

SUPER SWITCH[®]

Attendant Console Guide



Introduction

Welcome . . .

to the SUPERSWITCH® family.

In the days ahead you will see how the many features provided by your MITEL SUPERSWITCH communications system make your job easier and help you breeze through even the busiest times.

Take a few minutes to explore this guide – it contains detailed operating instructions and quick reference aids to give you all the help you need.

This guide contains the following sections:

- **GETTING STARTED** – introduces you to the console.
- **CALL PROCESSING** – guides you through the basic call-handling procedures.
- **ADVANCED FEATURES** – shows you the advanced capabilities of your console.
- **REFERENCE** – contains directories for your quick reference.

The feature keys that appear on your console have been specially selected for your company and may not include all the features described in this guide.

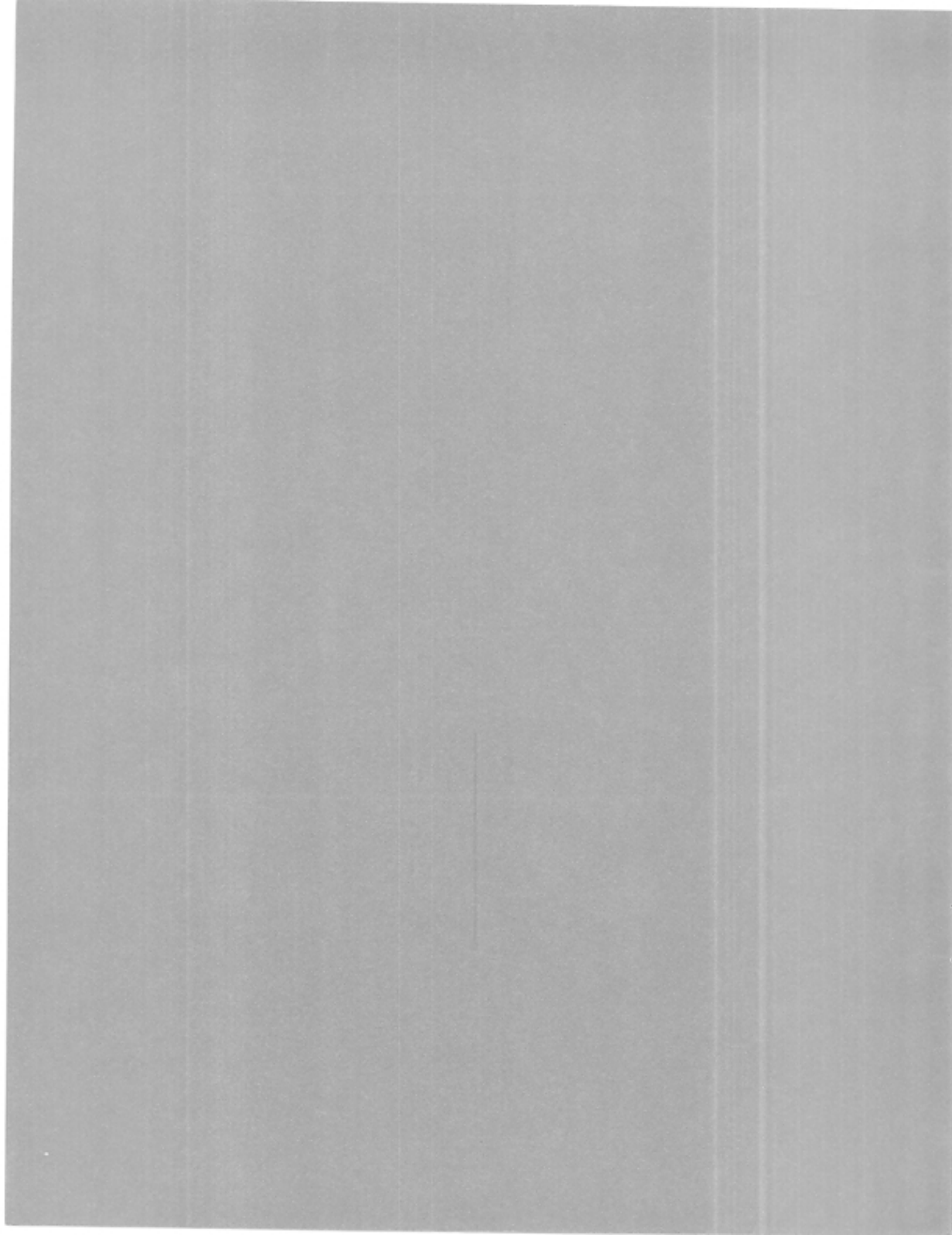
Turn to the next section and you will quickly learn how to set up the console and begin operation.

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GETTING STARTED . . .

introduces you to your
console



Getting Started

Your console . . .

should be plugged in and fully connected. If it is not, contact your communications manager.

To adjust the volume of the console tone ringer

Adjust the volume of incoming call ringer with the dial located behind the console.

Handset

The removable handset may be connected to either side of the console. Unplugging the handset automatically places the system in Night Service.

Since the console only works when the handset is plugged in, you might want to unplug the handset and lock it in a desk drawer at night, thus preventing unwanted tampering with the console in your absence.

To set the clock

The time display on the console uses a 12-hour or a 24-hour clock format.

Dial *15
for a 24-hour format.

or dial *14
for a 12-hour format, then enter time in 24-hour format.

Dial time in 24-hour format
If entering a single digit number, include the leading zero.

Example
To set the clock to 1:05 pm:

Dial *14

Dial 1305
The time display now contains the new entry.

To set the date for SUPERSET 4™ set users

Dial * 80

Dial date (ddmmyy)
If entering a single digit number include the leading zero.

Console Display



The console display area . . .

contains seven different displays.

Trunk Status

The 12 lamps show the busy/idle state of each trunk to the outside world.

The lamps:

- light when the trunk is busy,
- flash when the trunk is on hold at the console, and
- remain dark when the trunk is idle.

Extension Status

The center of the display area contains 80 busy lamps which light to show which extensions are in use, or to give the status of certain features.

Call Status

This display gives information about the current call - whether you are connected to an extension or outside caller.

Call Waiting

This display counts the number of calls waiting to be answered at the console. More than nine waiting calls causes the CW display to flash.

Console Display

System Status

This area contains five lamps which light to indicate changed conditions in the system status.

EQPT BUSIED

When the system detects a malfunction, the problem unit is automatically 'busied out' (i.e., temporarily disabled), the EQPT BUSIED lamp flashes, and an alarm indication appears. See Help Table in the Reference Section.

BELL OFF

This lamp lights when the console ringer is turned off. Incoming calls are then indicated by a flashing console key lamp (LDN, DIAL 0, RECALL).

NIGHT

This lamp lights when the system is switched into Night Service.

CALL BLOCK

This lamp indicates that the Call Block feature is active. Calls between designated extensions are prevented from making extension-to-extension calls.

Alarm Status

The three alarm lamps are:

- MIN (minor): signals a minor system malfunction but does not stop call processing.
- CON (console): indicates a fault inside the console but does not stop call processing.
- MAJ (major): indicates a serious fault has occurred which affects complete system operation.

For an explanation of what to do when an alarm occurs, refer to the Help Table in the Reference Section of this guide.

Time

This display shows the time of day using either the 12-hour or 24-hour clock format.

Console Keys



The console . . .

contains three key areas: Direct Station Selection (DSS) keys, Feature keys and the Dial Keypad.

Direct Station Selection (DSS) Keys

The top nine leftmost keys on the console are user-programmable to correspond to any frequently called extension, hunt group, ring group, or trunk group on the system. See DSS Key Operation in the Advanced Features Section.

Feature Keys

The Feature keys appearing on your console were specially selected by your company and may not contain all the features described in this guide.

CANCEL
BOTH
SPLIT
RELEASE
RECALL
DIAL 0
LDN 3,2,1
HOLD 3,2,1
ANSWER

} These keys are used to handle calls
(see the Call Processing Section).

Console Keys

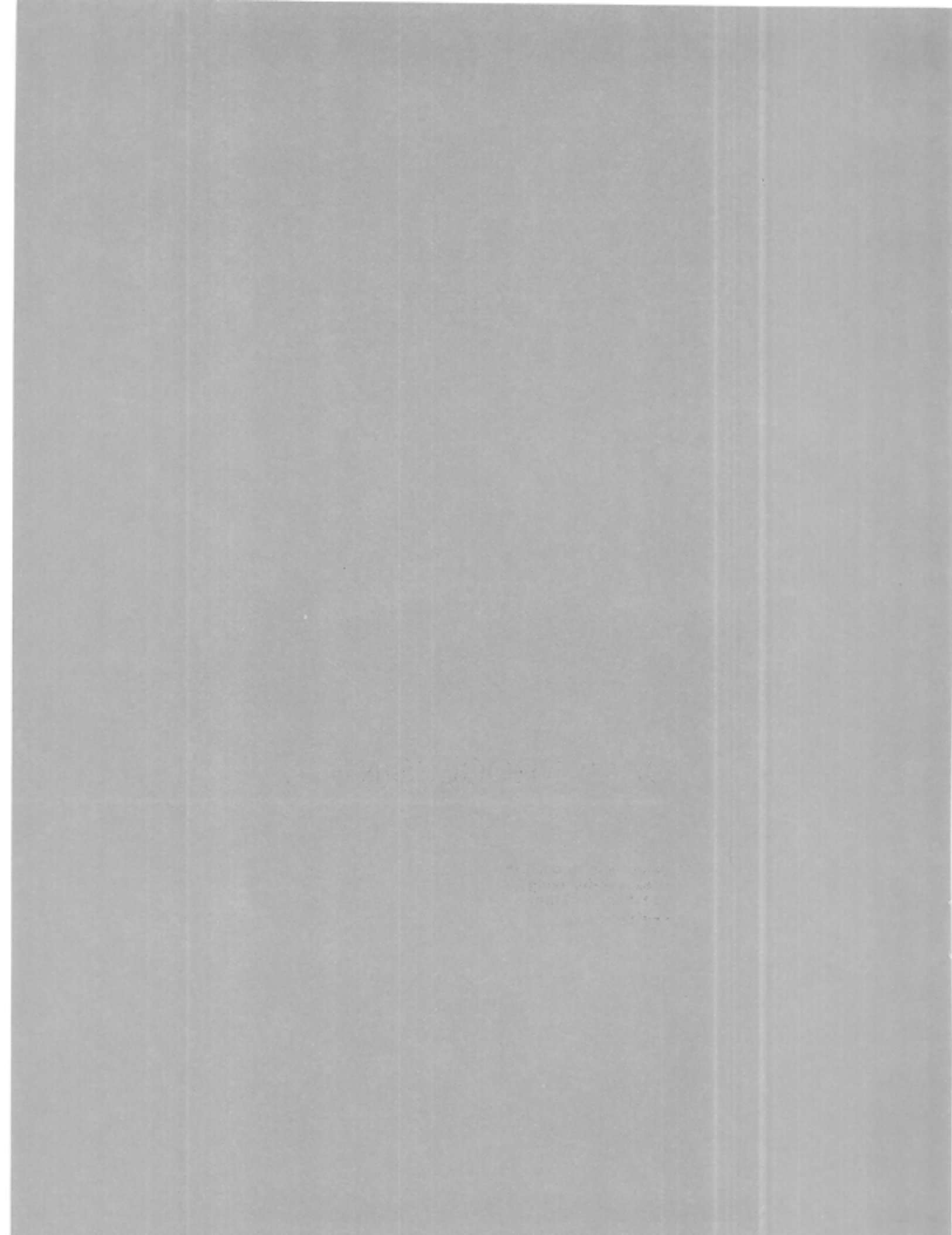
NIGHT SERV	- Used to invoke the night service arrangements configured for your requirements.
ALARM	- Lights to indicate a fault condition.
STATUS	- Used by maintenance to interrogate system performance.
BELL OFF	- Used to disable the console ringer.
MSG REG	- Used to enable, disable or check the message registration for any extension.
MSG WAIT	- Used to enable, disable, or check the messages waiting for any extension.
PAGE	- Used to connect the console to the paging equipment.
OVERRIDE	- Used to intrude on an extension's conversation.
OVERFLOW	- Used when the console is busy with a call, to transfer all waiting calls to night answer bells.
CALL BLOCK	- Used to block some extensions from placing calls.
AUTO WAKEUP	- Used to ring an extension at a preset time.

Dial Keypad

This keypad is used to originate any outside or extension telephone call, and is used to dial the Attendant Function Codes.

CALL PROCESSING . . .

**guides you through the
basic call-handling
capabilities of the
console**



Placing Calls

From the console . . .

you may dial an internal extension number or the number of a telephone outside the system.

To call an extension

**Press appropriate DSS key
or dial required extension number**

The extension or LDN number appears on the left of the Call Status display and the ANSWER key lamp lights.

Press CANCEL

to cancel the call if the dialed number is busy or does not answer.

To call an outside number

Dial trunk access code

Listen for dial tone.

Dial required number

The trunk number appears on the left of the display and the corresponding Trunk Status Display lamp lights.

To place an outside call for an extension

Answer call

Dial trunk access code

You may now dial some or all of the digits required for the destination telephone number.

Press RELEASE

The call is released from the console and the extension is connected to the outside trunk.

Incoming Calls

A new call . . .

arriving at the console lights the ANSWER key and other keys associated with the call.

When a call originates outside the system, the LDN (Listed Directory Number, or public telephone number) key lights as well as the ANSWER key. There are three LDN keys, and each may be assigned separate telephone numbers; perhaps a number for the sales department, another number for the parts department and the third for the plant. You may want to answer the call with an appropriate greeting, perhaps 'Good morning', followed by the name of the department assigned to that LDN key.

If the DIAL 0 key lights, then someone within the system just dialed the attendant access code and is trying to contact you. You may want to answer the call with 'Switchboard' to save the formality of a longer greeting.

The console ringer sounds unless the ringer is turned off or unless another call is being handled.

Remember:

- internal calls – DIAL 0 key
- external calls – LDN key

To answer a call

Press flashing ANSWER, DIAL 0 or LDN key

The Call Status area displays the extension number of the caller if the call is internal, or the equipment number of the trunk if the call is external.

When there is more than one waiting call, pressing the ANSWER key connects you to the call that has been waiting the longest.

Some companies prefer to give priority to answering external calls over internal calls; if so, press a lit LDN key instead of the ANSWER key.

The following diagrams are examples of some Call Status displays:

125

You are connected to extension 125.

o02

You are connected to trunk 2. The 'o' which precedes the number indicates the call is from an outside trunk.

If you are very busy and cannot answer all the incoming calls

Press OVERFLOW

Incoming calls are redirected and ring the night bell. See Overflow in the Advanced Features Section.

Time does not always . . .

permit the immediate processing of calls. If several calls arrive at once, the HOLD key may be used to place up to three calls on hold, thus freeing the attendant to make other calls, page the requested party, or organize a conference.

To place a call on hold

Press unlit HOLD 1, HOLD 2 or HOLD 3 key

The key lamp lights to indicate the key is occupied and the Call Status display clears.

If the held party is an outside call, then the associated Trunk Status LED flashes. After a preset time (10 to 70 seconds), the HOLD lamp flashes and the console ringer recalls you to remind you a call is on hold.

To retrieve a call from hold

Press lit HOLD key

The lamp darkens and you are reconnected to the call.

Transferring Calls

Most callers . . .

will ask to speak with a person, department or extension number within the system.

To transfer a call to an extension

You are connected to a call

The LDN or extension number of the connected call appears on the left of the Call Status display.

Dial requested extension number, or press DSS key

The selected extension number appears on the left of the Call Status display and the first caller, now on Consultation Hold, appears on the right. If you make an error, press CANCEL and begin again.

Example:

129 002

You are connected with extension 129, and equipment number 02 is on hold.

If the extension is ringing or busy and you need not introduce the caller

Press RELEASE

The caller is transferred to the ringing extension.

The busy extension user hears two quick beeps indicating a waiting call. When the user hangs up, his/her phone rings and the waiting call is connected automatically.

If there is no answer after a time-out period, the transferred call recalls and rings your extension.

If you want to introduce the caller

Wait until the ringing extension is answered.

Introduce the caller

Press RELEASE

The two calls are connected together.

To retrieve the held call

Press CANCEL

You are connected to the held call.

If a call . . .

transferred to an extension by the console remains unanswered (10 to 70 seconds), the call returns to the console as a recall.

To answer a recall

Press flashing **RECALL** or **ANSWER** key

You are now connected to the returned call and may ask if the caller wishes to continue waiting or wants you to ring another extension.

Press **RELEASE**

if the caller wants to continue waiting.

Examples:

13 11r

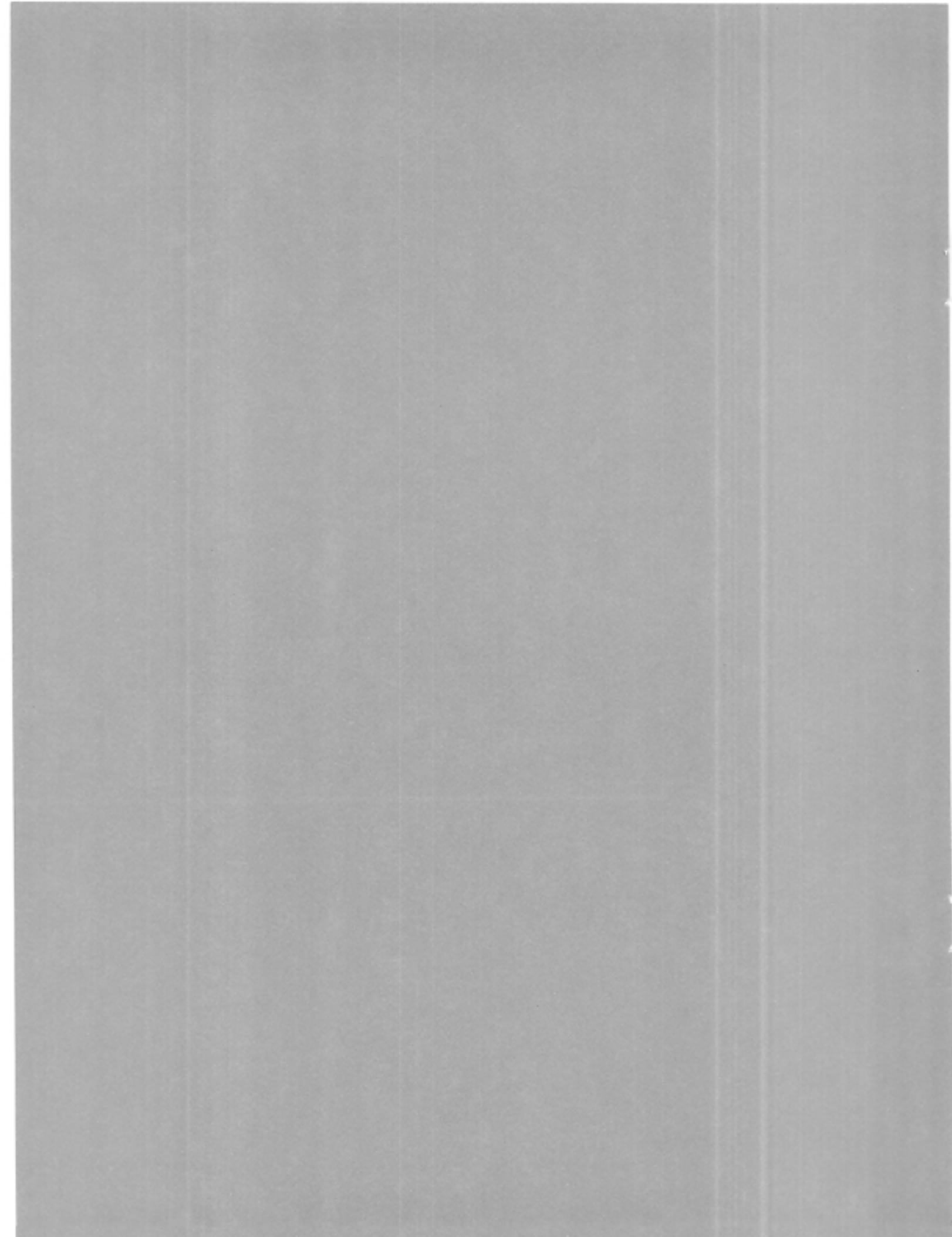
Extension 13 was transferred to extension 11 which does not answer.
r indicates a ringing recall (no answer).

n02 12c

Trunk 02 was transferred to extension 12, which has ignored the camp-on.
c indicates a camp-on recall (still busy).

ADVANCED FEATURES . . .

**shows you
the advanced
capabilities of
the console**



Conference Calls

Three parties . . .

Including attendant, may be connected together to form a conference call.

To set up a conference call

Set up a call with one person

Dial number of second person, or press associated DSS key

The original call is placed on temporary hold.

When the called party answers, you may consult privately or ask whether the person wishes to join a conference call.

Press BOTH

You are connected with both parties in a conference call.

Press SPLIT

to speak to either party separately. Each time the SPLIT key is pressed, the person on hold and the current party are interchanged.

To finish a conference call

Press RELEASE

to release the console from the conversation and connect the two parties together.

Paging

While the **PAGE** key . . .

is pressed, the console is connected directly to the speaker paging equipment.

To make an announcement

Press and hold down PAGE key

The PAGE key lamp lights and you are connected to the paging equipment.

Make announcement

Release PAGE key

You are now disconnected from the paging equipment.

Using the console PAGE key will override an extension already accessing the paging equipment.

Note: This feature is only valid on systems with attached auxiliary paging equipment.

Call Override

You can intrude . . .

on a busy extension or seize a busy outside trunk, when necessary.

To intrude on a busy extension

Dial extension number

Listen for busy tone.

Press and hold OVERRIDE key

All parties receive an override beep which is repeated every 6 seconds while you are connected to the call.

Whatever you say is overheard by all parties in the existing conversation.

Release OVERRIDE

You are disconnected from the call.

Note: Extensions with Data Line Security or Executive Busy Override enabled in their Class of Service (COS) cannot be overridden.

To seize a busy outside trunk

Dial *20

Dial trunk number

The selected trunk appears in the Call Status display.

The callers are disconnected and the trunk is available for emergency use.

Note: This feature should be used ONLY in an emergency.

Message Waiting

The MSG WAIT key . . .

is used to inform an extension of a message waiting at the console.

Once this feature is activated, the extension is rung with a distinctive ringing pattern every 5 to 20 minutes (depending on the programmed interval) until the message is canceled.

If the extension is busy when Message Waiting is activated, the ringing pattern begins 10 seconds after the extension becomes free.

When an extension with message waiting applied calls the console, the MSG WAIT key lamp lights as well as the DSS and DIAL 0 keys.

To apply Message Waiting

Dial extension number, or press DSS key

The extension number appears on the left of the Call Status display.

Press MSG WAIT key

The Message Waiting status for that extension is shown on the right of the Call Status display:

- 0 = not applied
- 1 = applied

Each time the MSG WAIT key is pressed, the Message Waiting status changes from 0 to 1.

To cancel Message Waiting

Answer call from extension

Message Waiting is canceled automatically when the extension connects to the console (if Auto Cancel is allowed on your system).

Or press and hold down MSG WAIT key

and dial extension number

The extension number dialed appears on the left and the Message Waiting status is shown on the right of the Call Status display:

- 0 = not applied
- 1 = applied

Each time the MSG WAIT key is pressed, the Message Waiting status changes from 0 to 1.

Message Waiting

To display extensions with Message Waiting

Press and hold down the MSG WAIT key
The Busy Lamp Field and the DSS keys display all extensions with Message Waiting applied.

Night Service

Many office telephone systems . . .

are placed in Night Service after regular hours, or whenever the console is unattended.

Incoming calls then ring alternate answer routes, either designated extensions, hunt group, ring groups or a night bell.

To place the system in Night Service

Press NIGHT SERV

The NIGHT SERV key lights and the system is in Night Service.

To return to Day Service

Press lit NIGHT SERV key

The NIGHT SERV key darkens and incoming calls ring at the day service route (usually the console).

To assign Night Service routes

The SX-20 system should be in day service. Only trunks equipped for Flexible Night Service in their COS may be assigned Night Service Routes.

Press and hold down NIGHT SERV

The Call Status display shows the trunk number (of the trunk with Flexible Night Service) on the left and the current night answer number on the right.

Dial extension number, hunt group number, ring group number, or Night Bell code

The new night service route number appears on the right.

Press the * key

to display the next trunk number equipped for Flexible Night Service.

Automatic Wake-up

This feature . . .

allows the attendant to set up an automatic wake-up call that will ring the extension at a pre-arranged time.

After answering a wake-up call, the extension user receives either a special wake-up tone or music.

If the extension is busy or if the call is not answered, the call will repeat two more times at 5 minute intervals.

To assign Automatic Wake-up

Press AUTO WAKEUP

Dial required extension number

The extension number appears in the display.

Dial the wake-up time

in 24-hour format.

Press RELEASE

Wake-up is assigned.

To display Automatic Wake-up

Press AUTO WAKEUP

Dial extension number

The wake-up time assigned to that extension appears in the Call Status display.

Press RELEASE

To cancel Automatic Wake-up

Press AUTO WAKEUP

Dial extension number

The extension number and the wake-up time appear in the Call Status display.

Dial 9999

The wake-up call is canceled.

DSS Key Operation

The Direct Station Selection (DSS) keys . . .

are programmable to correspond to frequently requested extension numbers, hunt group, ring group or trunk access codes.

When a DSS key is pressed and then released, the system automatically dials the number which is assigned to it.

The key lamp lights when the extension is busy, flashes when the extension is on hold at the console, and remains dark when the extension is idle.

To assign DSS keys

Press and hold down required DSS key with one hand

The current assignment appears in the Call Status display – either an extension number, or if previously unassigned, dashes.

Dial required extension number with your other hand

The new assigned number appears in the Call Status display.

If the entered value is invalid, the number is not accepted.

If you change your mind and want to enter another number, press and hold down the required key and try again.

System Speed Call

Frequently dialed numbers . . .

may be saved in memory tables for automatic dialing.

To use a speed call number

Dial 55 or

See your Communications manager.

Dial memory code (10-69)

See the Speed Call List in the Reference Section for the appropriate memory code. The number is dialed for you automatically.

To save system speed call numbers

Dial *65

Dial memory code (10-69)

Dial number to be saved

For more information on how to save a number, see To Organize a Speed Call number.

Press CANCEL

if you made a mistake and want to leave the previously saved number intact.

Press RELEASE

The entered number is saved in the specified memory code.

Record the identity of the new number in the Speed Call List located at the back of the Reference Section.

To review a saved speed call number

Dial *60

Dial memory code (10-69)

The memory code is displayed followed by the first five digits of the stored number.

Either dial *

to scroll one digit at a time through the stored number.

or dial 0

to step through the stored number in blocks of five digits.

or dial #

to advance sequentially to the next memory code.

System Speed Call

To organize a speed call number

Before you save a speed call number, follow the given example and write down long numbers exactly as you would dial them; e.g., a typical long-distance telephone number would be dialed as follows:

9+1+613+5551212

where,

9 = trunk access code
1 = long distance
613 = area code
5551212 = telephone number.

These special codes can be inserted into the telephone number:

*1 – This causes automatic dialing to be suspended for 5 seconds, and is used to allow telephone exchange equipment to prepare for reception of more digits.

*2 – Used wherever you have to wait for dial tone after dialing the trunk access code. You may find that in some areas, *1 is more useful than *2.

*3n – Used to indicate where in the number string a predialed sequence will be inserted.

This code must be followed by a one-digit number (between 1 and 9) that specifies the quantity of digits to be dialed manually.

The following example illustrates the use of *3n. The general number for directory assistance is:

1 + (area code) + 5551212

The area code determines in which area you are making the enquiry and is unknown until you require assistance. You can save the number and make use of the *3 code to suspend dialing until the area code is dialed from the keypad. In this case, write down the number

9 + 1 + *3 + 3 + 5551212

where,

*3 – suspends dialing until you've dialed the area code from the keypad.

3 – tells the system to wait for three digits.

System Speed Call

After pressing a key with *3 saved in the number, you hear a beep prompting you to dial digits manually. If the quantity of digits you now dial is less than the quantity specified when the number was saved, press # and dialing will begin.

Based on the above example, if you want to call the Florida directory assistance:

Dial Speed Call access code

Dial memory code

Listen for beep.

Dial 305

- the Florida area code.

The systems dials 9 1 305 5551212 automatically.

If you want to call Directory Assistance in your own area code:

Dial Speed Call access code

Dial memory code

Listen for beep.

Dial #

The system dials 9 1 555 1212.

Message Registration

This feature permits . . .

the SX-20 system to track the use of an extension.

Changes accumulate when each call is made and for the duration of the call, as set by your Customer Service Representative.

To assign Message Registration

Press MSG REG

Dial extension number

The extension number appears on the left of the Call Status display and the counter total is shown on the right.

Dial 0

The counter is set to 0000 and begins accumulating charge units as local calls are placed from that extension.

To review accumulated call charges

Press MSG REG

Dial extension number

The counter total is shown on the right of the Call Status display.

For example,

122 - 1398

where 1398 is the unit charge for that extension.

Press RELEASE

To leave the extension counter as is.

To cancel Message Registration

Press MSG REG

Dial extension number

Dial 9

The counter is set to 9999 and local call charges are no longer accumulated for that extension.

To print Message Register counters

This feature is only valid on systems with an attached printer.

Dial *73

The Register contents are sent to the printer.

Restrictive Extension Control

This feature is used . . .

to temporarily restrict an extension from placing outside calls.

Only extensions with Message Registration and Restrictive Extension Control in their Class of Service may be restricted.

To restrict an extension

Press MSG REG

Dial extension number

The extension number appears on the left of the Call Status display and the Message Registration counter, if used, is shown on the right. See Message Registration.

Dial 9

The extension cannot place local calls.

Note: If Message Registration is also preprogrammed for that extension, then when the call counter is set to 9999, the extension is restricted from placing local calls.

To lift the restriction

Press MSG REG

Dial extension number

The extension number appears on the left of the Call Status display and the Message Registration counter, if used, is shown on the right. See Message Registration.

Dial 0

The extension can place local calls.

Call Block

Telephones with . . .

Call Block in their Class of Service may be prevented from making calls to other extensions with the same restriction. The extensions may still make outside calls.

To apply Call Block

Press CALL BLOCK key

All extensions with Call Block in their Class of Service are now prevented from making extension-to-extension calls.

To remove Call Block

Press lit CALL BLOCK key

Call Block is disabled.

Overflow

Time does not always permit . . .

the immediate processing of calls. If several calls arrive at once, the OVERFLOW key may be used to redirect incoming calls to the night bell, thus freeing you to handle other calls.

To apply Overflow

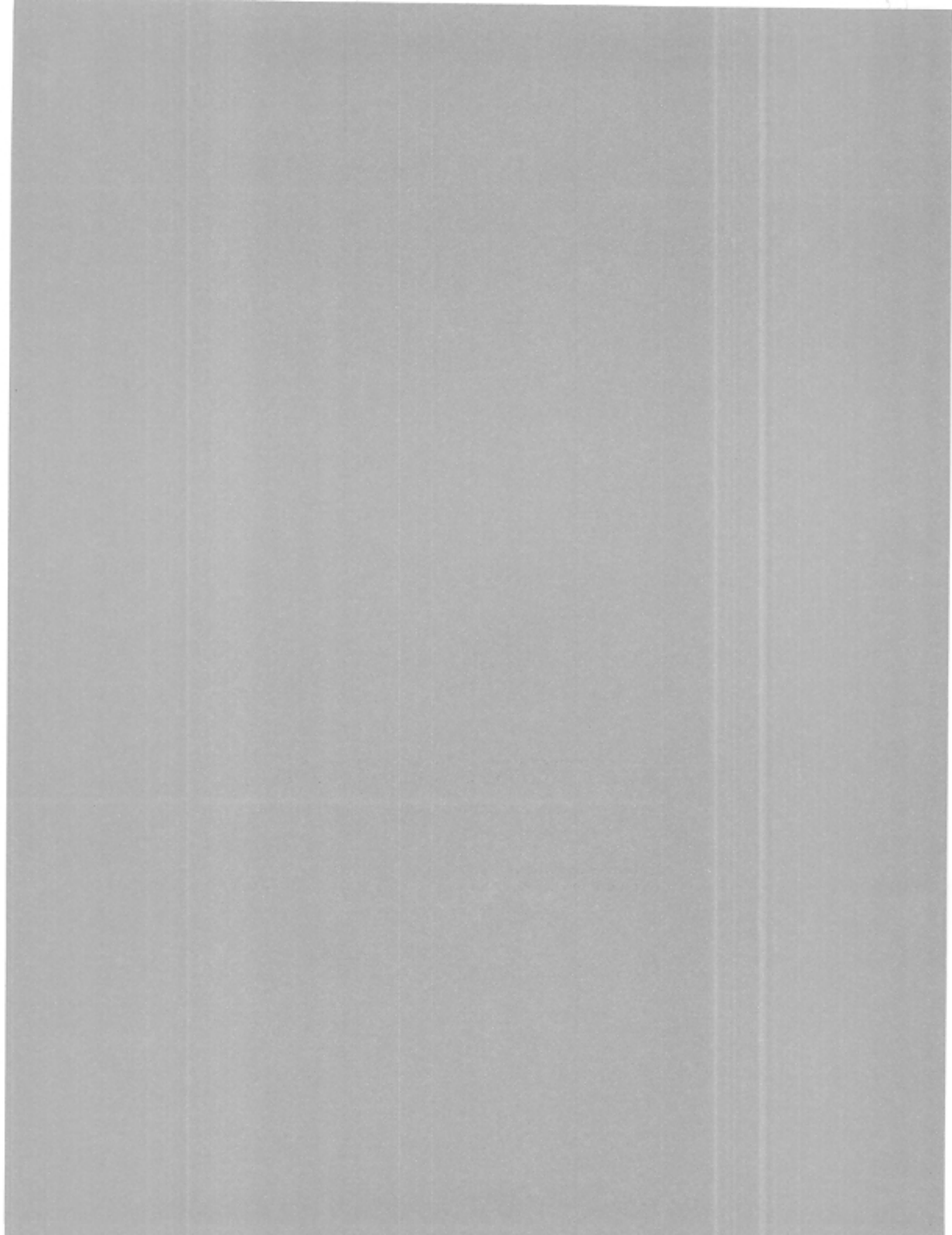
Press OVERFLOW
New calls ring the night bell.

To remove Overflow

Press lit OVERFLOW key
New calls ring the console.

REFERENCE SECTION . . .

contains directories for
your quick reference.



Help Table

Problem	Action
System Alarm 92 is displayed and no new outside calls can be made	Your SMDR printer has malfunctioned or is out of paper. Cancel SMDR: Dial #750 Call processing resumes but SMDR is disabled. Contact your Customer Service Representative immediately.
The ALARM key is flashing and the console is ringing	Press and hold ALARM key. The alarm identity appears in the Call Status display. Note problem in the Problem Log, then contact your Telephone Service Representative.
You suspect a lamp or the display is not working	Dial 16 or press STATUS key 4 times. All functioning lamps light and the console ringer sounds.
Console does not operate	Ensure handset is plugged in.
Console ringer does not sound	Ensure BELL OFF is not activated. Ensure system is not in night service.
Dialed number is displayed incorrectly	Extension number has call forwarding set up.
Unable to place a call to an extension	Note problem in Problem Log, then contact your Telephone Service Representative.
Outside trunk is faulty (no dial tone, too noisy, etc.)	Note problem in Problem Log, then contact your Telephone Service Representative.
It's an emergency and you need an outside trunk, but all the trunks are in use	To release occupied trunk circuits in an emergency: Dial *20. Dial Trunk Equipment Number. The selected trunk appears in the Call Status display. The callers are disconnected and the trunk is available for emergency use. Note: This feature should ONLY be used in an emergency.
It's an emergency and you must intrude on a busy extension	Press and hold OVERRIDE key. All parties receive a beep which is repeated every 6 seconds while you are connected to the call. Release OVERRIDE key, you are disconnected from the call. Note: Not all extensions can be overridden.
You are asked to connect a caller to the RMATS	RMATS - Remote Maintenance and Test Service. Dial *498. Listen for dial tone. Press RELEASE.
You suspect a lamp or the display is not working	Dial 16 or press STATUS key 4 times . . . All functioning lamps light and the console ringer sounds.

Glossary

Camp-on

A feature allowing the system to queue calls directed to a busy extension, then automatically connect the waiting party to the extension when it becomes free. The called party hears a quick beep indicating a call is waiting.

Central Office (CO)

A facility housing the public telephone switching system and related equipment, which provides telephone service for customers in a geographical area.

Class of Service (COS)

When your system is programmed, the installer groups extensions into different Classes of Service. Each of these Classes has access to a specific set of features.

Data Line Security

A COS feature which prevents an extension from receiving camp-on tone – which could interfere with computer data transmission.

Hunt Group

Extensions linked together in group with a common telephone number.

LDN key

(Listed Directory Number) Call-handling keys for calls originating outside the PABX which allow you to select the sequence in which you answer outside calls to the console.

Night Bell

A bell which rings when the console is placed in Night Service. An extension can answer incoming calls ringing the bell by dialing a Night Bell Answer Code.

PABX

(Private Automatic Branch Exchange) Telephone switching system for private use.

Recall

A call transferred to an extension which returns to the console because of ringing (no answer) or camp-on (busy).

Trunk Access Code

A code which precedes a dialed number to indicate to the PABX that the telephone number is outside the system.

Trunk Group

Several trunks may be grouped together and assigned a common Trunk Access Code (e.g., 9 or 8). The system automatically finds a free trunk in the group when you dial this Access Code.

Speed Call List

Name	Memory Code	Speed Call Number					COS									
		1	5	10	15	20	25	1	2	3	4	5	6	7	8	9
	10															
	11															
	12															
	13															
	14															
	15															
	16															
	17															
	18															
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	38															
	39															

Note:
 1. Please copy.
 2. Class of Service (COS) assignments to be provided by installer.

Attendant Feature Codes

You can use these codes if the features are not programmed on console keys.

Feature	Code
Automatic Wake-up - Assign - Display - Cancel	*71 + extension number + hhmm *72 + extension number *71 + extension number + 9999
Busy-out Trunk Unbusy Trunk	*41 + Trunk equipment number *51 + Trunk equipment number
Call Override - Extension - Outside line	5 (press RELEASE to cancel) *20
Call Block - ON - OFF	*23 *24
Call Hold	51
Clock - 12-hour - 24-hour Date	*14 + hhmm *15 + hhmm *60 + ddmmyy
Message Registration - Assign - Review - Cancel	*22 + extension number + 0 *22 + extension number *22 + extension number + 9
Night Service - ON - OFF - Assign	*11 + Trunk equipment number *12 *21 + Trunk equipment number + extension number
Paging	50
Restricting Extensions - ON - OFF	*22 + extension number + 9 *22 + extension number + 0
RMAT Connection	*498
System Speed Call - Save - Review	*65 *60

