

Program 11 : System Numbering

11-10 : Service Code Setup (for System Administrator)

Level:
IN

Description

Use **Program 11-10 : Service Code Setup (for System Administrator)** to customize the Service Codes for the System Administrator. You can customize additional Service Codes in Programs 11-11 ~ 11-16. The following chart shows:

- The number of each code (01~27).
- The function of the Service Code.
- The type of telephones that can use the Service Code.
- The default entry. For example, dialing (item 26) allows users to force a trunk line to disconnect.


Input Data

Item No.	Item	Terminals	Default	Related Program
01	Night Mode Switching	MLT, SLT	718	12-xx 20-07-01
02	--- Not Used ---			
03	Setting the System Time	MLT	728	
04	Storing Common Speed Dialing Numbers	MLT	753	
05	Storing Group Speed Dialing Numbers	MLT	754	
06	Setting the Automatic Transfer for Each Trunk Line	MLT	733	24-04-01
07	Canceling the Automatic Transfer for Each Trunk Line	MLT	734	24-04-01
08	Setting the Destination for Automatic Trunk Transfer	MLT	735	24-04-01
09	--- Not Used ---			
10	--- Not Used ---			
11	--- Not Used ---			
12	Night Mode Switching for Other Group	MLT	618	12-xx 20-07-01

Input Data

Item No.	Item	Terminals	Default	Related Program
13	--- Not Used ---			
14	--- Not Used ---			
15	--- Not Used ---			
16	Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)	MLT	626	11-11-09
17	Dial Block by Supervisor	MLT	601	90-19
18	Off-Premise Call Forward by Door Box	MLT	722	13-05
19	--- Not Used ---			
20	VRS - Record/Eraser Message	MLT	616	20-07-13
21	VRS - General Message Playback	MLT	611	20-07-14
22	VRS - Record or Erase General Message	MLT	612	20-07-15
23	SMDR - Extension Accumulated Printout Code	MLT	621	20-07-18
24	SMDR - Group Accumulated Printout Code	MLT	622	20-07-19
25	Account Code Accumulated Printout Code	MLT	623	20-07-20
26	Forced Trunk Disconnect	MLT, SLT	*3	20-07-11
27	Trunk Port Disable for Outgoing Calls	MLT	645	20-07-12
28	--- Not Used ---			
29	--- Not Used ---			
30	Register DECTPP		Not Set	
31	Delete DECTPP		Not Set	
32	Set Private Call Refuse		Not Set	
33	Entry Caller ID Refuse		Not Set	
34	Set Caller ID Refuse		Not Set	
35	Dial In Mode Switching		Not Set	
36	Change the Guidance Message Number on Voice Mail Auto Attendant		Not Set	

 *MLT = Multiline Terminal*

 *SLT = Single Line Telephone*

Conditions

None

Feature Cross Reference

- Refer to Input Data chart on the previous pages.

Program 11 : System Numbering

11-11 : Service Code Setup (for Setup/Entry Operation)

Level:
IN

Description

Use **Program 11-11 : Service Code Setup (for Setup/Entry Operation)** to customize the Service Codes which are used for registration and setup. You can customize additional Service Codes in Programs 11-10, and 11-12 ~ 11-16.

The following chart shows:

- The number of each code (01~58).
- The function of the Service Code.
- What type of telephones can use the Service Code.
- The default entry. For example, dialing 725 (item 18) allows users to turn on or turn off Background Music.

Input Data

Item No.	Item	Terminals	Default	Related Program
01	Call Forward – All	MLT, SLT	741	
02	Call Forward – Busy	MLT, SLT	742	
03	Call Forward – No Answer	MLT, SLT	743	
04	Call Forward – Busy/No Answer	MLT, SLT	744	
05	Call Forward – Both Ring	MLT, SLT	745	
06	--- Not Used ---			
07	Call Forwarding – Follow-Me	MLT, SLT	746	
08	Do Not Disturb	MLT, SLT	747	
09	Answer Message Waiting	MLT, SLT	*0	11-10-16
10	Cancel All Messages Waiting	MLT, SLT	773	
11	Cancel Message Waiting	MLT, SLT	771	
12	Alarm Clock	MLT, SLT	727	20-01-06
13	Display Language Selection for multiline terminal	MLT	678	15-02

Input Data

Item No.	Item	Terminals	Default	Related Program
14	Text Message Setting	MLT		
15	Enable Handsfree Incoming Intercom Calls	MLT	721	20-09-05 20-02-12
16	Force Ringing of Incoming Intercom Calls	MLT	723	20-09-05 20-02-12
17	Programmable Function Key Programming (Dialing 751 Service Code)	MLT	751	15-07 11-11-38
18	BGM On/Off	MLT	725	
19	Key Touch Tone On/Off	MLT	724	
20	Change Incoming CO and ICM Ring Tones	MLT	720	15-02
21	Check Incoming Ring Tones	MLT	711	
22	Extension Name Programming	MLT	700	15-01
23	Second Call for DID/DISA/DIL	MLT	679	
24	Change Station Class of Service Allows an extension user to change the COS of another extension. Must be allowed in Program 20-13-28.	MLT	677	20-13-28
25	Automatic Transfer Setup for Each Extension Group	MLT, SLT	602	20-11-17 24-05
26	Automatic Transfer Cancellation for Each Extension Group	MLT, SLT	603	
27	Destination of Automatic Transfer Each Extension Group	MLT	604	20-11-17 24-05
28	Delayed Transfer for Every Extension Group	MLT, SLT	605	20-11-17 24-05 24-02-08
29	Delayed Transfer Cancellation for Each Extension Group	MLT, SLT	606	20-11-17
30	DND Setup for Each Extension Group	MLT, SLT	607	
31	DND Cancellation for Each Extension Group	MLT, SLT	608	
32	--- Not Used ---			
33	Dial Block	MLT, SLT	600	
34	Temporary Toll Restriction Override	MLT, SLT	775	21-07
35	Pilot Group Withdrawing	MLT, SLT	650	
36	Toll Restriction Override	MLT, SLT	663	21-14


Input Data

Item No.	Item	Terminals	Default	Related Program
37	Ring Volume Set	MLT	729	
38	Programmable Function Key Programming (Dialing 852 Service Code)	MLT	752	15-07 11-11-17
39	Station Speed Dial Number Entry	MLT	755	
40	--- Not Used ---			
41	Tandem Ringing	MLT, SLT		15-07 30-03
42	Electra Elite IPK II Wireless Transferring When Out of Range Customize the service code to be used when setting a Electra Elite IPK II Wireless telephone to transfer calls when out of range.	Electra Elite IPK II Wireless	689	
43	Headset Mode Switching	MLT, SLT	688	
44	Auto Attendant	MLT		
45	Set/Cancel Call Forward All (Split)	MLT, SLT		
46	Set/Cancel Call Forward Busy (Split)	MLT, SLT		
47	Set/Cancel Call Forward No Answer (Split)	MLT, SLT		
48	Set/Cancel Call Forward Busy No Answer (Split)	MLT, SLT		
49	Set/Cancel Call Forward Both Ring (Split)	MLT, SLT		
50	Set Message Waiting Indication (Version 1500 or higher is required)	MLT, SLT	Up to 8 digits	
51	Cancel Message Waiting Indication (Version 1500 or higher is required)	MLT, SLT	Up to 8 digits	
52	Set/Cancel Call Forward All Destination (No Split)	MLT, SLT	790	
53	Set/Cancel Call Forward Busy Destination (No Split)	MLT, SLT	791	
54	Set/Cancel Call Forward No Answer Destination (No Split)	MLT, SLT	792	
55	Call Forward Busy No Answer Destination (No Split)	MLT, SLT	793	
56	--- Not Used ---			
57	Set Do Not Call Table		No Setting	

Input Data

Item No.	Item	Terminals	Default	Related Program
58	Call Forward with Personal Greeting	MLT, SLT	713	

 *MLT = Multiline Terminal*

 *SLT = Single Line Telephone*

Conditions

None

Feature Cross Reference

- Refer to the Input Data chart above.

Program 11 : System Numbering

11-12 : Service Code Setup (for Service Access)


Level:
IN

Description

Use **Program 11-12 : Service Code Setup (for Service Access)** to customize the Service Codes which are used for service access. You can customize additional Service Codes in Programs 11-10, 11-11, and 11-13 through 11-16.

The following chart shows:

- The number of each code (01~59).
- The function of the Service Code.
- The type of telephones that can use the Service Code.
- The default entry. For example, dialing 705 (code 05) cancels a previously set Camp-On.
- Programs that may be affected with the changing the code.

 *If you change a Service Code, be sure to record your entry in the New column.*

Input Data

Item No.	Item	Terminals	Default	New	Related Program
01	Bypass Call Activating Call Forwarding/Do Not Disturb Override. This code is available only if you disable the voice mail Single Digit dialing code in Program 11-16-09.	MLT, SLT	707		11-16-09
02	Conference	MLT, SLT	#1		
03	Override (Off-Hook Signaling)	MLT, SLT	709		
04	Set Camp-On	MLT, SLT	750		
05	Cancel Camp-On	MLT, SLT	770		
06	Switching of Voice Call and Signal Call	MLT, SLT	712		
07	Step Call	MLT, SLT	708		
08	Barge-In	MLT, SLT	710		

Input Data (Continued)

Item No.	Item	Terminals	Default	New	Related Program
09	Change to STG (Department Group) All Ring	MLT, SLT	-		16-02
10	Station Speed Dialing	MLT, SLT	#2		
11	Group Speed Dialing	MLT, SLT	#4		
12	Last Number Dial	MLT, SLT	#5		
13	Saved Number Dial	MLT, SLT	715		
14	Trunk Group Access	MLT, SLT	704		
15	Specified Trunk Access	MLT, SLT	#9		
16	Trunk Access Via Networking	MLT	-		
17	Clear Last Number Dialing Data	MLT, SLT	776		
18	Clear Saved Number Dialing Data	MLT, SLT	785		
19	Internal Group Paging	MLT, SLT	701		31-01-01
20	External Paging	MLT, SLT	703		
21	Meet-Me Answer to Specified Internal Paging Group	MLT, SLT	764		
22	Meet-Me Answer to External Paging	MLT, SLT	765		
23	Meet-Me Answer in Same Paging Group	MLT, SLT	763		
24	Combined Paging	MLT, SLT	*1		31-07
25	Direct Call Pickup - Own Group	MLT, SLT	756		
26	Call Pickup for Specified Group	MLT, SLT	768		
27	Call Pickup	MLT, SLT	* #		
28	Call Pickup for Another Group	MLT, SLT	769		
29	Direct Extension Call Pickup	MLT, SLT	* *		
30	Specified Trunk Answer	MLT, SLT	672		
31	Park Hold	MLT, SLT	#6		24-03
32	Answer for Park Hold	MLT, SLT	*6		24-03
33	Group Hold	MLT, SLT	732		
34	Answer for Group Hold	MLT, SLT	762		
35	Station Park Hold	MLT, SLT	757		
36	Door Box Access	MLT, SLT	702		


Input Data (Continued)

Item No.	Item	Terminals	Default	New	Related Program
37	Common Canceling Service Code	MLT, SLT	620		
38	General Purpose Indication	MLT	783		
39	--- Not Used ---				
40	Station Speed Dialing	MLT, SLT	#7		
41	Voice Over	MLT	690		11-16-08
42	Flash on Trunk lines	SLT	#3		
43	Answer No-Ring Line (Universal Answer)	SLT	#0		14-05 14-06
44	Callback Test for SLT	SLT	799		
45	Enabled On Hook When Holding (SLT)	SLT	749		15-03-07
46	Answer On Hook When Holding (SLT)	SLT	759		15-03-08
47	Call Waiting Answer/Split Answer Splitting (switching) between calls	MLT,SLT	794		11-12-03
48	Account Code	SLT	# #		
49	--- Not Used ---				
50	General Purpose Relay	MLT	780		
51	VM Access (In-Mail and VMS)	MLT, SLT	*8		
52	Live Monitoring (In-Mail)	MLT			
53	Live Recording at SLT	SLT	654		
54	VRS Routing for ANI/DNIS Use when setting up ANI/DNIS Routing to the VRS Automated Attendant. Using the Transfer feature, this also allows a call to be transferred to the VRS.		782		
55	--- Not Used ---				
56	E911 Alarm Shut Off Enter the Service Code that an extension user can dial to shut off the E911 Alarm Ring.	MLT, SLT	786	-	20-08-16 21-01-13
57	Tandem Trunking	MLT, SLT	#8		
58	Transfer Into Conference Assign the Service Code users dial to Transfer a call to a Conference call.	MLT, SLT	624		20-13-10 20-13-15 20-13-16

Input Data (Continued)

Item No.	Item	Terminals	Default	New	Related Program
59	Trunk Drop Operation for SLT	SLT			

 *MLT = Multiline Terminal*

 *SLT = Single Line Telephone*

Conditions

None

Feature Cross Reference

- Refer to the Input Data chart on the previous pages.

Program 11 : System Numbering

11-13 : Service Code Setup (for ACD)

Level:
IN

Description

Use **Program 11-13 : Service Code Setup (for ACD)** to customize the Service Codes which are used with the Automatic Call Distribution (ACD) feature. You can customize additional Service Codes in Programs 11-10 through 11-12 and 11-14 ~ 11-16. The following chart shows:

- The number of each code (01~13).
- The function of the Service Code.
- The type of telephones that can use the Service Code.
- The default entry.

 If you change a Service Code, be sure to record your entry in the New column.

Input Data

Item No.	Item	Terminals	Default	New
01	ACD Log In/Log Out (for KTS)	MLT, SLT	* 5	
02	ACD Log Out (for SLT)	SLT	655	
03	Set ACD Wrap-Up Time (for SLT)	SLT	656	
04	Cancel ACD Wrap-Up Time (for SLT)	SLT	657	
05	Set ACD Off Duty (for SLT)	SLT	658	
06	Cancel ACD Off Duty (for SLT)	SLT	659	
07	--- Not Used ---			
08	Agent ID Code Login Allows an AIC Agent to log into a group.	MLT	No Setting	
09	Agent ID Code Logout Allows an AIC Agent to log out of a group.	MLT	No Setting	
10	ACD Agent Login by Supervisor Allows an ACD Supervisor to log into a group.	MLT	667	

Input Data

Item No.	Item	Terminals	Default	New
11	ACD Agent Logout by Supervisor Allows an ACD Supervisor to log out of a group.	MLT	668	
12	Change Agent ACD Group by Supervisor When using service code 669 to change an agent ACD group, the supervisor must enter a 2-digit number for the group. For example, to change to ACD group 4, the entry would be 669 04.	MLT	669	
13	ACD Agent Changing Own ACD Group Using this service code, an ACD Agent can reassign themselves to another ACD Group.	MLT	670	

 *MLT = Multiline Terminal*
 *SLT = Single Line Telephone*

Conditions

None

Feature Cross Reference

- Automatic Call Distribution (ACD)

Program 11 : System Numbering

11-14 : Service Code Setup (for Hotel)


Level:
IN

Description

Use **Program 11-14 : Service Code Setup (for Hotel)** to customize the Service Codes which are used with the Hotel/Motel feature. You can customize additional Service Codes in Programs 11-10 through 11-13, 11-15 and 11-16. The Service Codes can only be used at telephones registered as hotel terminals in Program 42-02.

The following chart shows:

- The number of each code (01~18).
- The function of the Service Code.
- The type of telephones that can use the Service Code.
- The default entry.



 *If you change a Service Code, be sure to record your entry in the New column.*

Input Data

Item No.	Item	Terminals	Default
01	Set DND for Own Extension	MLT, SLT	627
02	Cancel DND for Own Extension	MLT, SLT	628
03	Set DND for Other Extension	MLT, SLT	629
04	Cancel DND for Other Extension	MLT, SLT	630
05	Set Wake Up Call for Own Extension	MLT, SLT	631
06	Cancel Wake Up Call for Own Extension	MLT, SLT	632
07	Set Wake Up Call for Other Extension	MLT, SLT	633
08	Cancel Wake Up Call for Other Extension	MLT, SLT	634
09	Set Room to Room Call Restriction	MLT, SLT	635
10	Cancel Room to Room Call Restriction (Hotel)	MLT, SLT	636
11	Change Toll Restriction Class for Other Extension	MLT, SLT	637
12	Check-In	MLT, SLT	638

Input Data

Item No.	Item	Terminals	Default
13	Check-Out	MLT, SLT	639
14	Room Status Change for Own Extension	MLT, SLT	640
15	Room Status Change for Other Extension	MLT, SLT	641
16	Room Status Output	MLT, SLT	642
17	Hotel Room Monitor	MLT, SLT	675
18	Set Hotel PMS Code Restriction	MLT, SLT	666

 *MLT = Multiline Terminal*
 *SLT = Single Line Telephone*

Conditions

None

Feature Cross Reference

Hotel/Motel

Program 11 : System Numbering

11-15 : Service Code Setup, Administrative (for Special Access)

Level:
IN

Description

Use **Program 11-15 : Service Code Setup, Administrative (for Special Access)** to customize the special access Service Codes which are used by the administrator in the Hotel/Motel feature. You can customize additional Service Codes in Programs 11-10 ~ 11-14 and 11-16.

The following chart shows:

- The number of each code (01~11).
- The function of the Service Code.
- What type of telephones can use the Service Code.
- The default entry.
- Programs that may be affected when changing the code.



 *If you change a Service Code, be sure to record your entry in the New column.*

Input Data

Item No.	Item	Terminals	Default	New	Related Program
01	Remote Maintenance		730		
02	ACD Access in Dial-In Conversion Table		760		22-04 22-11
03	Backup Data Save This option saves the user's soft key settings (extension's programmed Call Forwards, DND, etc.). This feature should be used before upgrading the system software.	MLT	# * # 9		
04	--- Not Used ---				
05	System Programming Mode, Log-On	MLT	# * # *		11-01
06	Wake on LAN to APSU Unit	MLT	No Setting		10-22
07	--- Not Used ---				

Input Data

Item No.	Item	Terminals	Default	New	Related Program
08	--- Not Used ---				
09	Transfer to Incoming Ring Group		No Setting		
10	--- Not Used ---				
11	Ethernet Port Reset	MLT, SLT			
12	Extension Data Swap	MLT, SLT			
13	--- Not Used ---				
14	Modem Access	MLT, SLT	740		

 *MLT = Multiline Terminal*
 *SLT = Single Line Telephone*

Conditions

None

Feature Cross Reference

- Hotel/Motel

Program 11 : System Numbering

11-16 : Single Digit Service Code Setup

Level:


IN

Description

Use **Program 11-16 : Single Digit Service Code Setup** to customize the one-digit Service Codes used when a busy or ring back signal is heard. You can customize additional Service Codes in Programs 11-10 through 11-15.

The following chart shows:

- The number of each code (01~11).
- The function of the Service Code.
- The type of telephones that can use the Service Code.
- The default entry. For example, dialing 1 (code 03) when calling an extension switches the call from either a voice or signal call (depending on how it is currently defined).
- Programs that may be affected by changing these codes.

 If you change a Service Code, be sure to record your entry in the New column.

Input Data

Item No.	Item	Default	New	Related Program
01	Step Call	2		11-12-07
02	Barge In	No Setting		11-12-08
03	Switching of Voice/Signal Call	1		11-12-06
04	Intercom Off-Hook Signaling	*		11-12-03
05	Camp-On	#		11-12-04
06	DND/Call Forward Override Bypass	No Setting		11-12-01
07	Message Waiting	0		11-12-09
08	Voice Over	6		11-12-41
09	Access to Voice Mail	8		11-12-51
10	(Department) STG All Ring Mode	No Setting		11-12-09 16-01-05
11	Station Park Hold	No Setting		11-12-35