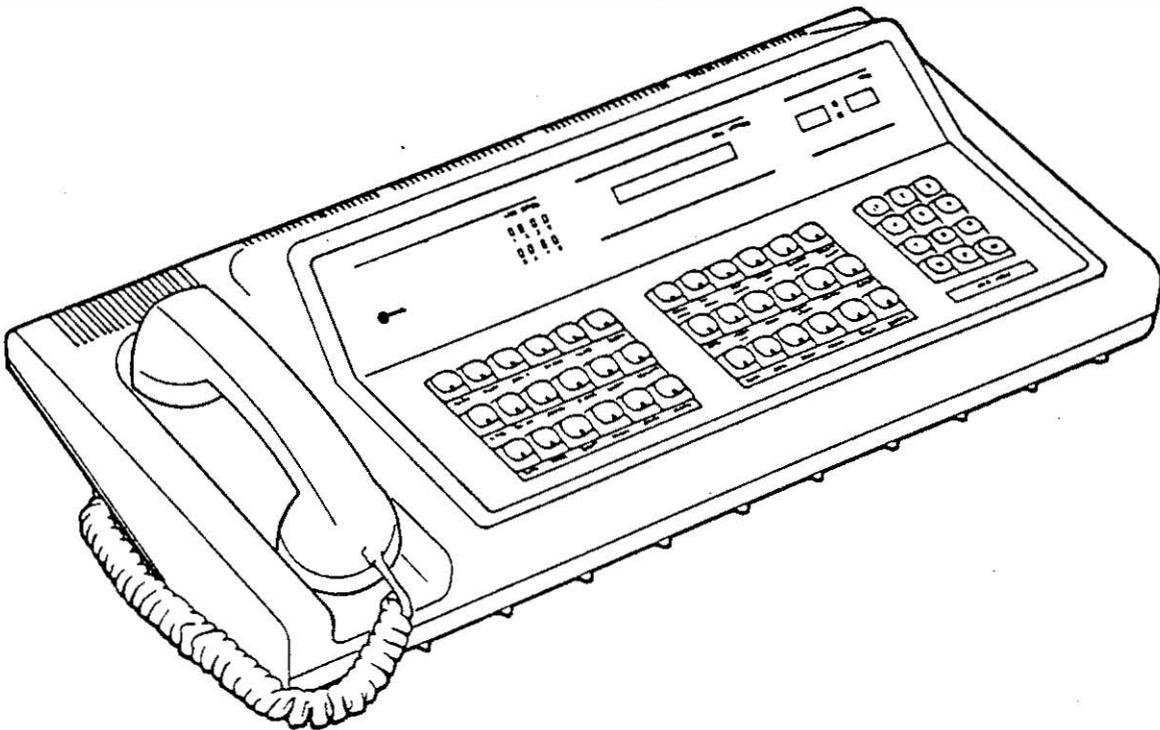


**VICEROY™**

---

**LIMITED  
PROGRAMMING  
GUIDE**



# INTRODUCTION

This booklet is designed to tell you, the Operator, how to make basic changes to the Programming of your VICEROY Call Connect System. All Programming is performed using the Numeric Keypad (including '\*' and '#' Keys) and the STATUS and RELEASE Keys. While you Program the system, the data you enter is displayed as digits on the Call Status Display.

Before you can start Programming you must put the VICEROY into Programming

Mode. The procedure for doing this is quite simple, and is printed here inside the front cover, so that you can refer to it at any time.

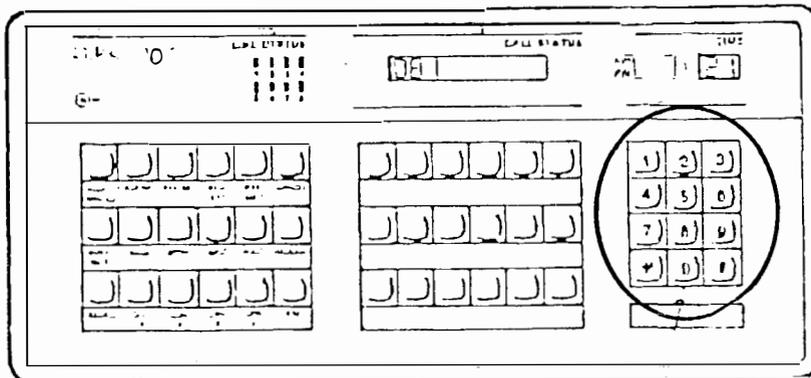
## NOTE:

When a VICEROY is installed for the first time, the User Programming Security Code is '1234'. However, this code can easily be changed, see page G1 of this booklet. Make sure you know the current User Programming Security Code before you try to enter Programming Mode.

- 1** Press STATUS three times and hold down on third press  
Display Shows:



- 2** Keep STATUS pressed and enter User Programming Security Code



- 3** The display flashes, showing that the code has been accepted

- 4** Release STATUS and Press '#' to enter system memory  
Display Shows:



To Leave Programming Mode:

Press RELEASE

# CONTENTS

---

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# PROGRAMMING VICEROY

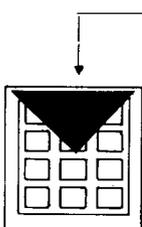
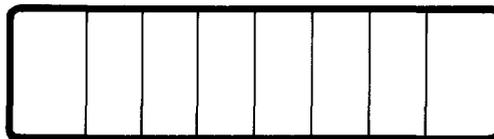
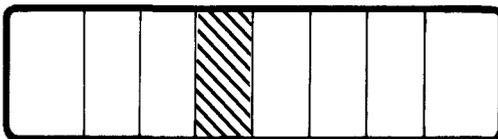
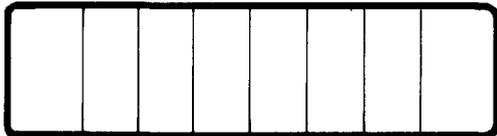
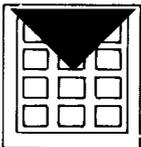
This booklet shows you how to make the following changes in the Viceroy's programming:

- 1 Extension numbering
- 2 Class of Service (COS) changes
- 3 Pickup Groups
- 4 Hunt Groups
- 5 Direct Extension Select (DES) Keys
- 6 Access Barring

If you are programming VICEROY for the first time, read the inside front cover and make sure that you understand how to enter and leave programming mode.

This booklet is divided into sections. Each section tells you how to program a particular function of the VICEROY. Within a section, the first page gives information that you should be aware of before you try to alter the programming of the function. The second page shows you the exact sequence required to perform the programming. The third page onwards contain forms that you should fill in, before you start programming, with any changes that you intend to make. The programming instructions in each section use various symbols to show how to perform the required steps. These symbols are 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.

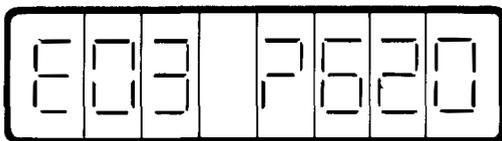
# POINTS TO WATCH OUT FOR

---

You cannot change an extension's Class of Service (COS) if that extension is busy. We suggest that you perform all Programming changes at times when the VICEROY is quiet, or handling few calls.

## ERRORS

If you enter the wrong digit at any time, simply dial '#'. The VICEROY will return the Display to it's previous state, and you can start again. At worst, you will only have to re-enter the data for one Register. If the VICEROY detects that you have made an error (for instance, entered an incorrect extension number) it will flash an error message. These error messages take the form:



Error Code

Command Number

The Error Code tells you what is wrong, while the Command Numbers tell you where the VICEROY detected the mistake. There is a Table of Error Codes on Page 23, to tell you exactly what they mean. To get back to a normal display, Dial '#' and correct the error by following the suggestions on Page 23.

If you require further information about your VICEROY installation, refer to British Telecom booklet A4042, Customer Configuration Information for Kinsman and Viceroy Call Connect System. You must always record any changes you make to the programming of your system in booklet A4042.

# CLASS OF SERVICE (COS)

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.

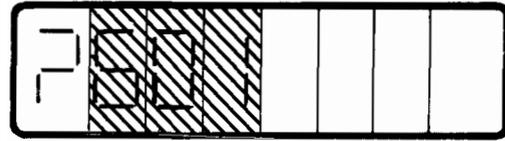
Extension Features	C.O.S.		
	1 Executive	2	3 Restricted
Night Service Dial Answer			
Call Transfer			
Group Pickup			
Wait-on-Busy			
Callback-on-Busy			
Diversion-on-Busy			
Diversion of All Calls			
Exchange Line Access			
Call Hold Retrieve			
Three-party Connection			
Executive Intrusion			

# COS PROGRAMMING

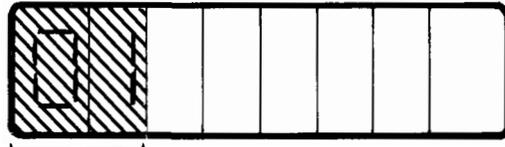
**ACTION**

**DISPLAY SHOWS:**

1. ENTER PROGRAMMING MODE  
(See inside front cover)

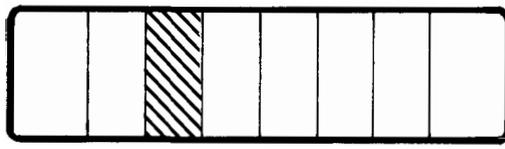


2.



Equipment Number

3.

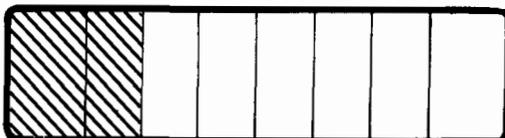


COS Number

4.



5.



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

6. Leave Programming Mode  
(See inside front cover)



# COS FORM

---

EQUIPMENT NUMBER	COS	EXTENSION NUMBER	NAME
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			

# NOTES

---

# **ACCESS BARRING**

---

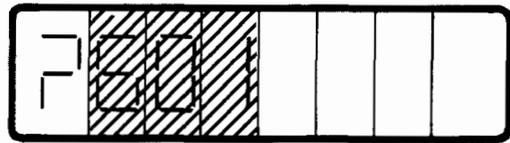
**VICEROY allows you to prevent extensions from making calls to the Exchange (outside calls). This feature is called Access Barring. Viceroy allows you to select one of three Access Barring Plans. Ask your installer exactly what each of these plans are Programmed to do.**

# ACCESS BARRING PROGRAMMING

**ACTION**

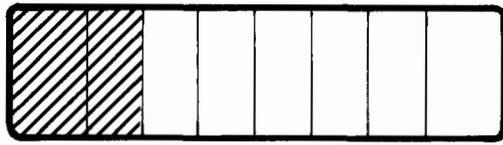
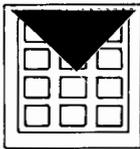
**DISPLAY SHOWS:**

1. Enter Programming Mode  
(See inside front cover)



620\*

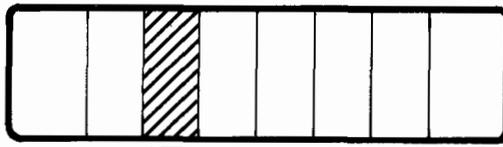
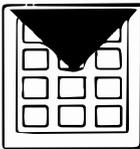
- 2.



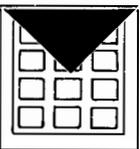
Equipment  
Number

Equipment Number  
Required

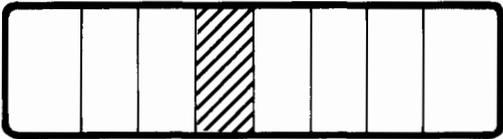
- 3.



- 4.



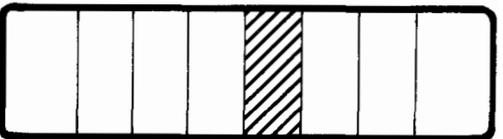
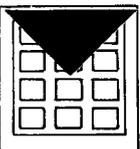
Enter Number  
Displayed



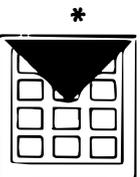
Access Barring  
Plan Number  
0 = Access Allowed  
1 = Barring Plan 1  
2 = Barring Plan 2

Access Barring  
Plan Required

- 5.

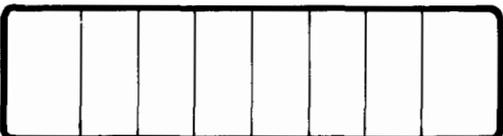


- 6.



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

7. Leave Programming Mode  
(See inside Front Cover)



# ACCESS BARRING PLAN FORM

---

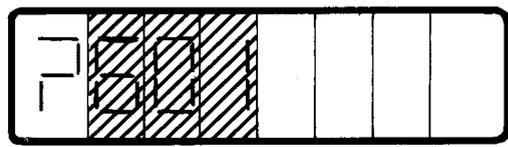
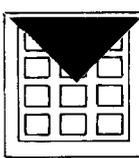
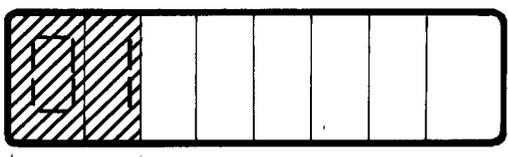
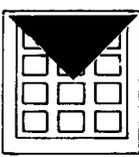
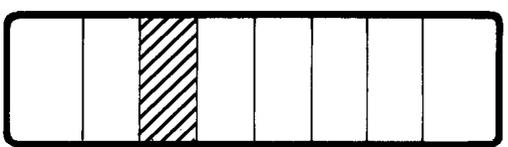
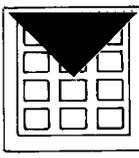
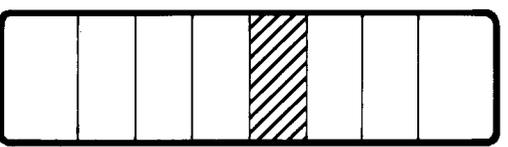
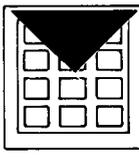
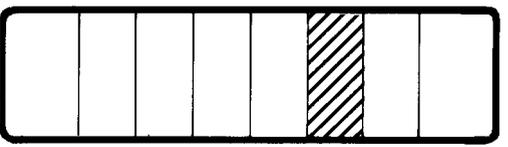
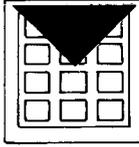
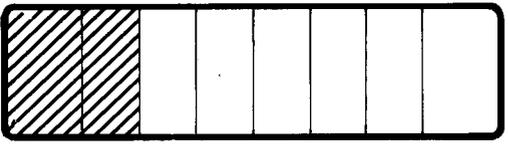
EQUIPMENT NUMBER	ACCESS BARRING PLAN	EXTENSION NUMBER	NAME
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			

# NOTES

---



# ASSIGN EXTENSION TO PICKUP GROUP

ACTION	DISPLAY SHOWS:
<p>1. Enter Programming Mode (See inside Front Cover)</p>	
<p>2. <b>620*</b></p> 	
<p>3. <b>Equipment Number Required</b></p> 	<p><b>Equipment Number</b></p> 
<p>4. <b>Enter Numbers Displayed</b></p> 	
<p>5. <b>Enter Required Pickup Group</b></p> 	
<p>6. <b>*</b></p> 	
<p>(Repeat steps 3, 4, 5 &amp; 6 as often as required)</p>	
<p>7. Leave Programming Mode (See inside Front Cover)</p>	

**Pickup Group**  
 0 = No Pickup Group Assigned  
 1-7 = Pickup Groups 1 to 7

# PICKUP GROUP FORM

---

EQUIPMENT NUMBER	PICKUP GROUP	EXTENSION NUMBER	NAME
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			

# NOTES

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# EXTENSION NUMBERS

---

When VICEROY is first installed, it is already programmed to use extension numbers in the range 20 to 35. Each extension number is assigned to a particular equipment number. VICEROY uses equipment numbers to identify physical wires leading to individual extensions. You can identify someone's equipment number as follows:

- a) Find their extension number
- b) Perform steps one and two 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 three 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.

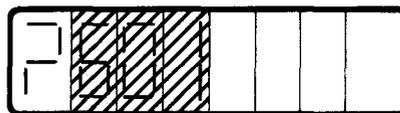
If you try to assign an extension number which is already programmed into VICEROY, the system will report an error (E03 — Numbering Plan Conflict). The correct way to reassign extension numbers is to first clear all the equipment numbers which are to be changed, and then to assign the new extension numbers. This method is described in detail in the programming instructions given overleaf.

# TO CHANGE EXTENSION NUMBERS

**ACTION**

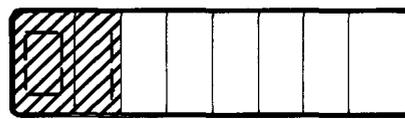
**DISPLAY SHOWS:**

1. Enter Programming Mode  
(See inside Front Cover)



620\*

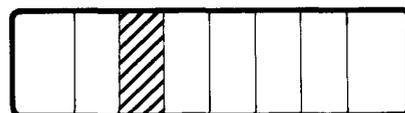
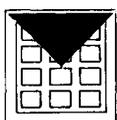
- 2.



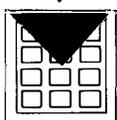
Equipment Number of  
Extension to be changed

Equipment  
Numbers

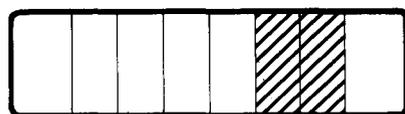
- 3.



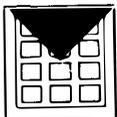
- 4.



Enter Number  
Displayed



- 5.



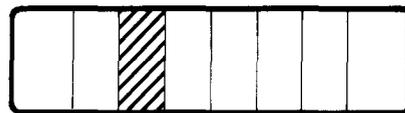
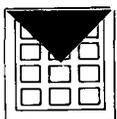
00\*



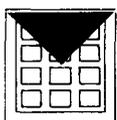
(Repeat steps 3, 4, & 5 for all extension numbers to be changed)

Equipment Number of  
Extension to be reassigned

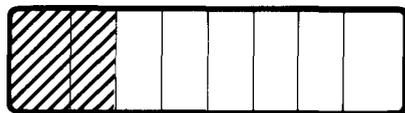
- 6.



- 7.

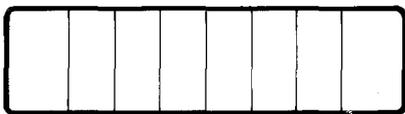
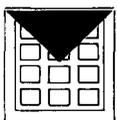


Enter Number  
Displayed



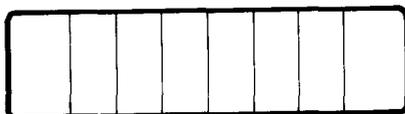
New Extension  
Number - \*

- 8.



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

9. Leave Programming Mode  
(See inside Front Cover)



# EXTENSION NUMBER FORM

EQUIPMENT NUMBER	EXTENSION NUMBER	NAME
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		

# NOTES

---

# HUNT GROUPS

---

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 VICEROY to treat that group of extensions as a Hunt Group. Then, if a call is made to a busy member of the Hunt Group, VICEROY 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 and Terminal Hunt Groups. In a Circular Hunt Group, VICEROY 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 VICEROY 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, VICEROY 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 VICEROY 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, VICEROY will start searching for free extensions among the members of the linked Hunt Group.

VICEROY supports up to six Hunt Groups, either of 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 VICEROY extensions members of a Hunt Group. However, it is not possible to join Hunt Groups in such a way that the Hunt Groups form a complete cycle.

# HUNT GROUP PROGRAMMING

ACTION	DISPLAY SHOWS:
1. Enter Programming Mode (See inside Front Cover)	
Command No.(632-636)	
2.	
Enter Register No.1	
3.	
Hunt Group Type Required	
4.	
Hunt Group Linking Required *	
5.	
Enter Register No. 2-9	
6.	
Extension Number Required - *	
7.	
(Repeat steps 6 and 7 as required)	
8. Leave Programming Mode (See inside Front Cover)	

Hunt Group Type  
0 = circular  
1 = terminal

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

Extension  
Number

# HUNT GROUP 1 PROGRAMMING FORM (COMMAND 631)

---

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 2 PROGRAMMING FORM (COMMAND 632)

---

Bit

REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

Bit

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

# HUNT GROUP 3 PROGRAMMING FORM (COMMAND 633)

---

	REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
	1		
<b>Bit</b>	<b>A</b>	<b>B</b>	<b>C</b>

	REGISTER NUMBER	EXTENSION NUMBER		
	2			
	3			
	4			
	5			
	6			
	7			
	8			
	9			
<b>Bit</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>

# HUNT GROUP 4 PROGRAMMING FORM (COMMAND 634)

---

Bit

REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
1		
A	B	C

Bit

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

# HUNT GROUP 5 PROGRAMMING FORM (COMMAND 635)

---

	REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
	1		
Bit	A	B	C

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

# HUNT GROUP 6 PROGRAMMING FORM (COMMAND 636)

---

	REGISTER NUMBER	HUNT TYPE	HUNT GROUP LINKING
	1		
Bit	A	B	C

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

# DIRECT EXTENSION SELECT (DES) KEYS

---

The VICEROY is equipped with 16 Direct Extension Select Keys. Each DES key may be assigned an extension number. When a DES key is pressed, the VICEROY

dials the number of the extension to which it is assigned. Each DES key is known to VICEROY by a number, shown in the table below.

---

01	02	03	04	05	06
07	08	09	10	11	12
13	14	15	16		

---

## DES KEY NUMBERS

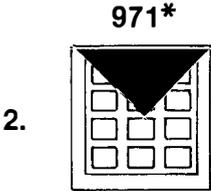
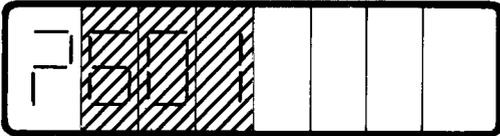
When changing the DES key assignments, VICEROY will not allow you to assign an extension number already allocated to another DES key. If you try to do this, VICEROY will report an error (E014 — DES Key Assignment conflict). The correct way of reassigning extension

numbers to DES keys is to first cancel the existing assignments of all the keys to be changed, and then enter the new assignments. The programming instructions on the next page tell you in detail how to do this.

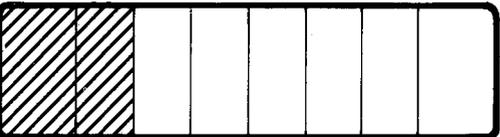
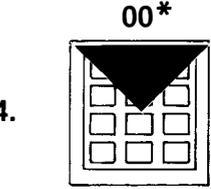
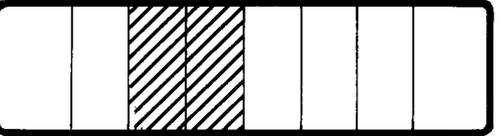
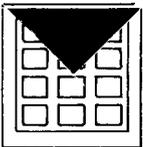
# DES KEY PROGRAMMING

**ACTION** **DISPLAY SHOWS:**

1. Enter Programming Mode  
(See inside Front Cover)

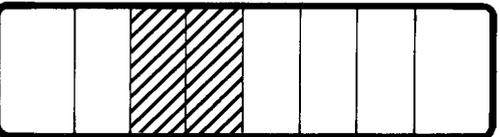
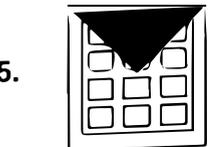


3. Enter Equipment  
Number Displayed

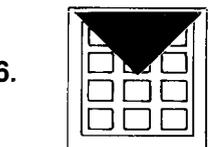


(Repeat steps 3 and 4 for equipment numbers 01 to 16)

Enter Equipment Number



New DES Key Allocation - \*



(Repeat steps 5 and 6 for equipment numbers 01 to 16)

7. Leave Programming Mode  
(See inside Front Cover)



# DES KEY PROGRAMMING FORM

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EXTENSION EQUIPMENT NUMBER	DES KEY NUMBER	EXTENSION NUMBER	NAME
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			
13			
14			
15			
16			
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>

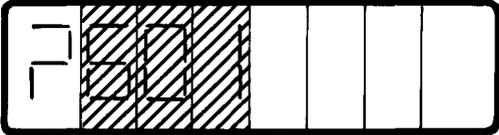
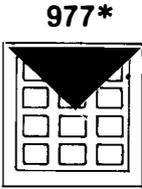
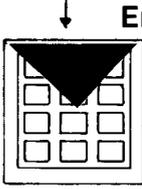
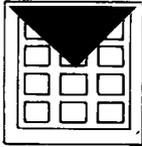
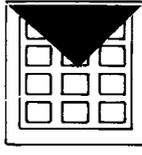
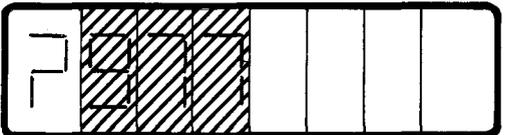
Bit



# USER SECURITY CODE

When the VICEROY is first installed, the User Security Code is "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 (See inside Front Cover)	
2. 	
3. Enter 1 	
4. Enter 4-digit Security Code 	
5. 	
6. Leave Programming Mode (See inside Front Cover)	



# ERROR CODES

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<b>ERROR CODE</b>	<b>FUNCTION</b>
<b>E01</b>	<b>Illegal Command Number entered</b>
<b>E02</b>	<b>Digit (0-9) dialled while error code was being displayed</b>
<b>E03</b>	<b>Number (access code) already exists (i.e. Numbering Plan Conflict)</b>
<b>E04</b>	<b>Data out of range</b>
<b>E06</b>	<b>Illegal station number block. When programming station numbers by block, all the extension numbers in the block must have the same number of digits (i.e. 1, 2 or 3 digits)</b>
<b>E07</b>	<b>Too many digits dialled</b>
<b>E08</b>	<b>Illegal range of equipment numbers used in block programming (01-17)</b>
<b>E09</b>	<b>Attempt to access command 975 by the User Access Code instead of System Access Code</b>
<b>E10</b>	<b>Command or data accessed is not available in this features package</b>
<b>E11</b>	<b>Data entered is protected</b>
<b>E12</b>	<b>Data field incomplete — enter all data for field that was flashing</b>
<b>E13</b>	<b>Busy Lamp field numbering conflict</b>
<b>E14</b>	<b>DES Key Assignment Conflict</b>
<b>E15</b>	<b>Error programming loop into an extension mount table</b>
<b>E16</b>	<b>Duplicate assignment of programmable function key</b>
<b>E55</b>	<b>Attempt to display the System Security Code (Command Number 976), using the User's Security Code (Command Number 977) when switch 1 on the Master Card is set to closed.</b>

