

When a new call arrives, the console tone ringer sounds, the CW display increments, ANSWER key lamp and either the DIAL 0 or one of the I/C GROUP key lamps flash.

To answer the call: PRESS THE ANSWER KEY
or
PRESS THE I/C GROUP or DIAL 0 KEY

The ringer now stops, the CW display decrements, the flashing lamps glow steadily and the CALL STATUS display indicates:

For incoming trunk calls, the equipment number of the trunk being used
OR

For dial 0 calls, the calling extension number

Notes
1 If a new call to the console occurs while a call is already being handled, the console gives a single ring. The incoming call key lamp flashes (unless it is already lit) and the CW display increments.
2 If there is more than one call waiting, pressing the ANSWER key connects you to the call that has been waiting the longest. It is possible to answer calls out of sequence by pressing the appropriate incoming call key.
3 Dial 0 calls can be made by extensions that are already engaged in a call. In these cases the CALL STATUS display identifies the other party in the existing call.

2.2 Connecting calls

To connect a caller to an extension:

First— PRESS THE DES KEY
or
DIAL THE EXTENSION NUMBER ON THE DIAL
PAD

The number appears on the left of the CALL STATUS display — if the number is not the one you entered, then you have either misdialled (in which case press the CANCEL key and redial the number), or the call has been diverted.

Next —

If the extension is free,
you hear ringing tone and
the DES key and the
EXTENSION STATUS
lamps glow
OR
If the extension is busy,
you hear busy tone.

2.2.1 Handling a call to a free extension

Either connect the caller to the ringing extension or wait for an answer before connecting the call. Waiting for an answer lets you announce the call. In each case make the connection by PRESSING THE RELEASE KEY, which also clears the console for the next call. (A call released to a ringing extension recalls to the console if it remains unanswered after a preset time).

2.2.2 Handling a call to a busy extension

You may notice from the Extension Status Display that the extension is busy. In this case ask the caller what he wishes to do. You can either:

Wait on the busy extension	PRESS THE DES KEY or dial the number. Press the RELEASE key — the call is connected automatically when the extension comes free, or recalls to the console it it remains unanswered after a preset time.
OR	
Hold until the connection can be made	PRESS THE HOLD KEY — the call is held until it can be connected. When the extension is free announce the call and then retrieve the held call by pressing the appropriate HOLD key and pressing the RELEASE key — call is connected. (See 3.3 Hold).

OR

Try a new extension	PRESS THE DES KEY or DIAL THE NEW EXTENSION NUMBER

OR

Intrude on the call	PRESS THE INTRUDE KEY (See 4.5 Intrusion)

OR

Abandon the call	PRESS THE CANCEL KEY and then PRESS THE RELEASE KEY

2.3 Answering recalls

Recalls are calls that the system returns to the console for further operator action. They occur when a call released from the console is not answered after a preset time (20, 30 or 40 seconds depending on how the system has been programmed).

A recall activates the tone ringer and causes both the ANSWER key lamp and the RECALL key lamp to flash.

To answer the recall:	PRESS THE ANSWER KEY or PRESS THE RECALL KEY

The ringer now stops and the flashing lamps become steadily lit. The CALL STATUS display shows the caller on the left and the destination on the right.

The letter at the right hand is:

"r" if the call is a ringing recall.

OR

"c" if the call is a Wait-On-Busy recall.

After answering the recall, ask what the caller wishes to do and connect the call in the usual manner.

2.4 Originating calls

To call an extension:	DIAL THE EXTENSION NUMBER or PRESS THE DES KEY
To make an external call:	DIAL THE ACCESS CODE FOR THE REQUIRED LINE (eg 9 for an exchange, or "outside", line) and after receiving dial tone, DIAL THE EXTERNAL NUMBER.

The ANSWER or DES key lamps light up and you hear ringing, busy etc as appropriate. The CALL STATUS display shows the trunk equipment number for an external call, or the extension number for a call to an extension.

Note

When an extension user calls and asks for an external number, the connection is made when you press RELEASE. If the extension user wishes to be called back when the call has been established, instead of waiting, then:

1   Establish the external call.
2   Dial the extension number or press the DES key.
3   Press BOTH. Announce the call.
4   Press RELEASE.

If the extension user wishes to wait while you establish the call, then it is best to proceed as follows:

1   Put the extension on Hold.
2   Establish the external call.
3   Retrieve the extension from Hold.
4   Press BOTH. Announce the call.
5   Press RELEASE.

This ensures that the meter pulses are transferred correctly.

3 Using the Call Features

3.1 Abbreviated dialling

Abbreviated dialling allows you to store frequently used numbers in the system and then dial them by keying a code for that number. For example: you can store an international number such as 0101 613 592 2122, and then dial that number by entering a 3 digit code, such as 110. The system will store up to 60 numbers each 26 digits long.

To use abbreviated dialling: DIAL THE ABBREVIATED DIALLING ACCESS CODE (e.g. 1) and then DIAL THE ABBREVIATED DIALLING ENTRY CODE of the required number (two digits)

The system then calls the required number, with the displays showing the usual call information.

To **display** an abbreviated dialling number:

1 Dial * 60 .

2 Dial the Abbreviated Dialling Entry Code.

   The CALL STATUS display shows the Abbreviated Dialling Entry Code and up to the first 6 digits of the number. A further press of the * key moves the number one place to the left — this can be repeated until all of the number is displayed.

3 Pressing the RELEASE key clears the displays.

To **enter** an abbreviated dialling number:

1 Display existing number. If this is to be changed or is blank:
2 Dial * 65
3 Dial the Abbreviated Dialling Entry Code (two digits, eg 20)
4 Dial the full telephone number (including access code and any special digits)

The CALL STATUS display shows the most recently entered 8 digits of the full telephone number.

6 Press the RELEASE key to enter the number and clear the displays. (Any mistakes made before this point can be corrected by pressing the CANCEL key and starting again).

To delete an abbreviated dialling number·

1 Dial * 65 .

2 Dial the Abbreviated Dialling Entry Code.

3 Pressing the RELEASE key deletes the number and clears the displays.

Notes

It is important to amend lists of abbreviated dialling numbers whenever a number is added or deleted.

Some abbreviated dialling numbers require special entries.

These are as follows:

   *1   **This inserts a delay of 5 seconds into the dialling sequence.**
   *2   **This causes the system to wait for dialling tone.**
   *3   **This allows the user to insert digits manually.**

Our engineers will be able to inform you if these are ever required.

3.2   Number Re-Dialling

You can re-dial the last trunk number you dialled as follows

(a)   Make any trunk call.

(b)   Use any feature excluding outgoing trunk calls.

(c)   Press 10

(d)   The trunk number previously dialled will be automatically re-dialled.

3.3   Hold

You can hold three callers at the console simultaneously and carry on with processing other calls.

3.3.1   Placing a call on hold

If you are speaking to a caller, the extension number or trunk number will be displayed at the left of the display. To put the caller on Hold, press one of the three HOLD keys. The caller is put into Hold, the CALL STATUS display clears and the lamp in the selected HOLD key glows. The TRUNK STATUS or EXTENSION STATUS lamp flashes. You may put three callers into Hold this way.

3.3.2   Recovering a call from hold to the Console

To recover a call from Hold, press the appropriate HOLD key. You are then reconnected and his number reappears on the CALL STATUS display. Alternatively, you can dial 451, 452 or 453, these being the access codes for Hold Slots 1, 2 and 3 respectively.

3.3.3   Recovering a call from hold to an extension

If one of the extensions dials the same access code (451, 452 or 453), they can recover the held call. You will know that they have done that because the lamp in the Hold key will go out.

3.3.4   Recalls from hold

If the held caller is not recovered within the preset timeout period, the call will reappear at the console. The RECALL key and ANSWER lamps flash and the bell sound. You can answer the call by pressing the RECALL key or the ANSWER

3.4 Three Party Conversation

You can set up a three party conversation from the console. The conversation is restricted to three parties, including the operator, and only one of these can be a trunk call. Usually, three party conversations are set up at the request of a caller, so to set up the call:

1   Dial the number of the next party in the conversation and, when they answer, press the BOTH key.

    The BOTH key glows and the party at the console is connected to the conversation.

The CALL STATUS display shows the two parties other than the operator in the conversation

2   Press the BOTH key to break the three party conversation into two separate calls, one on Hold.

The CALL STATUS display shows the extension called on the left, and the extension on hold on the right.

You can talk to either of the two parties separately by using the SPLIT key (see 3.5 below).

3   Press the RELEASE key to disconnect the console from the conversation.

3.5 Using the SPLIT key

The usual programming of the system automatically splits all connections made by the console, so that, for example, incoming calls can be announced. Automatic splitting has been assumed throughout this booklet. However, calls must be manually split during a three party conversation. Split the calls as follows:

● Press the SPLIT key once to talk privately to the source of the call.

● Press the SPLIT key AGAIN to talk privately to the destination of the call.

● Pressing the BOTH key allows you to talk to both parties of the call.

The CALL STATUS display always shows you to whom you are connected on the left and any other number involved on the right.

3.6 Message Waiting

You can use the system to remind you that there is a message waiting for a specific extension. At intervals the system rings the extension with three short rings to inform the user that there is a message waiting with the operator.

When the extension calls the operator, the system flashes the MSG. WAIT key to remind the operator there is a message for that extension.

To apply Message Waiting:

1 Ring the extension by either pressing the DES key or dialling the extension number on the dial pad.

2 If there is no answer at the extension, press the MSG WAIT key.

3 Press RELEASE.

The extension will receive the distinctive message waiting ringing (three short rings) repeatedly at pre-programmed intervals. When the extension calls the operator and the operator answers the call, the MSG WAIT key will flash to remind the operator that there is a message.

To cancel message waiting, perform steps one to three above again. If you dial *29, all messages waiting will be cancelled.

To find if there are any extensions with messages waiting, press the MSG WAIT key when the console is free. The system shows those extensions with messages waiting by lighting their DES key and busy lamp field lamps.

3.7 Automatic Wake-Up

You can use the system to provide automatic wake up alarm calls to extensions. On answering the alarm call, the extension user receives either a special wake-up tone, or music (if you have a music source fitted to the system). If the extension does not answer the alarm call, or if the extension is busy, the system will repeat the call twice more at five minute intervals.

To set up an alarm call and read the time already set:

1 Dial *71 or hold down the AUTO WAKE-UP key.

The CALL STATUS display
shows "A71" followed by a dash

2 Dial the number of the extension requesting the call.

The CALL STATUS display
shows the extension number
followed by a dash, and then
four digits indicating the time
already set in 24 hour notation.

If no time is already set, four
dashes appear in place of the
time.

3 If you wish to change the time set, dial the required time in 24 hour notation.

4 If you wish to cancel the alarm call, dial "9 9 9 9"

5 Press RELEASE or release AUTO WAKE-UP.

To display an alarm call without resetting it:
1 Dial ***** 72.
2 Dial extension number.

`216-0730`

The CALL STATUS display shows the extension number followed by a dash, and then four digits indicating the time already set in 24 hour notation.

If a printer is in use, each time an extension is called by the Automatic Wake-Up system or the operator makes a change to the settings, there is a printout as follows:

    203   03/19   10:33   WU   10:45   Answer

Representing Extension number, Date, Time now, Wake-Up, Time set and one of six alternative messages, which may be:

Set   Changed   Cancelled   Answer   No Answer   Busy.

4 Other Features

4.1   Setting the date

If your KINSMAN system uses MERLIN TX14*
FeaturePhone telephones, these require the date to be set as
follows from the console:
(a)   Dial * 80.
(b)   Dial two digit date, two digit month and two digit
          year.
(c)   Press RELEASE.

4.2   The clock

The console TIME display is a 12-hour or 24-hour digital
clock that shows the time in hours and minutes.

To set the 12-hour clock:
    1   Dial * 14 followed by the hours (2 digits), followed
        by the minutes (2 digits). (Enter the hours in the
        24-hour system, eg 6 p.m. is 18)
    2   Press the RELEASE key.

To set the 24-hour clock:
    1   Dial * 15 followed by the hours (2 digits), followed
        by the minutes (2 digits). (Enter the hours in the
        24-hour system, eg 6 p.m. is 18)
    2   Press the RELEASE key.

4.3   Adjusting the tone ringer

You can adjust the volume of the tone ringer from the
knurled wheel on the back of the console.

4.4   Paging

If your system is connected to paging equipment, you can
page someone by holding down the PAGE key while making
the announcement. The PAGE key lamp lights whilst the key
is pressed. If the PAGE key lamp is on while you are not
pressing the key, then someone else is using the paging
equipment. Pressing the key at this point disconnects the
other person and frees the equipment for your use as long
as the key is pressed. You can also access the pager by
dialling 68 and pressing RELEASE when finished.

* Trademark of British Telecom

4.5 Intrusion

When a busy extension has been called, the call can be interrupted by pressing and holding down the INTRUDE key. A warn tone is heard when the connection is made, and every six seconds while the INTRUDE is held down. Releasing the INTRUDE key breaks the connection.

Notes

1   You will be heard by all the parties of the call as it is impossible to talk to the extension user privately.

2   Some extensions can have a class of service that prevents intrusion, in which case you will hear number unobtainable tone when you press the INTRUDE key.

4.6 Night service

The Night Service feature sets the call connect system into Night Service Mode, under which incoming calls may still be answered when you are not present at the console. Select Night Service by pressing NIGHT SERV. The key lamp glows. To return the system to normal Day Service press NIGHT SERV again. The key lamp then goes dark. If you forget to press NIGHT SERV, the system will nevertheless go into Night Service mode if you are not handling calls and an incoming call has waited for 20, 30 or 40 seconds (according to programming). In this case, only the first call will suffer this 20 to 40 seconds delay — subsequent calls will be treated as normal night calls and be routed immediately.

In Night Service, each of the eight trunk lines may be assigned to a nominated extension, to a Hunt Group, or to the Night Bells. If a line is assigned to Night Bells, it may be answered by any extension which dials the proper Night Service Dial Answer (NSDA) access code.

You can change the Night Service assignments as follows:

1   Press the NIGHT SERV key twice and hold it down. The key lamp glows.

2   The CALL STATUS display shows:

On the left, the first exchange line number (i.e. TRUNK STATUS number 01 to 08). On the right the assignment already given to that trunk. If it is not assigned then - - - - appears. The assignment flashes.

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3   If you want to change the assignment, set in the new assignment. This may be an extension, for which you may dial the number or press the DES key, or a Hunt Group, for which you will need to dial the appropriate access code, 441 to 446. If you want to assign the trunk to Night Bells, dial '8'.

4   Press *. This will call up the next trunk line, which you can treat exactly like the first.

5   When all the trunks are finished, release NIGHT SERVICE.

4.6.1   Overflow

If you are engaged on a call and other calls arrive at the console, you can arrange for extensions to answer these by forcing the system into night service. Pressing the OVERFLOW key will place the unanswered incoming calls into their Night Service Dial Answer mode. The lamp on the OVERFLOW key glows. To revert to normal call handling press the OVERFLOW key again.

4.7   Barring Extension to Extension

You can prevent extensions making calls to other extensions. This feature is called Barring Extension-to-Extension, and your sytem must have this feature programmed into classes of service of both the extensions. Check with your Communications Manager to see if this feature is available.

To turn Barring Extension-to-Extension ON (and prevent extensions making calls to each other):

1   Dial * 23 or press BARRING key

2   Press the RELEASE key.

To turn Barring Extension-to-Extension OFF (and restore service to extensions):

1   Dial * 24 or press BARRING key again

2   Press the RELEASE key.

4.8   Extension Metering

The system can be programmed to count how many call units each extension has accrued. Ask your Communications Manager if your system has been programmed for this feature. If your system has this feature, you can find how many call units a particular extension has used since the system's call meters were last set. You may read an extension's meter either during a call to that extension, or when the console is free.

4.8.1 Reading an Extension's Meter While Speaking to it:

To read an extension's call meter using the EXT METR key:

    1 Press the EXT METR key and hold it down.

`213 0523`

The CALL STATUS display shows the extension number on the left and the number of call units used on the right.

    2 Note down the number of call units and release the EXT METR key.

4.8.2 Reading an Extension's Meter When The Console is Free:

    1 Press the EXT METR key and hold it down.

`- - -`

The CALL STATUS display shows three flashing dashes.

    2 Dial the desired extension number.

`213 0312`

The CALL STATUS display shows the extension number on the left, and the four digit call unit count on the right.

    3 Note the call unit count and release the EXT METR key.

4.8.3 Extension Unable to Make Calls Because of Full Extension Meter.

Sometimes an extension may find itself unable to dial outgoing trunk calls directly. The reason is that the extension's meter has become full, whereupon the system automatically prevents the extension making further direct outgoing trunk calls. You can reset the extension's meter to zero, and enable it to make calls once more. Assume that you are talking to the extension:

    1 Press and hold the EXT METR key.

`213 9998`

The CALL STATUS display shows the extension number and "9998" — indicating that the extension meter is full and the extension can no longer make calls.

    2 Note the extension meter reading.

    3 Dial "0" to clear the meter and allow the extension to make calls once more.

`213 0000`

The CALL STATUS display shows the extension number and "0000" — indicating that the extension meter is reset and the extension can make calls once more.

    4 Release the EXT METR key.

If you are not connected to the extension when you wish to reset the extension meter, press and hold the EXT METR key, then dial the extension's number. The CALL STATUS display shows the same information described in step 1 above. Follow steps 2 to 4.

4.8.4   Removing One Extension From Service

You can use the EXT METR key to prevent an extension from making outgoing trunk calls. The method disables the extension by filling its call unit meter with 9's. Because 9999 is more than the total allowed to any extension, the system stops the extension making further calls until the operator resets the meter. To stop an extension making calls:

1   Press the EXT METR key and hold it down, then dial the extension's number.

The CALL STATUS display shows the extension number on the left and the number of call units used on the right.

2   Note the number of calls metered.

3   Dial 9.

The extension's meter fills with 9's and the extension can no longer call outside numbers.

4   Release the EXT METR key.

To restore the extension to unrestricted service:

1   Press the EXT METR key and hold it down, then dial the extension's number.

The CALL STATUS display shows the extension's number on the left and   9999   on the right.

2   Dial O.

The extension's meter resets to 0000 and the extension can now make calls.

3   Release the EXT METR key.

4   An extension is also automatically restored to service if it makes an external call through you. Its meter reverts to 0000 momentarily then resumes normal counting.

4.8.5   Extension Meter Operator Function codes.

There are two operator function codes which you can use to reset an extension meter, or disable an extension meter and prevent an extension making calls. These codes are given in section 5.

4.8.6 Extension Metering Audit

If you have a printer in your system and it is switched ON, you can obtain a printed record of the contents of all the extension meters by dialling * 73. The print out will list all the extension numbers in order with a four figure number against each. This represents the contents of the meter, which may be the number of calls, the number of meter pulses or the charge, according to how your system is programmed.

4.9 Selecting a particular trunk

It is possible to select a particular trunk to dial out on as follows:

1 Dial *19 followed by the equipment number of the selected trunk.

2 If the trunk is free, you hear external dial tone (if this is applicable) and the CALL STATUS display shows the equipment number of the trunk as usual. If the trunk is busy, you hear busy tone.

3 Dial out as usual, or press the RELEASE key to clear the display and free the console.

4 When the call is finished, PRESS RELEASE.

4.10 Removing and restoring access to a trunk

Trunks can be temporarily removed from general service as follows:

1 Dial * 41 followed by the equipment number of the trunk to be taken out of service.

2 Press the RELEASE key.

   The appropriate LINE STATUS display glows steadily.

3 That trunk can no longer be used by the extensions but you can still access it by using * 19 as above.

To restore a trunk to service:

1 Dial * 51 followed by the equipment number of the trunk that is to be restored to service.

2 Press the RELEASE key.

   The appropriate LINE STATUS goes dark to show that the trunk is back in service.

Note

If an extension tries to access a trunk that has been taken out of service, they hear busy tone.

4.11 Faults and alarms

Your system has an automatic monitoring and fault diagnosis package that continually checks the system for faults. If a fault is found, it is reported at the console, the tone ringer gives the distinctive alarm ring (see 1.3 Tone Ringer) and the ALARM key LED flashes.

Pressing the ALARM key stops the ringer and the ALARM lamp remains steadily lit. Holding down the ALARM key causes the system to show information on the type and cause of the alarm in the CALL STATUS display. This information should, in most cases, be noted and reported to the appropriate person, eg the maintenance engineer or communications manager.

An alternative way of stopping the ringer and storing the alarms information is:

1   Dial ∗13
2   Press RELEASE

4.11.1   Extension Circuit Alarms

EXTENSION CIRCUIT alarms can be used with your system. It is possible for some extension lines to be connected to alarm circuits to detect fires, smoke, burglars etc. When this alarm is activated a DIAL 0 call appears at the console which, when answered, shows the number of the alarm circuit and AL in the CALL STATUS display (see below) so that the appropriate action can be taken.

This alarm might indicate that a fire has been detected in a particular part of the building.

AL 207

4.11.2   Testing the console lamps

To test the lamps and displays, press the STATUS key up to seven times. At some stage in the cycle, the console and cabinet lamps should light and the displays should all show the figure 8 and a dot. Faulty lamps and displays are easily detected by this method.

4.12   Call Information Logging

If your system is equipped with a Call Information Logging system, the durations of calls made are recorded. In the record, the first three groups represent the date, time and duration of the call. The source of the call is in column 4 and the destination in column 6. Other details recorded show the method of call handling and the access codes used.

5 Operator Function Codes

This section contains a short summary of all the special codes the operator may dial in order to perform various system function.

To turn Night Service ON:

    (a) Dial ✳ 11

    (b) Press RELEASE

(also see Night Service key operation)

To turn Night Service OFF:

    (a) Dial ✳ 12

    (b) Press RELEASE

(also see Night Service key operation)

To view and store Alarms and turn off bells:

    (a) Dial ✳ 13

    (b) Press RELEASE

To set 12-hour clock:

    (a) Dial ✳ 14

    (b) Dial 2-digit hours and 2-digit minutes

    (c) Press RELEASE

To set 24-hour clock:

    (a) Dial ✳ 15

    (b) Dial 2-digit hours and 2-digit minutes

    (c) Press RELEASE

To perform a Cabinet Lamp test

    (a) Dial ✳ 16

    (b) Press RELEASE

(also see Status key operation)

To Access Trunk by Equipment Number:

    (a) Dial ✳ 19

    (b) Dial trunk equipment number

    (c) Make the call

    (d) Press RELEASE

To change Night Service assignment

    (a) Dial ✳ 21

    (b) Dial the trunk equipment number

    (c) Dial the new 2 or 3 digit extension number

    (d) Press RELEASE

(also see Night Service key operation 1.2.2)

To turn Extension Metering ON (and restore an extension to service)

- (a) Dial ✳ 22
- (b) Dial extension equipment number
- (c) Note meter reading. This will be 9998 if the extension had reached its full quota of calls allowed and 9999 if the extension had been barred deliberately.
- (d) Dial 0
- (e) Press RELEASE

To turn Extension Metering OFF (and take an extension out of service)

- (a) Dial ✳ 22
- (b) Dial extension equipment number
- (c) Note meter reading
- (d) Dial 9
- (e) Press RELEASE

To turn Barring — Extension to Extension ON:

- (a) Dial ✳ 23
- (b) Press RELEASE

To turn Barring — Extension to Extension OFF:

- (a) Dial ✳ 24
- (b) Press RELEASE

To cancel all Messages Waiting

- (a) Dial ✳ 29
- (b) Press RELEASE

To cancel and clear Alarms

- (a) Dial ✳ 31
- (b) Press RELEASE

To review an Abbreviated Dialling number

- (a) Dial ✳ 60
- (b) Dial entry number
- (c) Press ✳ to scroll whole number

To enter an Abbreviated Dialling number

- (a) Dial ✳ 65
- (b) Dial entry number
- (c) Dial access code
- (d) Dial directory telephone number
- (e) Press RELEASE

To set an alarm call
- (a) Dial * 71
- (b) Dial extension number
- (c) Dial time in 24 hour notation
- (d) Press RELEASE

To cancel an alarm call
- (a) Dial * 71
- (b) Dial extension number
- (c) Dial 9999
- (d) Press RELEASE

To display alarm call
- (a) Dial *72
- (b) Dial extension number
- (c) Press RELEASE

To set the date on TX14 FeaturePhones
- (a) Dial * 80
- (b) Dial date (DDMMYY)
- (c) Press RELEASE

To recover a trunk call from HOLD
- (a) Dial 451, 452 or 453.

To print out Extension Metering Audit
- (a) Dial * 73
- (b) Press RELEASE

6 Limited Programming

When your system was first installed, the installation engineers programmed it in the configuration selected as best suited to the requirements of the business. However conditions can change and you might like to consider some of the many options that can be selected by simple re-programming. Discuss these fully with your maintenance and installation engineers, who will always be glad to explain the very wide range of options available by simple programming from the console, without any changes in equipment.

6.1 Security Codes

The installation engineer has a number, or Security Code, which he uses whenever he needs to examine or change any feature of your system. This is equivalent to a key with which he is able to unlock the system. After dialling his Security Code he is able, among other things, to re-program the system completely. On installation, you will also be given a User Security Code, which you can use similarly to vary the program. You will also be told which parts of the program you are able to change. The User Security Code is always a four figure number, usually 1234 at the beginning. You will always be able to change your User Security Code and we advise you to do so. You should keep the number to yourself so that no one else will be able to tamper with the system. At the same time you should note it down some-where because if you forget it, you may have to call for help from the maintenance engineer.

6.2 User Limited Programming

The installation engineer can change the parts of the program the user is allowed to alter but the following list shows most of the items normally made available to operators. You will never be able to gain access to the engineer's own Security Code.

1 Classes of Service
2 Access Barring
3 Pickup Groups
4 Extension Numbering
5 Hunt Groups
6 User Security Code

It is unlikely that you will ever want to change more than about one or two of the items listed but even less likely that you will want to change any items not listed.

The item listed are all explained in the Appendix. For each item there is an explanation, followed by a diagrammatic illustration of the procedure and a form on which you should record the changes you make in pencil.

6.3 Entering Programming Mode

All programming is done using the keys STATUS and RELEASE and the numeric keypad, including the symbol ✶ (star). All the displays needed appear in the CALL STATUS display on the console.

In order to do any programming you must first enter the Programming Mode as follows:

1 Press the STATUS key four times and hold it down the fourth time.

   The CALL STATUS display will show "543" and some other symbols.

2 Dial your User Security Code number.

   The CALL STATUS display will start to flash.

3 Release the STATUS key.

4 Press ♯

   The CALL STATUS display will show "?601" with the number flashing.

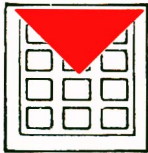   You are now in Programming Mode.

To leave Programming Mode at any time:

1 Press RELEASE.

   You are now back in normal operating mode.

6.4 Programming Symbols

To illustrate programming, we use certain standard symbols as follows:
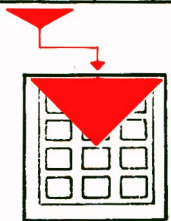
SYMBOL

MEANING

Enter the number shown over the symbol on the numeric keypad of the console.

General symbol for the console display.

The shaded position on the symbol shows that the corresponding position in the console display is flashing.

Enter on the numeric keypad the digits shown in the positions marked by the broad arrow.

The first item in the Appendix shows the procedure for getting into Programming Mode in symbolic form.

6.5 Points to watch out for

You cannot do any programming when the board is busy. It is best to carry out programming during silent hours or at least when very few calls may be expected. If a call does come through whilst you are doing programming you will have to get back into Operating Mode by pressing RELEASE and deal with the call. Then you can get back into Programming Mode and restart whatever you had started before.

6.6 Errors

If you make a mistake at any time during programming, dial "#". This will return the CALL STATUS display to its previous state and you can start again. At worst you will only have to re-enter the data for one Register.

If the system detects that you have made an error (for instance by attempting to enter an impossible extension number), it will flash an Error Message on the CALL STATUS display. These Error Messages take the form:

This indicates Error Code 03 in Programming Command 620.

The Error Codes are all listed for reference at the end of the Appendix.

Appendix — Limited Programming

Contents

1. **Press STATUS four times and hold it down**

`543-01`

2.   User Security
          Code

`543-01`

3. **Release STATUS**

4.   #

`7601`
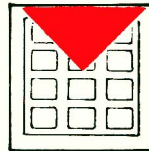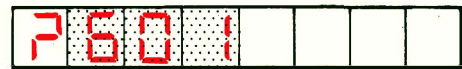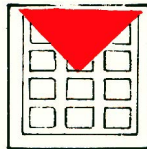
You are now in Programming Mode

5. **Press RELEASE**

You are now out of Programming Mode

Notes

Individual extension users can be assigned features selected from three packages, ranging from the Executive or full feature package to the most restricted. The guide below is intended to aid the selection of the appropriate package for each extension or group of extensions.

| | Class of Service | | |
| | 1 | 2 | 3 |
Extension Features	Executive	Normal	Restricted
Night Service Dial Answer	▨	▨	▨
Call Transfer	▨	▨	▨
Group Pickup	▨	▨	▨
Wait-on-Busy	▨	▨	▨
Callback-on-Busy	▨	▨	▨
Diversion-on-Busy	▨	▨	▨
Diversion of All Calls	▨	▨	▨
Diversion on No Reply	▨	▨	▨
Three-party Connection	▨	▨	▨
Abbreviated Dialling	▨	▨	
Last number Redial	▨	▨	
Exchange Line Access	▨	▨	
Call Hold Retrieve	▨	▨	
Diversion External	▨	▨	
Paging	▨	▨	
Executive Intrusion	▨		

COS Programming

1. **ENTER PROGRAMMING MODE**

620 *

2.

Equipment Number

Equipment Number

3.

COS Number

COS Required

4.

*

5.
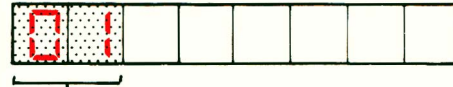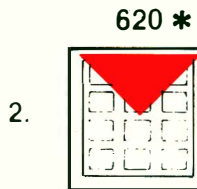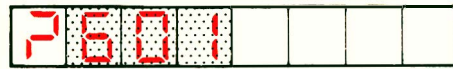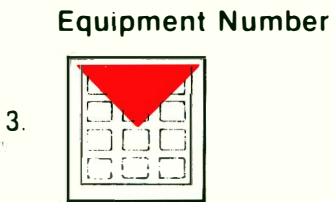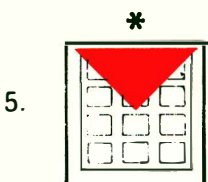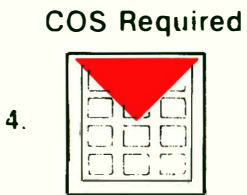
(Repeat steps 3, 4 & 5 as often as required)

6. **Leave Programming Mode**

46

EQUIPMENT NUMBER	COS	EXTENSION NUMBER	NAME
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			

EQUIPMENT NUMBER	COS	EXTENSION NUMBER	NAME
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			

| EQUIPMENT NUMBER	COS	EXTENSION NUMBER	NAME
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			
60			
61			
62			
63			
64			
65			
66			
67			
68			
69			
70			
71			
72			

Notes

You can prevent extensions from making calls to the
Exchange (outside calls). This feature is called
Discriminatory Barring. The system allows you to select one
of three Barring Restriction Codes for each extension, known
as Restriction 1, Restriction 2 and Access Allowed.
Ask your installer exactly what each of these codes is
programmed to do.

Discriminatory Barring Programming

1. **Enter Programming Mode**

   Display: `760 1`
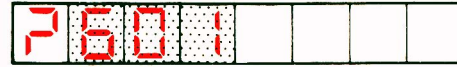
2. **620 ✳**
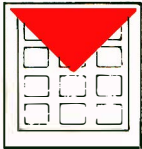
   Display: `0 1`

   Equipment
   Number

3. **Equipment Number Required**
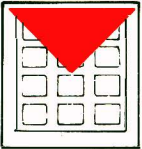
4. **Enter Number Displayed**
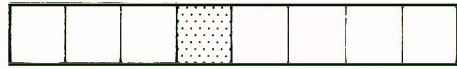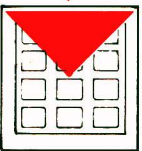
   Barring Restriction Code
   0 = Access Allowed
   1 = Restriction 1
   2 = Restriction 2

5. **Barring Restriction Required**
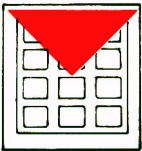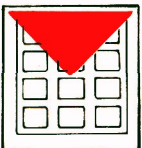
6. **✳**

(Repeat steps 3, 4, 5 and 6 as required)

7. **Leave Programming Mode**

Discriminatory Barring Form

EQUIPMENT NUMBER	RESTRICTION CODE	EXTENSION NUMBER	NAME
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			

EQUIPMENT NUMBER	RESTRICTION CODE	EXTENSION NUMBER	NAME
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			

EQUIPMENT NUMBER	RESTRICTION CODE	EXTENSION NUMBER	NAME
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			
60			
61			
62			
63			
64			
65			
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71			
72			

Notes

Pickup Groups

The system offers the feature that one extension can answer a call ringing at another extension, by dialling a special Code (see Extension Feature Guide). This feature is called Dial Call Pickup. To use this feature, both extensions must belong to the same Pickup Group.
The system supports up to seven independent Pickup Groups. You may wish to put all extensions in one Pickup Group so that any extension can answer a call ringing at any other extension. Alternatively, you may wish to program all seven Pickup Groups so that only extensions within one office can answer that office's calls. The Table below is provided to help you plan your Pickup Groups. Once you have completed the Table, transfer the information on it to the Pickup Group Form.

NAME	EXTENSION NUMBER	PICKUP GROUP						
		1	2	3	4	5	6	7

Assign Extension to Pickup Group

1. **Enter Programming Mode**

   `7601`

2. **620 ✱**

   `01`

   Equipment Number

3. **Equipment Number**

4. **Enter Numbers
   Displayed**
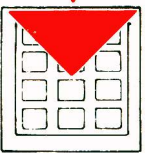
   Pickup Group
   0 = No Pickup Group Assigned
   1 to 7 = Pickup Groups 1 to 7

5. **Enter Required Pickup Group**
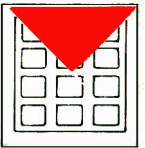
6. **✱**
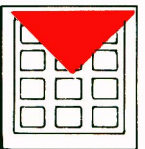
(**Repeat steps 3, 4, 5 & 6 as often as
required**)

7. **Leave Programming Mode**

EQUIPMENT NUMBER	PICKUP GROUP	EXTENSION NUMBER	NAME
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			

EQUIPMENT NUMBER	PICKUP GROUP	EXTENSION NUMBER	NAME
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			

EQUIPMENT NUMBER	PICKUP GROUP	EXTENSION NUMBER	NAME
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			
60			
61			
62			
63			
64			
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72			

Notes

When your system was first installed, it was already programmed to use extension numbers in a series from 200 upwards. Each extension number is assigned to a particular equipment number. Equipment numbers are used to identify physical cables leading to individual extensions. You can identify someone's equipment number as follows:

   a) Find their extension number

   b) Perform steps 1 and 2 shown on the next page

   c) Dial '' * '' until you see the extension number displayed in the third and fourth windows of the console display (see the illustration of the console display in step 3 overleaf).

   d) Note the equipment number displayed in the first and second positions of the console display.

   e) When you have found all the equipment numbers you require, leave programming mode.

If you try to assign an extension number which is already programmed, the system will report an error (EO3 — Numbering Plan Conflict). The correct way to reassign extension numbers is to clear all the equipment numbers which are to be changed first, and then to assign the new extension numbers. This method is described in detail in the programming instructions given overleaf.

If you change any extension numbers, their DES key assignments are automatically changed to the new numbers.

To change extension numbers

1. **Enter Programming Mode**

```
P 6 0 1
```

620✱

2. ▼

```
0 1
```
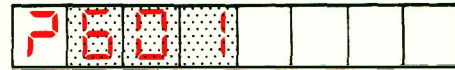
Equipment
Numbers

**Equipment Number of
Extension to be changed**

3. ▼

**Enter Number
Displayed**

4. ▼

00✱

5. ▼

```
0 2
```
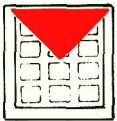
(Repeat steps 3, 4, & 5 for all extension numbers to be changed)

**Equipment Number of
Extension to be reassigned**

6. ▼
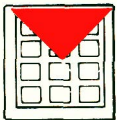
**Enter Number
Displayed**

7. ▼
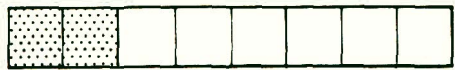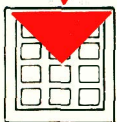
**New Extension
Number · ✱**

8. ▼
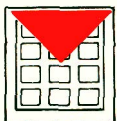
(Repeat steps 6, 7 & 8 for all new extension numbers)

9. **Leave Programming Mode**

EQUIPMENT NUMBER	EXTENSION NUMBER	NAME
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		

EQUIPMENT NUMBER	EXTENSION NUMBER	NAME
25		
26		
27		
28		
29		
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		
41		
42		
43		
44		
45		
46		
47		
48		

EQUIPMENT NUMBER	EXTENSION NUMBER	NAME
49		
50		
51		
52		
53		
54		
55		
56		
57		
58		
59		
60		
61		
62		
63		
64		
65		
66		
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68		
69		
70		
71		
72		

Notes

If it is important that certain calls are answered by a particular group of extensions (for example, calls to a Sales Team from potential customers) then you can program the system to treat that group of extensions as a Hunt Group. Then, if a call is made to a busy member of the Hunt Group, it hunts for the next free extension within that Group and rings that extension, In this way, frequent calls are shared by members of the Hunt Group, and fewer calls are lost because of busy lines.

There are two types of Hunt Group: Circular andd Terminal. In a Circular Hunt Group, the system searches the Group for the first free extension. The search starts at the extension in the Group AFTER the one which answered the previous call. If it comes to the end of the group, it continues its search from the first member of the Group. In this way calls are distributed evenly throughout the Group.

In a Terminal Hunt Group, the system always starts its search for a free extension at the first member of the group. In this type of Hunt Group the first few extensions in the group receive the majority of the calls, while the last members of the Group are rarely troubled.

If it comes to the last member of the group without finding a free extension, it returns a busy signal to the caller.

It is also possible to link Hunt Groups so that, if all the members of one Group are busy, the system will start searching for free extensions among the members of the linked Hunt Group.

Your system supports up to six Hunt Groups, which may be Circular or Terminal. Each Hunt Group may have up to eight members. By linking Hunt Groups, it is possible to make all extensions members of a Hunt Group. However, it is not possible to joint Hunt Groups in such a way that the Hunt Groups function in a complete cycle.

Hunt Group Programming

1. **Enter Programming Mode**

   Command No.(631-636)
   ✱

2. (keypad)

   Enter Register No.1

3. (keypad)

   Hunt Group Type
   0 = circular
   1 = terminal

   Hunt Group Type Required

4. (keypad)

   Hunt Group Linking
     0 = unlinked
     1→6 = linked to Hunt Group 1→6

   Hunt Group Linking Required ✱

5. (keypad)

6. (keypad) **Enter Register No. 2**

   **Extension
   Number**

   Extension Number Required · ✱

7. (keypad)

(Repeat steps 6 and 7 as required)

8. **Leave Programming Mode**

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REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

REGISTER NUMBER	EXTENSION NUMBER		
2			
3			
4			
5			
6			
7			
8			
9			
A	B	C	D

REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

REGISTER NUMBER	EXTENSION NUMBER		
2			
3			
4			
5			
6			
7			
8			
9			
A	B	C	D

REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

REGISTER NUMBER	EXTENSION NUMBER		
2			
3			
4			
5			
6			
7			
8			
9			
A	B	C	D

Hunt Group 4
Programming Form (Command 634)

REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

REGISTER NUMBER	EXTENSION NUMBER		
2			
3			
4			
5			
6			
7			
8			
9			
A	B	C	D

REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

REGISTER NUMBER	EXTENSION NUMBER		
2			
3			
4			
5			
6			
7			
8			
9			
A	B	C	D

REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

REGISTER NUMBER	EXTENSION NUMBER		
2			
3			
4			
5			
6			
7			
8			
9			
A	B	C	D

When your system was first installed the User Security Code was "1234". We recommend that you change the code immediately to some number of your own choice. The steps given below show you how to do this.

ACTION	DISPLAY SHOWS:

1. **Enter Programming Mode**

2. **977** *

   Enter 1

3.

4. **Enter 4-digit Security Code**

5. *****

6. **Leave Programming Mode**

Notes

ERROR CODE	FUNCTION
E01	Illegal Command Number entered
E02	Digit (0 – 9) dialled while error code was being displayed
E03	Number (access code) already exists (i.e. Numbering Plan Conflict)
E04	Data out of range
E05	Illegal extension number length
E06	Illegal extension number block. When programming extension numbers by block, all the extension numbers in the block must have the same number of digits (i.e. 1,2 or 3 digits)
E07	Too many digits dialled
E08	Illegal range of equipment numbers used in block programming (01 – 32)
E09	Attempt to access command 975 by the User Access Code instead of System Access Code
E10	Command or data accessed is not available in this features package
E11	Data entered is protected
E12	Data field incomplete – enter all data for field that was flashing
E13	Busy Lamp field numbering conflict
E14	DES Key Assignment Conflict
E15	Error programming loop into an extension hunt table
E16	Duplicate assignment of programmable function key

E17	Attempt to program non-idle key
E18	Special set prime line programming error
E20	Invalid double-digit command
E21	Invalid control digit
E22	Control digit in wrong position
E23	Attempt to program middle of digit string
E24	Deny digit string conflict
E25	Access barring digit string register overflow
E26	Embedded empty access barring register
E27	Access barring digit area full
E28	Access barring table number out of range
E29	Access barring table prefix too long
E30	Access barring table prefix conflict
E55	Attempt to display the System Security Code when not enabled
E56	Attempt to display User Security Code when not enabled
E57	Attempt to display DISA access code when not enabled