

3X-10™

SUPER SWITCH®

**Prime
Line
Guide**



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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.

Your Prime Line extension may be a SUPERSET 4™ set, or a regular telephone with an attached Remote Display.

Whether your Prime Line extension is the central answering point for all calls entering the system, or the secondary answering point for calls not answered at other extensions, you can still activate the advanced Attendant features provided by your SX-10™ system.

The features available with your Prime Line were specially selected for your company and may not include all the features described in this guide.

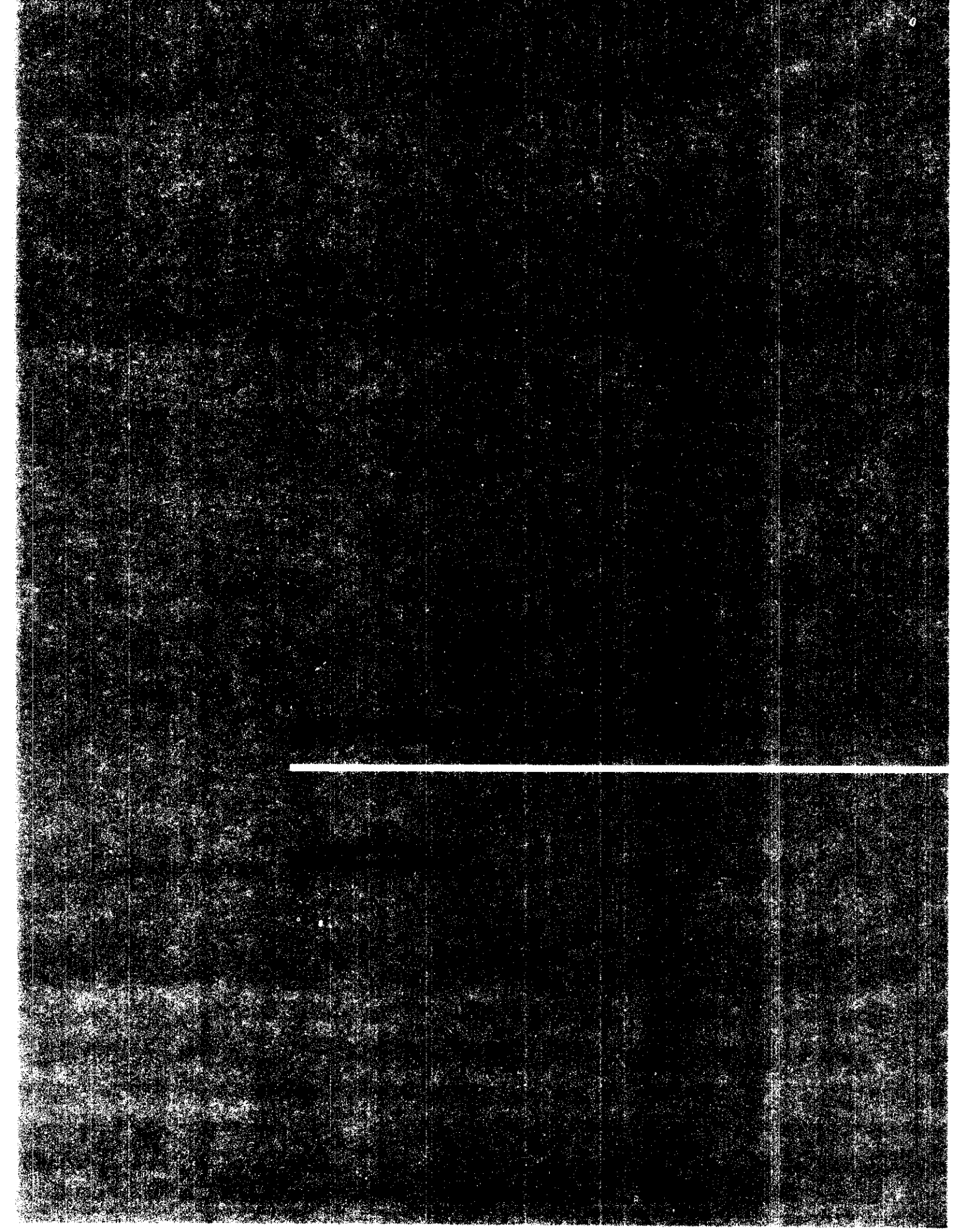
Take a few minutes to explore this guide – it contains detailed operating instructions and quick reference aids to give you all the help you need.

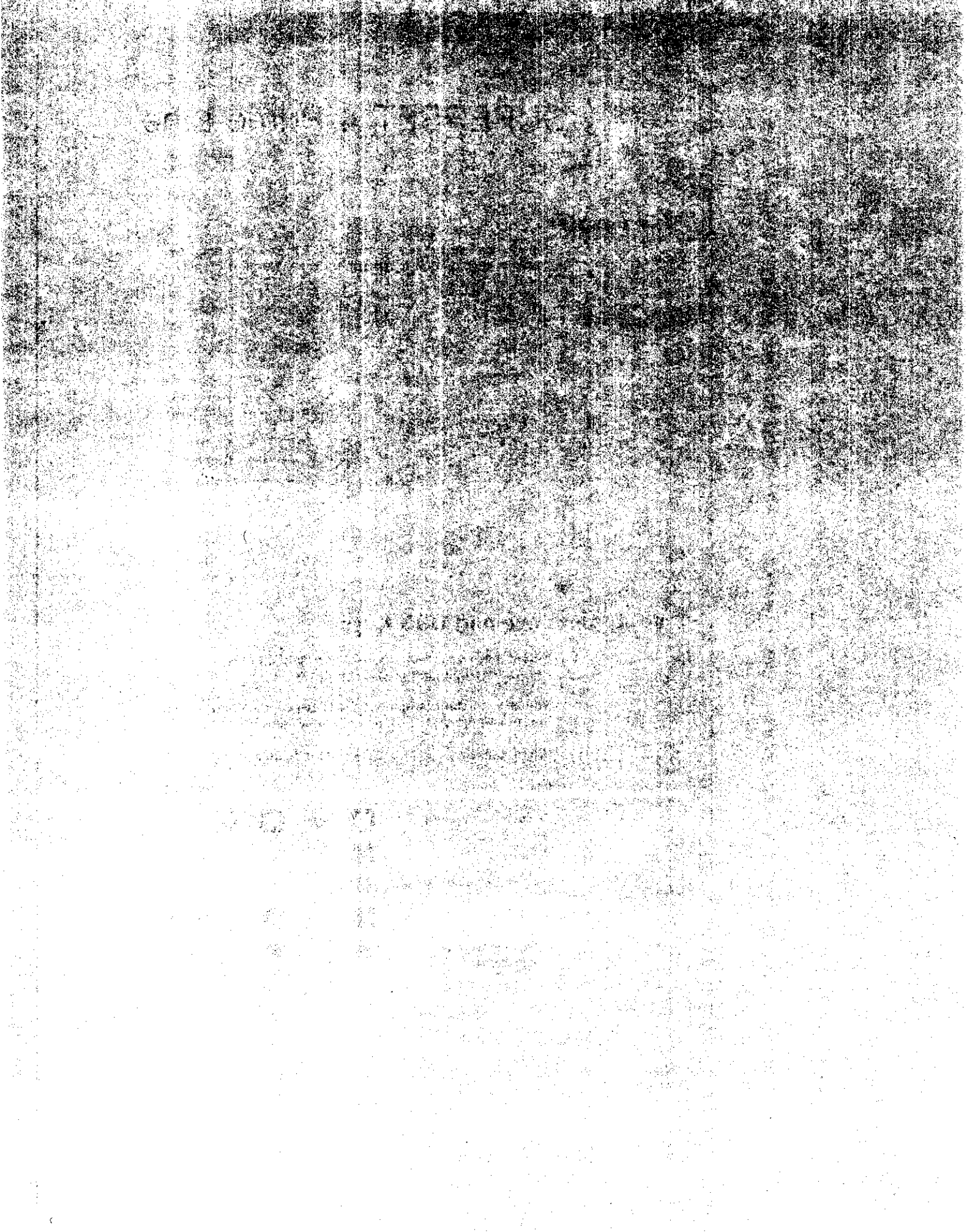
This guide contains the following sections:

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

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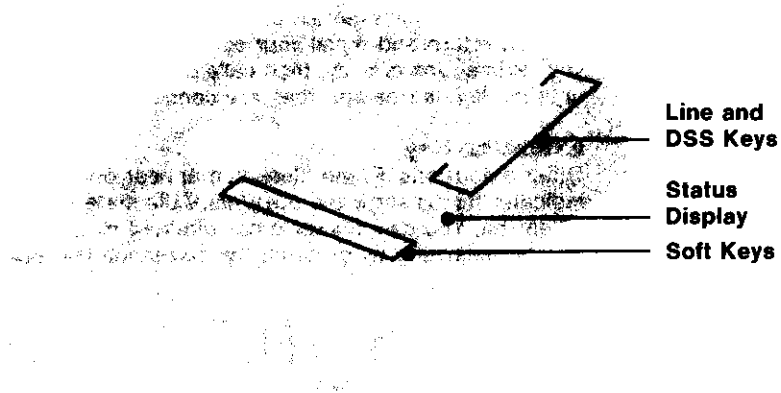


SUPERSET 4 Prime Line

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This chapter . . .

introduces you to your SUPERSET 4 Prime Line set. The optional display unit is described in the Remote Display section.



Line Appearance and DSS Keys

Fifteen keys each with an indicator lamp can be programmed as Line or DSS keys.

The line indicator lamps change display indications as the idle/busy/hold states of the lines they represent change.

When a line is . . .	Your set indicator shows . . .
Idle	<input type="checkbox"/> Alternating
Called (incoming call)	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Busy	<input checked="" type="checkbox"/>
Busy at another extension	<input checked="" type="checkbox"/>
On hold	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Flashing
On hold at another extension	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Flashing

SUPERSET 4 Prime Line (cont'd)

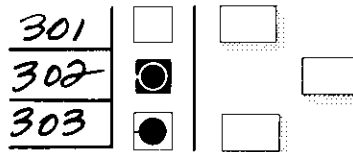
There are three types of Line keys: Prime Key, Extension Key and Outside Line Key.

Prime Key

The last selection key on your set is assigned to your Prime Line. Your Prime Line is for your own use and has special Attendant features associated with it. All calls transferred to an extension which remain unanswered (whether busy or no answer) return and recall your set on your Prime Line. If your Prime Line is busy, then calls directed to it camp-on until the line is free and then are connected automatically.

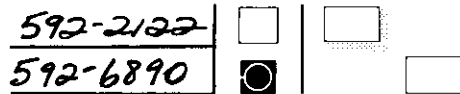
Extension Key

Other extensions' Prime Lines can appear on your set. The indicator lamps show the busy/hold/idle state of the extension. You can answer a call directed to or left on hold by that extension by pressing the corresponding selection key.



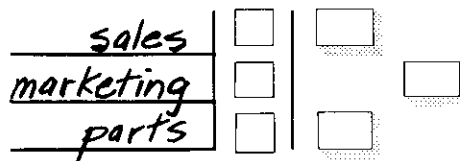
Outside Line Key

The lines connecting your PABX to the outside world can be assigned to keys on your set. The indicator lamps show the busy/hold/idle state of each line. You can answer or place an incoming call on an outside line by pressing the key.



Direct Station Selection (DSS) Keys

Any keys not assigned to lines may be programmed as DSS keys (see DSS Keys in the Advanced Features Section). A DSS key will automatically dial an extension, hunt group or ring group number after the key is pressed (one-button call transfer). The indicator remains blank on DSS keys.

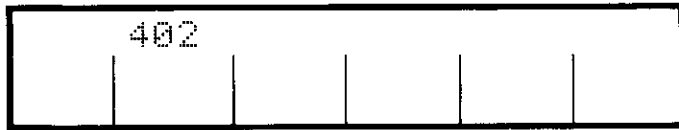


SUPERSET 4 Prime Line (cont'd)

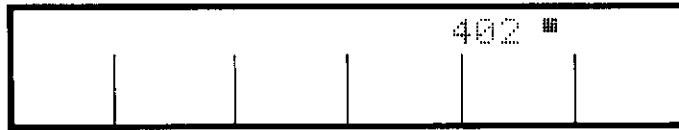
Status Display

This display keeps you informed of what calls you have in progress, what extension is on hold, and displays status messages. When your set is idle, the display shows the time and date.

For example,



You are connected to extension 402.



Extension 402 is on hold. The flashing square indicates a held call.



Extension 403 is busy

SUPERSET 4 Prime Line (cont'd)

Soft Keys

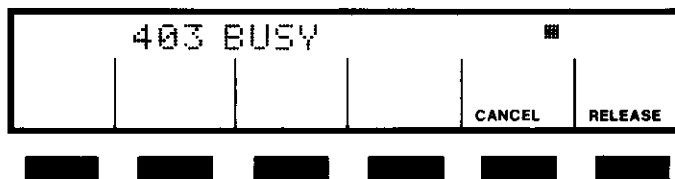
There are six soft keys, so named because their functions change to reflect the options available to you at a point in time.

The soft keys have associated prompts which only appear in the Status Display if:

- a) the prompt feature is available on your system, and
- b) the prompt is a valid action at that time.

Pressing the soft key below the selected prompt executes the action.

For example,



You have extension 402 on hold and extension 403 is busy.

Either press CANCEL

to drop the busy 403 and be reconnected with 402,

or press RELEASE

to transfer 402 to 403 as a camp-on (call waiting) call.

Note: The remainder of this guide describes only the simplest steps you can take to perform an action. However, other steps which may be more suited to your business needs may be taken by selecting alternate prompts.

For example, all the call processing actions in this guide can be performed in handsfree mode. This eliminates the need to lift and replace the handset in the instructions.

Regular Set Prime Line

This chapter . . .

introduces you to your Prime Line when it is a regular telephone set. The display unit is described in the Remote Display section.

Switchhook Flash

A switchhook flash is used during a telephone conversation to signal to the system that you want to transfer, hold or organize a conference call.

Pressing a switchhook button for too long may disconnect your call, so you should practice when you are not engaged in an important call.

Lift handset

Flash switchhook

Press and quickly release one of the switchhook buttons located on the handset cradle.

Listen for interrupted dial tone

Note: Throughout the remainder of this guide, the instructions are aimed primarily at SUPERSET 4 set users. Therefore, if you have a regular telephone set, please:

Flash the switchhook

instead of pressing TRANS/CONF or CANCEL, and

Replace handset

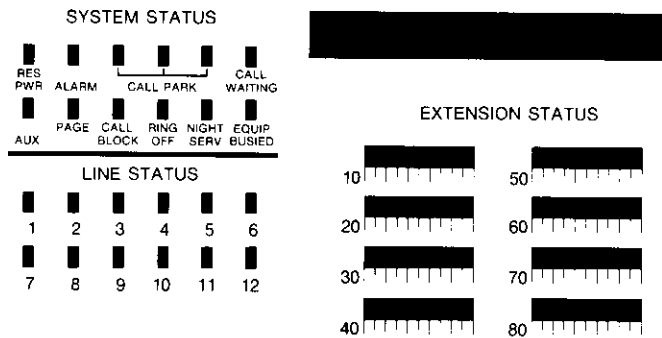
instead of pressing RELEASE.

Remote Display

This display . . .

provides a regular set user with the visual call status indications necessary for Prime Line operation.

The display may also be used with a SUPERSET 4 set for advanced features like Automatic Wake-up and Message Registration.



Line Status

The first eight lamps show the busy/idle state of each line to the outside world. The other lamps are not used with the SX-10 system.

The lamps:

- light when the line is busy,
- flash when the line is on hold at the Prime Line, and
- remain dark when the line is idle.

Extension Status

These lamps light to show the busy/idle state of each equipped extension.

The lamps:

- light when the extension is busy,
- flash when the extension is on hold at the Prime Line, and
- remain dark when the extension is idle.

Remote Display

Numeric Display

This display gives information about the current call, whether you are connected to an extension or an outside caller. When you are not handling a call, the display shows the time of day in 12- or 24-hour format.

System Status

This area contains 12 lamps which light to indicate changed conditions in the system status.

RESERVE POWER

This lamp lights when a commercial power failure has occurred and the SX-10 system is operating on reserve power.

ALARM

This lamp flashes if a malfunction occurs in the system. See the Help Table in the Reference Section.

CALL PARK

These lamps are not used with the SX-10 system.

CALL WAITING

This lamp lights when your Prime Extension is busy and indicates that additional calls are waiting to be answered.

AUX

This lamp is reserved for future applications.

PAGE

This lamp lights when any extension is using the paging circuits.

CALL BLOCK

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

RING OFF

This lamp is not used with the SX-10 system.

NIGHT

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

EQPT BUSIED

When the SX-10 system detects a malfunction, the problem unit is temporarily disabled, the EQPT BUSIED lamp flashes and an alarm indication appears. See the Help Table in the Reference Section.

Getting Started

The SX-10 display . . .

provides you with the required call-processing information.

To set the clock

When you are not handling a call, the displays show you the time-of-day using either a 12- or 24-hour clock.

Dial *14
for a 12-hour format.

or dial *15
for a 24-hour format.

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

Example
To set the clock to 1:05 pm:

Dial *14

Dial 1305
The clock is set to 1:05 pm.

To set the date for SUPERSET 4 set users

Dial *80

Dial date (ddmmyy)
If entering a single digit number, include zero. The date you set will appear on all SUPERSET 4 set displays.

Note: If you have a rotary style phone, dial 71 instead of *.

To set Background Music

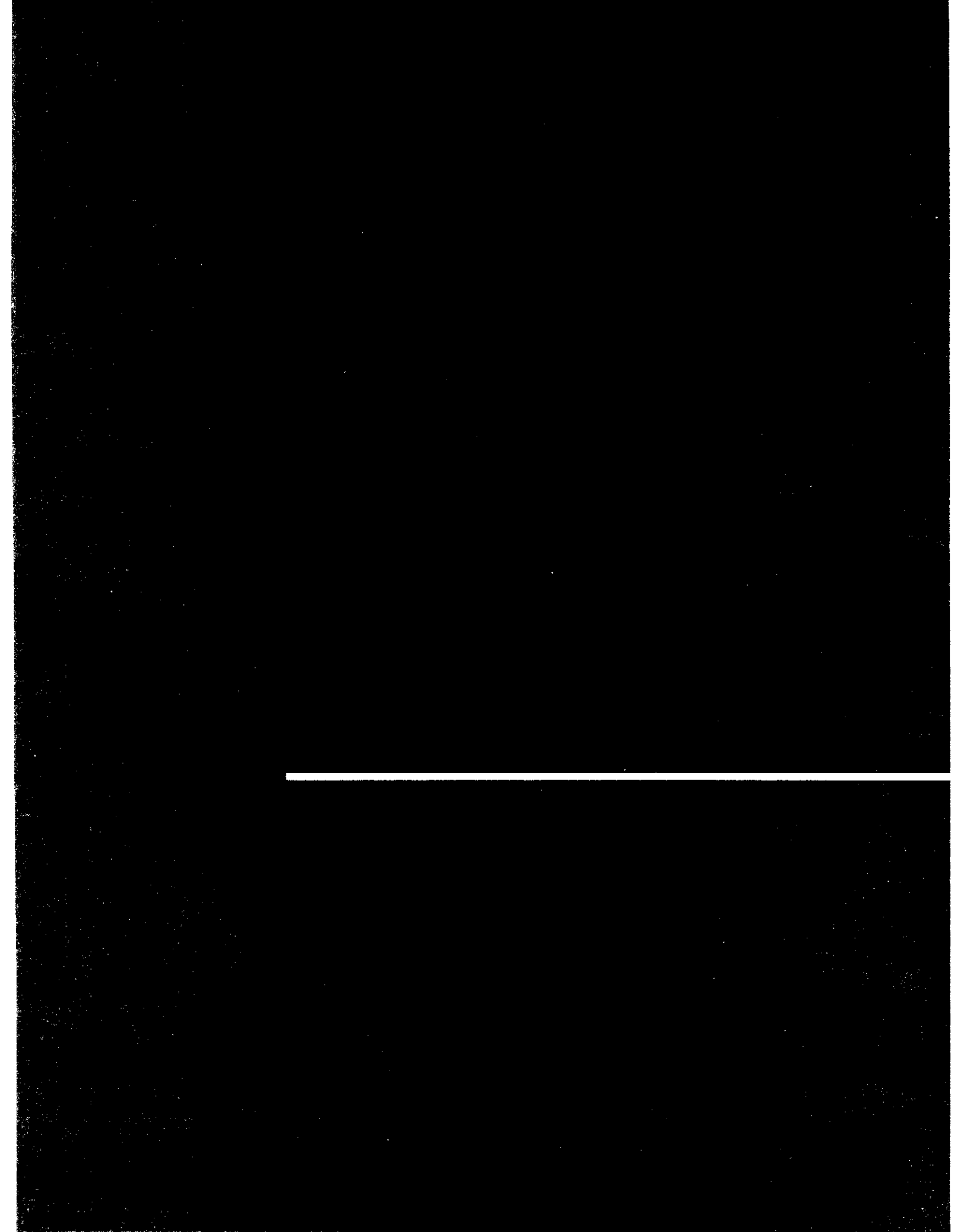
If you do not have this feature, you will hear reorder tone.

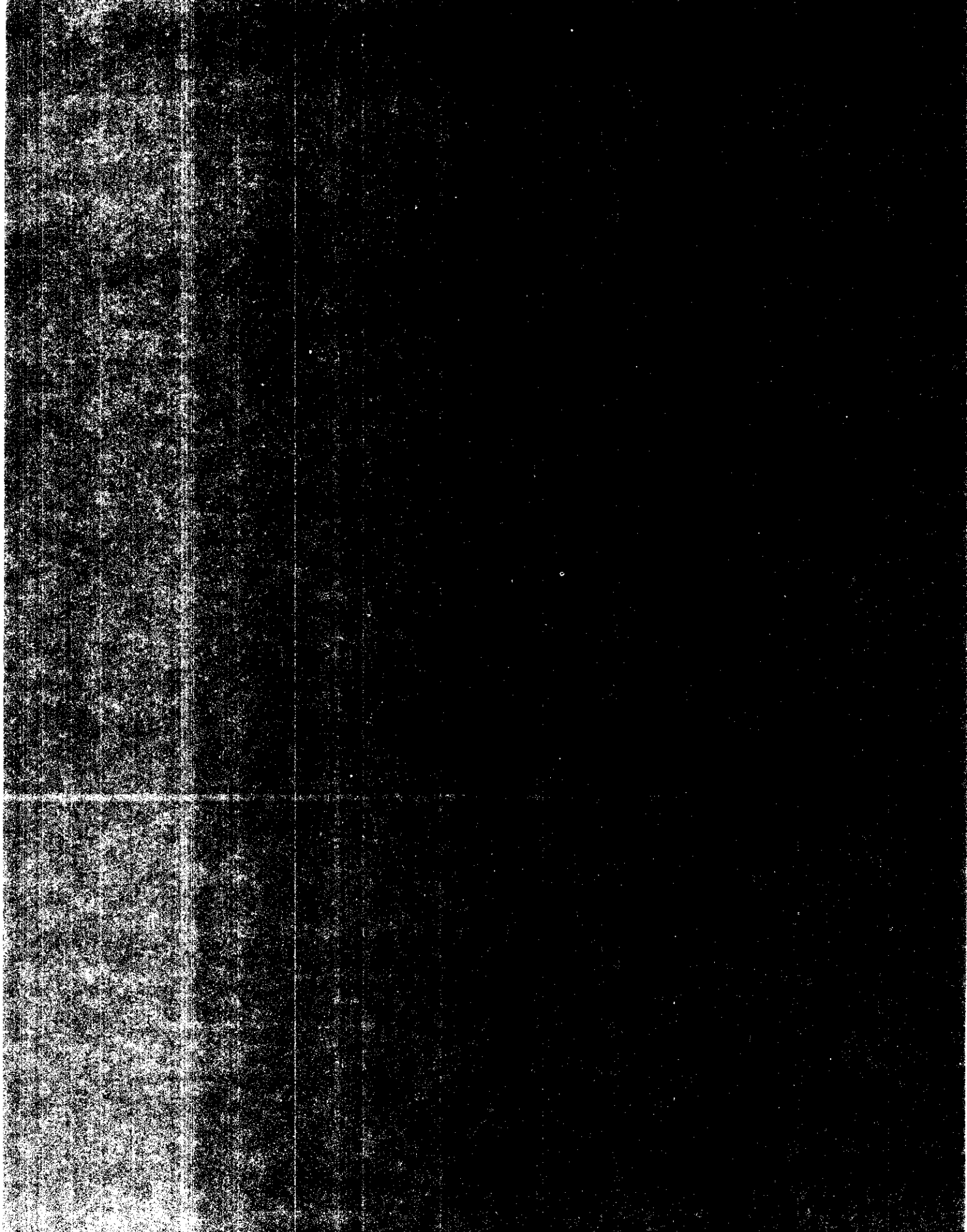
To turn Background Music on

Dial *17
Background music is heard.

To turn Background Music off

Dial *18
Background music is turned off.





Placing Calls

From the Prime Line . . .

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

To call an extension

Dial extension number

The extension number appears on the left of the display.

Press CANCEL

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

To call an outside number

Dial outside line access code

9 for group 1

8 for group 2

78 for group 3

79 for group 4

Listen for dial tone.

Dial required number

The line number appears on the left of the displays.

To place an outside call for an extension

Answer call from extension

Press TRANS/CONF

Dial outside line 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 Prime Line and the extension is connected to the outside line.

Answering Calls

A new call . . .

rings your extension and flashes the associated line indicator lamp.

To answer a call on your Prime Key

Lift handset

You are connected with the caller.

If more than one call arrives at once

Either press the flashing line key, then lift handset to answer a specific call.

or lift handset

to answer a call on your Prime Key.

If your extension is busy

If a call arrives on your Prime Key

The new call will camp-on to your set.

Press SWAP CAMP ON

Your current call is placed on temporary hold and you are connected to the waiting call.

If a call arrives on a different line

You will hear a warble tone and the associated line indicator flashes.

Press HOLD key

The current call is placed on hold.

Press the line key, then lift handset

You are connected to the waiting call.

To answer a call on a regular set

Lift handset

You are connected with the caller.

Call Hold

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Time does not always permit . . .

the immediate processing of calls. If several calls arrive at once, you can place up to eight outside calls on hold, thus freeing you to place other calls, page the requested party or organize a conference.

To place a call on hold

You are connected to a call.

Press TRANS/CONF

Dial 51

The SX-10 system will tell you the location (line number) of the call placed on hold. Any station may retrieve this held call.

To retrieve a call from hold

Dial 53

Either dial 0

if you want to retrieve the first person you placed on hold.

or dial line number of the held call (1-8)

to retrieve a specific call. The line number is the number given when you originally placed the caller on hold.

If YOU will retrieve the call from hold

You are connected to a call.

Press red hold key

The call is placed on hold and the associated line indicator flashes.

Any SUPERSET user with a line appearance of the held call on their set, may retrieve the call by pressing the line select key next to the flashing indicator.

Transferring Calls

Most incoming callers . . .

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

To transfer a caller to an extension

You are connected to a call. The line or extension number of the caller is shown on the display.

Press TRANS/CONF

Dial requested extension number

The selected extension number appears on the left of the display and the first caller, now on temporary hold, appears on the right.

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

Press RELEASE

The caller is transferred to the ringing extension.

If there is no answer after a time-out period, the transferred call recalls to you at your Prime Line 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.

Transferring Calls

If the extension is busy

Press CANCEL

You are reconnected with the held call. Inform the caller that the extension is busy and ask if the caller wishes to continue waiting or wants to speak with someone else.

Dial requested extension number

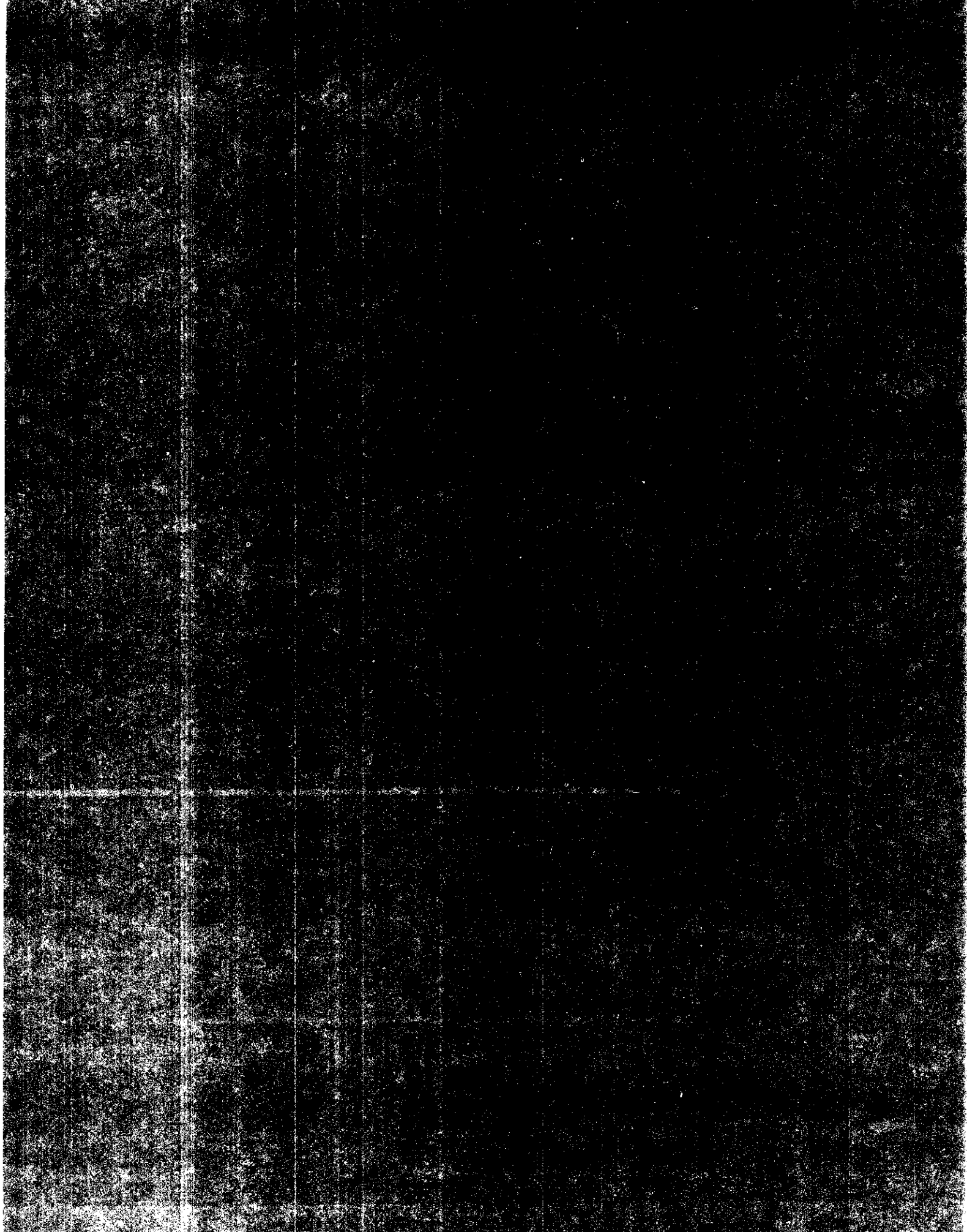
Listen for busy tone.

Press RELEASE

The caller is transferred to the ringing extension.

The busy extension user hears a special pattern of two quick beeps indicating a waiting call. When the busy extension becomes free, the extension rings and the waiting call is connected automatically.

If the call remains unanswered, it recalls to you at the Prime Line.



Conference Calls

Three parties . . .

(including you) may be connected together to form a conference call.

To set up a conference call

You are connected with a call.

Press TRANS/CONF

The party is placed on temporary hold.

Dial number of second person

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

Press CONF

You are connected with both parties in a conference call.

Press SPLIT

to speak to either party separately.

Press SWAP

to interchange the current party with the person on hold.

To finish a conference call

Press RELEASE

You are released from the conference call.

Call Override

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You can intrude . . .

on a busy extension or seize a busy outside line when necessary.

You cannot intrude if the extension is in a conference call or if the extension has a party on temporary hold.

To intrude on a busy extension

Dial extension number

Listen for busy tone.

Press OVERRIDE

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

Everything you say is overheard by all connected parties.

Replace handset

You are disconnected from the call.

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

Regular set users should dial *5 to override an extension.

To seize a busy outside line

Dial *20

Dial line number (1-8)

The line number appears in the display.

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

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

Paging

While making an announcement . . .

the Prime Line extension is connected directly to the speaker paging equipment.

To make an announcement

Lift handset

Press and hold down PAGE

You are connected to the paging equipment.

Make announcement

Release PAGE

You are now disconnected from the paging line.

The Attendant page feature overrides an extension already accessing the paging equipment.

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

Regular set users should dial *50 to make an announcement, then replace handset when finished.

Night Service

Many office telephone systems . . .

are placed in Night Service after regular hours or whenever the Prime Line is unattended.

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

To place the system in Night Service

Dial *11

To return to Day Service

Dial *12

To assign Night Service routes

The SX-10 system should be in Day Service. Only lines equipped for Flexible Night Service in their Classes of Service may be assigned Night Service Routes; otherwise you will hear reorder tone.

Dial *21

Dial line equipment number

Dial extension number

Incoming calls will now be routed to the new extension during Night Service.

Note: You can review/verify Night Service routes only if you are using a Remote Display.

Automatic Wake-up

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This feature . . .

allows you to set an alarm call to ring an 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 automatic wake-up will repeat two more times at 5 minute intervals.

To assign Automatic Wake-up

Dial *71

Dial required extension number

The extension number appears in the Numeric display.

Dial the wake-up time in 24-hour format

Wake-up is assigned.

To cancel Automatic Wake-up

Dial *71

Dial extension number

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

Dial 9999

The wake-up call is canceled.

Note: You can review/verify the assigned wake-up times only if you are using a Remote Display.

System Speed Call

Frequently dialed numbers . . .

may be saved in memory tables for automatic dialing by you and other extension users.

To use a speed call number

Dial 55 or

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 a system speed call number

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".

Dial *0

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

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

To review a saved speed call number

Dial *60

Dial memory code

The memory code appears in the display, 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 (or any other digit)

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

or dial *

to advance to the next memory code.

Note: You can review/verify a saved speed call number only if you are using a Remote Display.

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. For example, a typical long-distance telephone number would be dialed as follows:

9 + 1 + 613 + 5551212

where,

9 = line access code

1 = long distance

613 = area code

5551212 = telephone number.

These special characters can be inserted into the saved 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 line access code. You may find that in some areas, *1 is more useful than *2.
- *3 – 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 *3. The general number of 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 you dial the area code. 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.

System Speed Call (cont'd)

When a speed call number which included a *3 is selected, you will hear a beep prompting you to dial the digits you want inserted where the *3 is stored. Once you dial the expected number of digits the entire number will be dialed. If the number of digits you wish to insert are less than the quantity specified when the number was saved, press # and dialing will begin immediately.

Based on the previous example, if you want to call the Toronto directory assistance number:

Dial 55 or

Dial memory code (10-69)

Listen for beep

Dial 416

– the Toronto area code.

The system dials 9 1 416 5551212.

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

Dial 55 or

Dial memory code (10-69)

Listen for beep.

Dial #

The system dials 9 1 5551212.

Message Registration

This feature permits . . .

the SX-10 system to track the use of an extension.

Calls totals are held in registers and protected against loss in case a power failure occurs. Changes accumulate when each call is made and for the duration of the call as set by your Customer Service Representative.

Note: Message Registration is available only on systems with a Remote Display.

To assign Message Registration

Dial *22

Dial extension number

The extension number appears on the left of the Numeric display (Remote 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

Dial *22

Dial extension number

The counter total is shown on the right of the Numeric display (Remote Display).

For example,

122 - 1398 where 1398 is the unit charge for extension 122.

Replace handset

to leave the extension counter as is.

Message Registration (cont'd)

To cancel Message Registration

Dial *22

Dial extension number

Dial 9

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

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

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.

To restrict an extension

Dial *22

Dial extension number

The extension number appears on the left of the Numeric display (Remote Display) and the Message Registration counter, if used, is shown on the right (see Message Registration).

Dial 9

The extension cannot place local calls.

To lift the restriction

Dial *22

Dial extension number

The extension number appears on the left of the Numeric display (Remote 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

Dial *23

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

To remove Call Block

Dial *24

Call Block is disabled.

DSS Keys

The Direct Station Selection (DSS) keys . . .

are programmable to correspond to frequently requested extension numbers, hunt groups, ring groups or outside line access codes.

Note: This feature is not available on Regular Sets.

To assign DSS keys

Your set should be idle.

Press PROGRAM

Press SPEED CALL

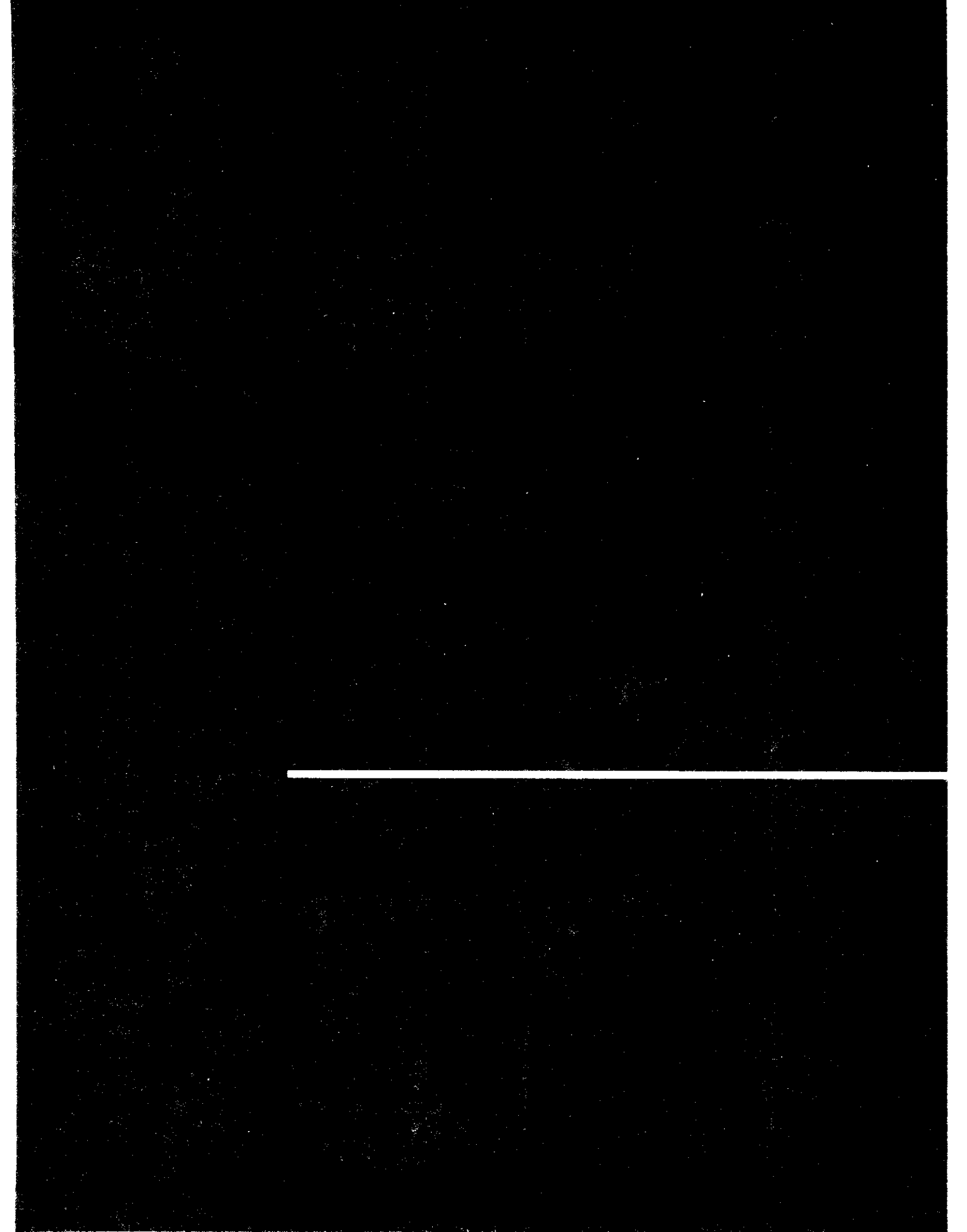
† Press the key you wish to program as DSS

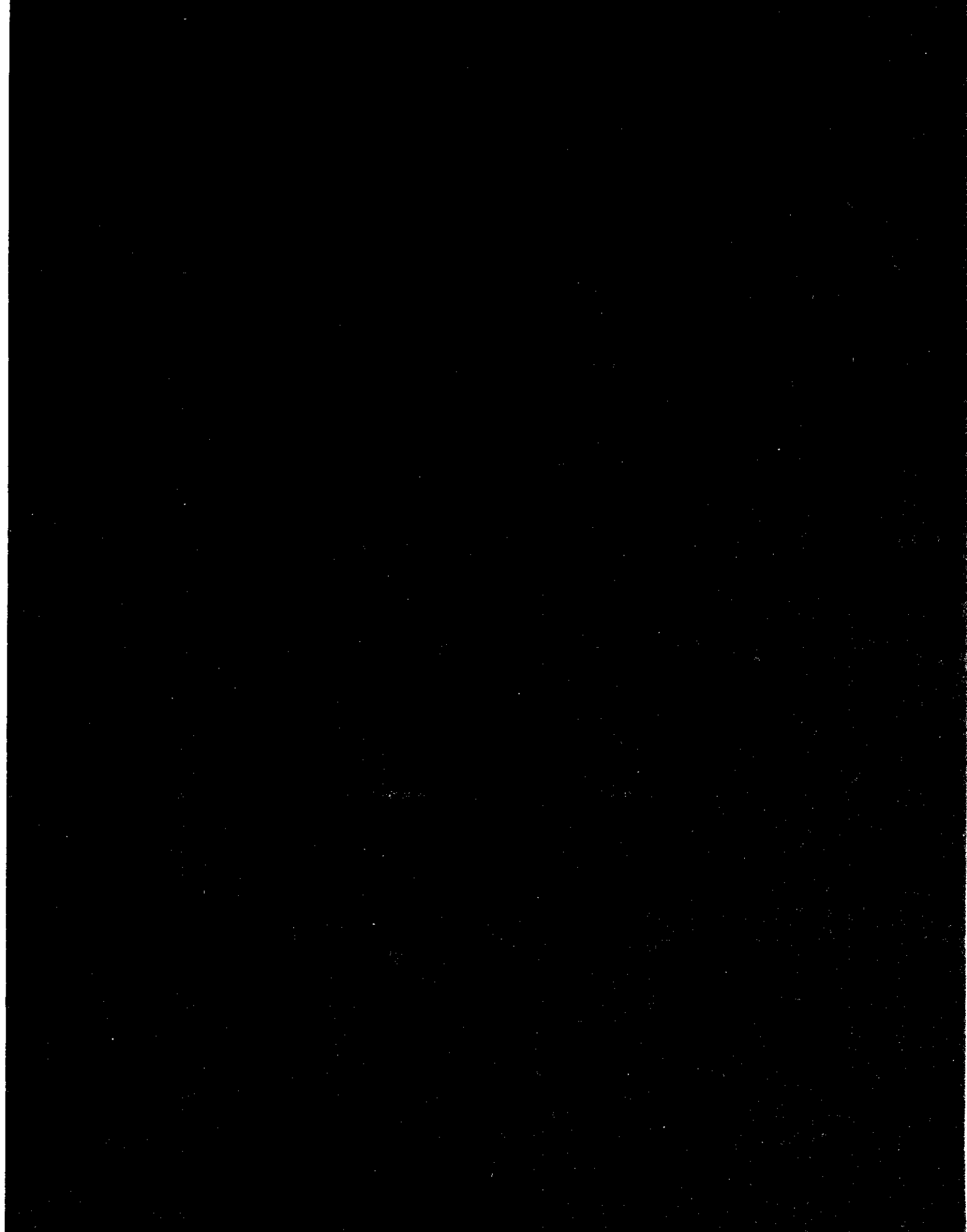
Dial extension, hunt group or ring group number

Press SAVE

The dialed number is saved at that key. Repeat from † for each additional DSS key you want to assign, then

Press EXIT





Problem	Action
The ALARM key is flashing	Dial *31 The last alarm is displayed on the Remote Display. Note the ALARM number in the Problem Log, then contact your Telephone Service Representative.
System Alarm 92 is displayed and no new outside calls can be made	Your SMDR printer has malfunctioned or is out of paper. To Cancel SMDR: Dial *750 Call processing resumes but SMDR is disabled. Contact your Customer Service Representative immediately.
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.
Reporting a system alarm	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 line, but all the lines are in use	To release occupied line circuits in an emergency: Dial *20 Dial Line Equipment Number. The selected line appears in the Call Status display. The callers are disconnected and the line 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	Extension is busy. 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 Administration and Test Service. Dial *498. Listen for dial tone. Press RELEASE.
You suspect a lamp on the Remote Display does not work	Dial *16 All functioning lamps light.

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 a group with a common telephone number.

Line

A telephone communications channel between switching centers or the central office and the PABX.

Line Group

Several lines may be grouped together and assigned a common outside line access code (e.g., 9 or 8). The system automatically finds a free line in the group when you dial this access code.

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.

Outside Line Access Code

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

PABX

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

Prime Key

Bottom key on any SUPERSET 4 set. This line is the extension number for that extension.

Prime Line

An extension with access to special features used as a main or secondary answer point.

Recall

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

Attendant Feature Codes

Note: If you have a rotary style phone, dial 71 instead of *.

Feature	Code
Automatic Wake-up – Assign – Display – Cancel	*71 + extension number + hhmm *72 + extension number *71 + extension number + 9999
Background Music – ON – OFF	*17 *18
Busy-out Line Unbusy Line	*41 + Line equipment number *51 + Line equipment number
Call Override – Extension – Outside line	*5 *20
Call Block – ON – OFF	*23 *24
Call Hold	51
Clock – 12-hour – 24-hour Date	*14 + hhmm *15 + hhmm *80 + ddmmyy
Message Registration – Assign – Review – Cancel	*22 + extension number + 0 *22 + extension number *22 + extension number + 9
Night Service – ON – OFF – Assign	*11 + Line equipment number *12 *21 + Line equipment number + extension number
Paging	*50
Restricting Extensions – ON – OFF	*22 + extension number + 0 *22 + extension number + 9
RMAT Connection	*498
System Speed Call – Access – Assign – Cancel – Display	55 + memory position *65 + memory position *65 + memory position + *0 *60 + memory position

