



# MERLIN LEGEND<sup>®</sup> Communications System Releases 3.1 and 4.0 Analog Direct-Line Consoles Operator's Guide

## Contents

<b>Your Analog Direct-Line Console</b> .....	<b>Inside Front-1</b>
<b>Your System Display Console</b> .....	<b>2</b>
Describes DSS Buttons, DSS Button Lights	
<b>Your Direct-Line Console</b> .....	<b>3</b>
Tones, Rings	
<b>Feature Finder</b> .....	<b>4-6</b>
Use to choose the right feature for the activity you want to perform.	
<b>Headsets</b> .....	<b>7</b>
Headpieces, Manual Operation, One-Touch Operation	
<b>Call Handling</b> .....	<b>8-9</b>
Answering Calls, Auto Answer All, Making Calls .....	<b>8</b>
Hold, Conference, Transfer .....	<b>9</b>
<b>Messaging</b> .....	<b>10-13</b>
<b>Messaging Features Table</b> .....	<b>10</b>
Send/Remove Message, Reminders .....	<b>11</b>
Signaling & Notify, Receiving Messages .....	<b>12</b>
Leaving Messages, Posting Messages .....	<b>13</b>
<b>Using Features</b> .....	<b>14</b>
Feature Button, Feature Codes	
<b>Often-Used Features</b> .....	<b>15-22</b>
Account Codes, Alarm, Alarm Clock, Timer, & Calendar .....	<b>15</b>
Authorization Codes, Auto Dial .....	<b>16</b>
Barge-In, Callback & Line Request .....	<b>17</b>
Call Waiting, Camp-On, Coverage .....	<b>18</b>
Direct Voice Mail, Do Not Disturb, Extension Status (Hotel/Motel) .....	<b>19</b>
Forward & Follow Me, Night Service, Paging .....	<b>20</b>
Park, Pickup, Park & Pickup .....	<b>21</b>
Last Number Dial, Privacy, Recall, Saved Number Dial, System Speed Dial, Voice Announce .....	<b>22</b>
<b>Programming Buttons &amp; Settings</b> .....	<b>23-24</b>
Programming Buttons, Programming Settings .....	<b>23</b>
Programming Codes .....	<b>24</b>
<b>Pull-Out Card</b>	
Use this card to keep track of speed dial codes and group and line numbers.	

# Your Analog Direct-Line Console

## Line Buttons

### All Telephones

NNN-XXXX      Make/receive outside calls only.

### Telephones with **ICOM** Buttons

**ICOM Ring**      Make/receive inside calls and receive inside voice-announced calls.

**ICOM Voice**      Make inside voice-announced calls and receive inside ringing and voice-announced calls.

**ICOM Originate Only**      Make (not receive) inside calls only.

### Telephones with System Access (**SA**) Buttons

**SA** buttons give you access to inside or outside lines for making and/or receiving calls. To make an outside call on an **SA** button, first dial the dial-out code (usually **9**) that your system manager supplies. No dial-out code is necessary when you call another extension.

**SA Ring**      Make/receive inside/outside ringing calls and receive inside voice-announced calls.

**SA Voice**      Make/receive outside calls, receive inside ringing and voice-announced calls, make inside voice-announced calls.

**SA Originate Only**      Make (not receive) inside and outside calls.

## Line Button Lights

### Light

■ Steady red

□ Steady green

⊛ Flashing green

⊛ Fast-flashing green

⊛ Slow-flashing green

### Meaning

The line you are using or will use when you lift the handset or press the **Spkrphone** button.

The line is in use, or the feature programmed onto the line button is on.

An incoming call is ringing on this line button or a call you transferred is returning to this line button (see p. 9).

You have put a call on hold on this line button.

Someone else has put a call on hold on this line button.

### CAUTION:

To clean your phone, unplug it from the wall jack and use a *slightly* dampened cloth. To prevent permanent damage, do not immerse the phone in water or any liquid, and do not use liquid or aerosol cleaners directly on the telephone.

# Your Analog Direct-Line Console

## Display Timekeeping Buttons: BIS-22D

### Set

Set alarm. Select time, day, or date.



### Time/Timer



### Exit

Stop setting clock, alarm, or date.



### Start and Fwd

Turn on alarm. Set time, day, or date forward.



### Stop and Rev

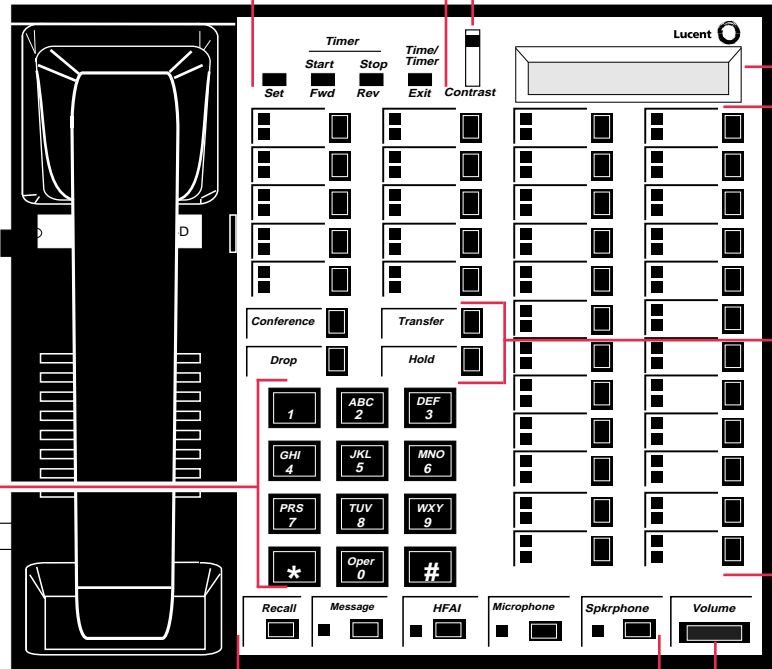
Turn off alarm. Set time, day, or date backward.

### Note:

For more information on timekeeping buttons, see **Alarm Clock, Timer, & Calendar**, p. 15, and **Reminders**, p. 11.

## Display Timekeeping Buttons: BIS-34D

### Contrast Control (BIS-34D only)



### Note:

The operation of the **Recall, Transfer, Conference, Drop, and Hold** buttons and features may vary depending on how your system is set up. See your system manager for details.

### T/P Switch

Move to **P** to program or **T** to test. Center position for normal operation.

### Dialpad

Ringing Volume Control

### OTHER Jack

Located on the underside of the phone. (See **Headsets**, p. 7.)

### Display

Display phones only: 1-line by 16-character display area shows call information, clock/calendar, reminders, and messages.

### Line Buttons

Outside, **SA**, and **ICOM** buttons (see inside front cover); blank line buttons can be programmed with features, and one should be programmed as a **Feature** button (see p. 14). BIS-34D has 34 line buttons. BIS-22 and 22D have 22 line buttons.

### Fixed-Feature Buttons

Conference

Transfer

Drop

Hold

### Transfer

Send a call to another phone (see p. 9).

### Hold

Put a call on hold (see p. 9).

### Conference

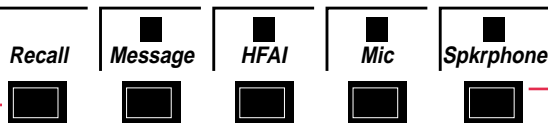
Add a person to conference (see p. 9).

### Drop

Press **Drop** and a line button to drop a person from a conference (see p. 9).

### Speakerphone Volume Control

### Fixed-Feature Buttons



### Recall

Disconnect without hanging up (see p. 22).

### Message

Light indicates a waiting message (see pp.10–13). Press to read messages (display phones).

### HFAI

(Hands Free Answer on Intercom) Press before calls come in to answer voice-announced calls without the handset.

### Mic/Microphone

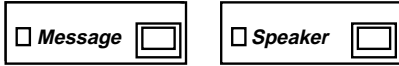
Turn the speakerphone microphone on/off so that you can/cannot be heard by the caller.

### Spkrphone

Press to turn the speakerphone on/off for hands-free conversation during a call or when a call rings. Press to hang up the speakerphone call. Microphone goes on when you turn on the speakerphone.

# Your System Display Console

## Dedicated Feature Buttons



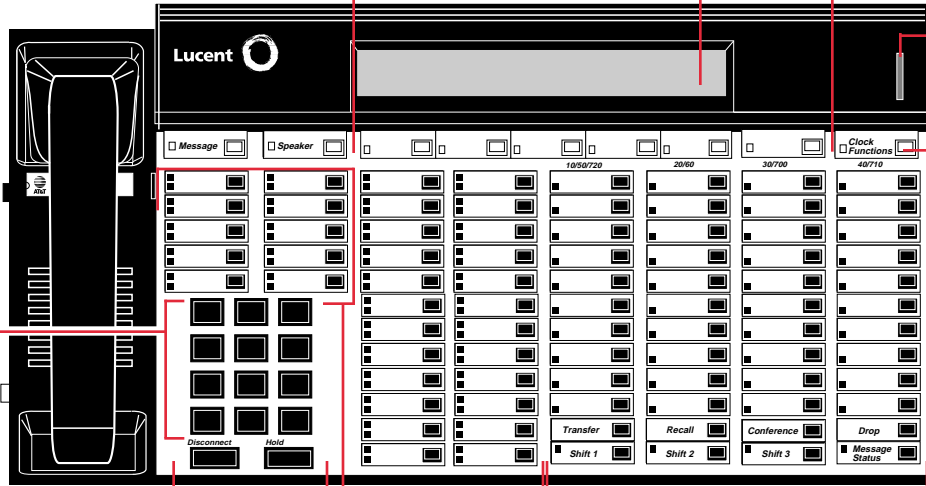
**Message**  
Lights when there is a message. Press to read messages.

**Speaker**  
Turn the speakerphone on/off.

**Display Buttons**  
Choose timekeeping functions from the display.

**Display Screen**  
2-line, 40-character screen that shows call information, time, and date.

**Note:**  
The operation of fixed-feature buttons may vary depending on how your system is set up. See your system manager for details.



**Contrast Dial**

**Clock Functions**  
Press to set the alarm, timer, date, and time from the display using the display buttons.

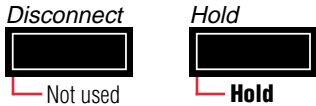
**Direct Station Selector (DSS)**  
Make or transfer calls to extensions or view an extension's message status. Each button can access one of 3 groups of 40 numbers (up to 120 extensions covered), depending upon which **Shift** button you select.

**T/P Switch**  
Move to **P** to program or **T** to test. Center position for normal operation.

**Dialpad**

**Speaker/Ring Volume**

**Dedicated Feature Buttons**



Not used

**Hold**  
Hold (see p. 9).

**Line Buttons**  
34 outside, **SA**, and **ICOM** buttons (see inside front cover); blank line buttons can be programmed with features, and one should be programmed as a **Feature** button (see p. 14).

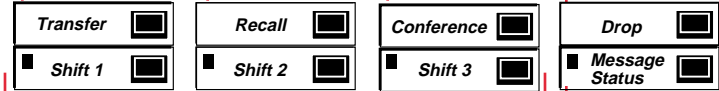
**Dedicated Feature Buttons**

**Transfer**  
Send a call to another phone (see p. 9).

**Recall**  
Disconnect without hanging up (see p. 22).

**Conference**  
Add a person to a conference (see p. 9).

**Drop**  
Drop a person from a conference (see p. 9).



**Shift Buttons**  
Reach a group of numbers. The Shift button you press determines which group the DSS buttons represent. For example, you might press **Shift 1** for extensions 10–49, **Shift 2** for extensions 50–89, and **Shift 3** for extensions 90–129.








**Message Status**  
View the message status of the extensions on the DSS. When a message is waiting for the extension, the DSS light is on.

## DSS Button Lights

Light	Button/Meaning
□ Off	<b>Extensions.</b> The phone is not in use and Do Not Disturb is off. With the <b>Message Status</b> button, the Message light is off at the extension. <b>Line.</b> Not in use. (available) <b>Group Page, Page All.</b> Not in use. (available) <b>Calling Group.</b> The number of calls waiting for the calling group is less than the programmed maximum.
■ Steady	<b>Extensions.</b> A co-worker is on the phone or Do Not Disturb is on. With the <b>Message Status</b> button, the Message light is on. <b>Line.</b> In use. <b>Group Page, Page All.</b> In use. <b>Calling Group.</b> The number of calls waiting for the calling group is equal to or more than the programmed maximum.
⚡ Fast flashing	<b>Extensions.</b> A co-worker is calling you, or a parked call or call on hold is returning to you. <b>Line.</b> A directed, parked, or held call is returning to you.
⚡ Slow flashing	<b>Extensions.</b> A call directed to this extension is returning to you. <b>Line.</b> A call is ringing on this line, at your console or at a co-worker's phone.

# Your Direct-Line Console




## Tones

Tone	Meaning
 Dial tone (steady)	You can make a call.
 Busy (slow repeating tone)	The phone you are calling is busy.
 Fast busy (fast repeating tone)	No lines are available.
 Error (alternating high-low tones)	You dialed a number or used a feature incorrectly.
 Confirmation (double break in dial tone followed by steady tone)	You used a feature correctly.
 Callback (5 short beeps)	This call is receiving Callback treatment (see p. 17).
 Call Waiting (1 or 2 beeps)	You have an inside (1 beep) or an outside (2 beeps) call waiting (see p. 18).

## Rings

The table below helps you identify the different types of ringing. You can also personalize ringing at your telephone or adjust ring timing for the line buttons where calls arrive. **Programming Buttons & Settings**, p. 23, tells you how to change the settings. Listed below are your options:

- **Personalized Ring.** Allows you to give calls ringing at your phone one of eight distinctive rings.
- **Abbreviated Ring.** When you are on a call and another call arrives at your phone, you can use this feature to give the second call a short ring.
- **Immediate Ring.** Calls ring immediately on line buttons set this way.
- **Delay Ring.** This setting causes calls to ring at your phone after a delay. If your calls are being covered, this allows time for another person to answer a call before you do.
- **No Ring.** Calls do not ring (except for returning transferred and Callback calls.) Calls on lines set for No Ring do not receive coverage (p. 18).

Ring	Meaning
 1 long ring	Inside call
 1 short ring and 1 long ring	Outside call
 2 short rings and 1 long ring	Outside call transferred to you, returning transferred call, or returning Callback call (see p. 17)

# Feature Finder

---

This table shows where to look for information about performing specific telephone activities. Any features that do not have detailed instructions can be used by following the directions in **Using Features** (p. 14) or programmed by following the instructions in **Programming Buttons & Settings** (p. 23).

<b>Calling</b>	
<b>If you want to ...</b>	<b>Then</b>
Dial numbers with the touch of a button.	See <b>Auto Dial</b> , p. 16.
Quickly dial numbers your company has programmed.	See <b>System Speed Dial</b> , p. 22.
Make a voice-announced call to one or more co-workers.	See <b>Line Buttons</b> , inside front cover, and <b>Paging</b> , p. 20.
Broadcast over the company's loudspeaker system.	See <b>Paging</b> , p. 20.
Automatically redial a number you dialed before.	See <b>Last Number Dial</b> , p. 22, and <b>Saved Number Dial</b> , p. 22.
Connect to an extension or outside line when it's free.	See <b>Callback &amp; Line Request</b> , p. 17.
Enter an account code before or during a call.	See <b>Account Codes</b> , p. 15.
Know if someone is calling you when all your other lines are in use.	See <b>Call Waiting</b> , p. 18.
Disconnect the call you're on without hanging up.	See <b>Recall</b> , p. 22.
Set up a conference with as many as four others.	See <b>Conference</b> , p. 9.
Transfer a call.	See <b>Transfer</b> , p. 9.
Make a call from another extension, using your own calling privileges.	See <b>Authorization Codes</b> , p. 16.
Interrupt a co-worker's call in an emergency.	See <b>Barge-In</b> , p. 17.
Put a call on hold and page a co-worker to pick it up at another telephone.	See <b>Park</b> , p. 21, and <b>Paging</b> , p. 20.
Reach a voice mailbox without calling the person.	See <b>Direct Voice Mail</b> , p. 19.
Hold a call.	See <b>Hold</b> , p. 9.

# Feature Finder

<b>Customizing Your Phone</b>	
<b>If you want to ...</b>	<b>Then</b>
Program a feature on an unused line button.	See <b>Programming Buttons &amp; Settings</b> , p. 23.
Adjust volume of the speaker, handset, or ringer.	See <b>Ringing/Volume Control</b> and <b>Speakerphone Volume Control</b> , p. 1, or <b>Speaker/Ring Volume</b> , p. 2.
Give your phone its own distinctive ring.	See <b>Rings</b> , p. 3.
Delay or remove the ring from an outside, <b>SA</b> , or <b>ICOM</b> line button.	See <b>Rings</b> , p. 3, and <b>Coverage</b> , p. 18.
Make and answer calls with no hands.	See <b>HFAI</b> button, p. 1, to answer inside calls hands-free. For information on headsets, see p. 7, <b>Auto Answer All</b> , p. 8, and <b>Voice Announce</b> , p. 22.
<b>Covering Calls</b>	
Have a co-worker answer your calls. Answer all of a co-worker's calls from your telephone. Stop your calls from being covered by others.	See <b>Coverage</b> , p. 18, and <b>Line Buttons</b> , inside front cover.
Stop your outside calls from going to your company's voice mail system (or send your calls to voice mail).	See <b>Coverage</b> , p. 18.
Forward your calls to another telephone. Answer your calls from another extension.	See <b>Forward &amp; Follow Me</b> , p. 20.
Answer a call ringing at a co-worker's extension. Answer a call on a line that's not on your phone.	See <b>Pickup</b> , p. 21.
Put a call on hold at a busy extension until your co-worker is ready for it, or complete a transfer to an extension that doesn't answer.	If your system doesn't have voice mail, see <b>Camp-On</b> , p. 18.
Hold a call when you're trying to transfer it and your co-worker doesn't answer; page your co-worker while the caller waits.	See <b>Park &amp; Pickup</b> , p. 21.
<b>Handling Console Basics</b>	
Monitor the status of other extensions in your system.	See <b>Extension Status</b> , p. 19. If you supervise a calling group, ask your system manager for the <i>Calling Group Supervisor's Guide</i> .
Set up your system to cover outside calls after business hours.	See <b>Night Service</b> , p. 20.
Respond to a system alarm.	See <b>Alarm</b> , p. 15.
Set a wake-up call.	See <b>Reminders</b> , p. 11.

# Feature Finder

---

<b>Messaging</b>	
<b>If you want to ...</b>	<b>Then</b>
Let a co-worker know you called. Find out if you have a voice mail message, fax, or other message. Signal a co-worker to contact you. Choose a message to leave for co-workers who have display phones.	See <b>Messaging</b> , p. 10–13.
Call or transfer a call directly to a co-worker's voice mail.	See <b>Direct Voice Mail</b> , p. 19.
<b>Privacy</b>	
Prevent interruptions by blocking calls to your phone.	See <b>Do Not Disturb</b> , p. 19.
Prevent co-workers from joining your calls.	See <b>Privacy</b> , p. 22.
Prevent others on a call from hearing you speak to someone in your office.	Use the <b>Mic/Microphone</b> button, p. 1.
Receive or not receive voice-announced calls.	See <b>Voice Announce</b> , p. 22.
<b>Timekeeping</b>	
Remind yourself or co-workers of meetings or appointments. Keep track of the duration of calls or meetings (display phones only). Change the time, day, or date on your display (display phones only).	See <b>Alarm Clock, Timer, &amp; Calendar</b> (display phones only), p. 15, and <b>Reminders</b> , p. 11.



# Headsets

Headsets are designed for hands-free telephone use and consist of several components, depending upon whether manual or one-touch operation is used. Any of the AT&T headpieces work in either mode. For information on telephone features for headsets, see **Auto Answer All**, p. 8, and **Voice Announce**, p. 22.

**Note:** A calling group agent using a headset must press the **Headset Hang Up** button to complete a call in order to update the supervisor's **Agent** button.

## Headpieces

**Mirage®.** Receiver fits over either ear. Not for noisy environments.

**StarSet®.** Eartip fits in ear canal.

**Supra® Monaural.** Adjustable headband and soft ear cushion.

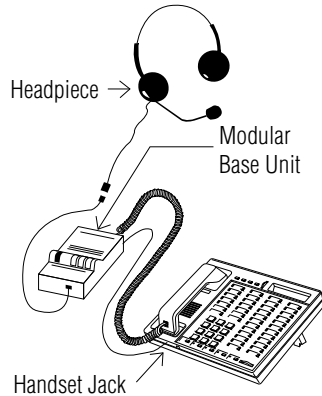
**Supra Monaural Noise-Canceling (NC).** Same as above with noise-canceling microphone that reduces background noise transmission by up to 75%.

**Supra Binaural.** Sound in both ears.

**Supra Binaural Noise-Canceling (NC).** Same as above with noise-canceling microphone on flexible boom; features windscreen and reduces background noise transmission by up to 75%.

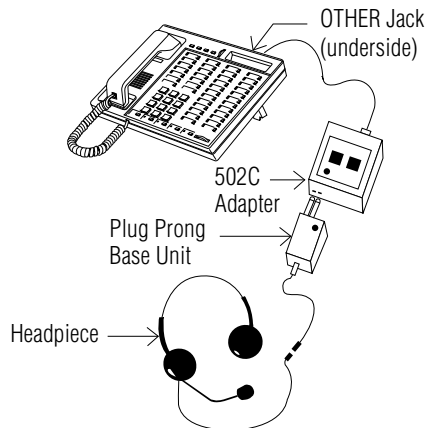
## Manual Operation

Choose manual operation when a headset is used occasionally. You must pick up the handset to answer a call and replace it to hang up. The manual headset consists of the headpiece, a modular base unit, and the telephone. The headpiece plugs into the modular base unit, and the modular base unit connects to the telephone through the **HANDSET** jack on the side of the telephone. The telephone handset is plugged into the modular base unit.



## One-Touch Operation

One-touch operation allows you to simply touch a button to answer a call and touch a button again to hang up. Use one of the headpieces along with a plug prong base unit, an adapter (502C), and the telephone. The headpiece connects to the plug prong base unit, which in turn connects to the adapter. The adapter plugs into the **OTHER** jack on the underside of the telephone. Use a programmed **Auto Answer All** (p. 8) button to turn headset operation on or off.



# Call Handling

## Answering Calls

You can answer a call using the handset, headset, or speakerphone. Different calls have distinctive ringing patterns. To identify calls by their ringing patterns, see **Rings**, p. 3.

*To answer a ringing call:*

Lift the handset, press the **Spkrphone** button, or use the headset. If the red light is off next to the line with the incoming call (flashing green light), you must press the button next to the flashing green light first.

*To answer a voice-announced call:*

Press the **Mic/Microphone** button, if necessary, to turn muting off. Lift the handset or use the headset (see **Headsets**, p. 7). If the **HFAI** button is on (the green light next to it is lit), voice-announced calls are answered automatically on the speakerphone.

## Auto Answer All

*To program:*

See **Programming Buttons & Settings**, p. 23.

To answer calls using a headset or other device, you must program an **Auto Answer All** button on your phone. You must also have a headset or General Purpose Adapter (GPA). In addition, you must turn Voice Announce off (see p. 22). (For more information about headsets, see p. 7.) Using this feature permits one-touch headset operation.

*To use:*

1. If using a GPA, switch it to **Auto**.
2. Press the programmed **Auto Answer All** button. Calls are answered automatically by your headset or other device.
3. To resume using your handset, press the **Auto Answer All** button again.

## Making Calls

Lifting the handset or pressing the **Spkrphone** button connects you to a free line automatically. When using a headset (see p. 7), select a line button first.

*To make an inside ringing call:*

1. If the red light next to the **SA Ring/ICOM Ring** button is not lit or if you are using a headset, press the button.
2. Lift the handset, press the **Spkrphone** button, or use the headset (see **Headsets**, p. 7).
3. Press a DSS or **Auto Dial** button, or dial the number for the extension you want to call.

*To make an inside voice-announced call:*

1. If the red light next to an **SA Voice/ICOM Voice** button you want to use is not lit or if you are using a headset, press the button.
2. Lift the handset, press the **Spkrphone** button, or use the headset (see **Headsets**, p. 7).
3. Press a DSS or **Auto Dial** button, or dial the number for the extension you want to call. When you hear a beep, begin talking. If you hear a busy tone, the person is unavailable. If you hear ringing, the person cannot receive a voice-announced call but may be able to answer your call as a ringing call.

*To make an outside call:*

1. If the red light next to a line button or **SA** button is not lit or if you are using a headset, press the button.
2. Lift the handset, press the **Spkrphone** button, or use the headset (see p. 7).
3. Listen for a dial tone and dial the telephone number (include the dial-out code, if necessary), or press the programmed outside **Auto Dial** button.
4. If you are making the call for a co-worker, transfer the call as described in **Transfer**, p. 9.

**Note:** For more information about **Auto Dial** buttons and programming them, see p. 18.

# Call Handling

## Hold

When you have a call or conference on hold, your phone beeps once each minute.

1. Press the **Hold** button to put a call on hold. Do *not* press the **Drop** button to end a conference while the call is on hold.
2. To return to the call or conference, press the flashing **ICOM, SA**, or line button that is holding the call.

## Conference

A conference call can have up to three inside participants, including yourself, and up to two outside participants.

1. Dial the first outside number or extension. Announce the call.
2. Press the **Conference** button to put the call on hold.
3. Select an **ICOM, SA**, or numbered line button.
4. Dial the next number or extension.
5. Announce the call and press the **Conference** button.
6. Repeat Steps 2–5 for each participant.
  - Press the **Drop** button and line button to drop any participant added.
  - Press the **Hold** button to temporarily leave the conference. Then press any participant's line to rejoin the conference.
7. To end the conference, hang up.



### SECURITY ALERT:

If the system selects an **SA Voice** button when you add a conference participant, you hear a beep instead of ringing after you dial the extension. If the call is not answered and you press the **Conference** button to complete the call, your conversation with other conference participants is broadcast on that extension's speakerphone. To prevent this, be sure to drop an unanswered extension that you've called on an **SA Voice** button.

## Transfer

Ask your system manager whether your system is programmed for one-touch transfer with automatic completion. For information about **Auto Dial** buttons, see p. 16. If your co-worker is unavailable, consider using Barge-In (p. 17), Paging (p. 20), Park (p. 21), or Camp-On (p. 18).

*To transfer a call with one-touch transfer and automatic completion:*

Press the DSS or **Auto Dial** button for the co-worker to receive the call. You do not announce the call.

*To transfer a call with one-touch transfer without automatic completion:*

1. Press the DSS or **Auto Dial** button for the co-worker to receive the call.
2. Announce the call and hang up.

*To transfer a call without one-touch transfer or automatic completion:*

1. Press the **Transfer** button.
2. Press the DSS or **Auto Dial** button for the co-worker to receive the call.
3. Announce the call and hang up.

# Messaging

Your phone system has several features that allow you to leave messages for others in your office. If you use Leave Message or Posted Messages, the person(s) for whom you are leaving a message must have a display phone. If you wish to leave a message for a person who does not have a display telephone, use voice mail and the Direct Voice Mail feature, if available, or Send/Remove Message. Here are some guidelines for different messaging features:

- **Leave Message.** This feature simply lets a co-worker know you have called. The message shows your name and the date and time of your call. If you leave one message and then another, the second message replaces the first.
- **Posted Messages.** If you post a message at your telephone, inside callers with display phones see the posted message you have selected. As many as 20 messages may be available for posting.

When a message is waiting for you, your red Message light is lit. The descriptions that follow explain how to read, cancel, and delete messages you have sent or received.

If your company has voice mail, ask your system manager for details about using the voice mail system. For information about having your phone covered by the voice mail system, see **Coverage**, p. 18.

If you frequently communicate with a small number of people (for example, as a receptionist for a few co-workers), there are two features you can use, both of which require programming a button. These are Signaling and Notify, described on page 12.

## Messaging Features Table

If you want to ...	Then
Let a co-worker with a display phone know you called.	See <b>Leaving Messages</b> , p. 13.
Let a co-worker with a nondisplay phone know that he or she should call you to pick up a message. Turn off a co-worker's Message light.	See <b>Send/Remove Message</b> , p. 11.
Find out if you have a voice mail message, fax, or other message.	See <b>Receiving Messages</b> , p. 12.
Signal a co-worker to contact you.	See <b>Signaling &amp; Notify</b> , p. 12.
Choose a message to leave for co-workers who have display phones.	See <b>Posting Messages</b> , p. 13.
Call or transfer a call directly to a co-worker's voice mail.	See <b>Direct Voice Mail</b> , p. 11.
Automatically place a ringing call to a phone at a preset time.	See <b>Reminders</b> , p. 11.

# Messaging

## Send/Remove Message

*To program:*

See **Programming Buttons & Settings**, p. 23.

You can turn the Message light at a co-worker's extension on or off using a programmed **Send/Remove Message** button. This is the only way you can indicate a waiting message on a co-worker's nondisplay telephone.

Before using this feature, check to make sure another operator has not already turned the light on. If you have a programmed **Auto Dial** button for the extension, its red light is on when the Message light is on. If you have a DSS, see p. 2.

*To turn a co-worker's Message light on or off:*

1. Press the **Message Status** button.
2. Press the programmed **Send/Remove Message** button, **OR** Press the **Feature** button and dial **38**.
3. Press the DSS or **Auto Dial** button or dial the extension for co-worker with the message.
4. Press the **Message Status** button to return to normal call handling.

## Reminders

*To program:*

See **Programming Buttons & Settings**, p. 23.

Use the Reminder feature to automatically place ringing calls to phones in the system at preset times. To set a reminder at your own phone, skip Step 2 and Step 5.

*To set a reminder:*

1. Press the programmed **Reminder Set** button, **OR** Press the **Feature** button and dial **81**.
2. Press the DSS or **Auto Dial** button or dial the number for the extension.
3. Dial a 4-digit time from 0100 to 1259.
4. Dial **2 (A)** for a.m. or **7 (P)** for p.m.
5. Repeat Steps 2–4 for each additional extension.

*To read reminder messages on a display:*

1. Press the programmed **Reminder Set** button, **OR** Press the programmed **Feature** button and dial **81**.
2. Press the DSS or **Auto Dial** button for the extension, or dial the extension.
3. The display appears as follows:
  - Answered reminder call: extension: A time (*AM* or *PM*)
  - Missed reminder call: extension: X time (*AM* or *PM*)
  - Reminder set: extension: time (*AM* or *PM*)

*To cancel set and answered reminders:*

1. Press the programmed **Reminder Cancel** button, **OR** Press the programmed **Feature** button and dial **\*81**.
2. Press the DSS or **Auto Dial** button for the extension, or dial the extension.

A **Missed Reminder** button can be programmed on your DLC. When you press the **Missed Reminder** button, your display identifies the name and extension of the missed reminder call, along with the time set for the reminder. After the messages have been read, you can use Reminder to resend a reminder call to an extension. You can clear the missed reminder by pressing the programmed **Missed Reminder** and **Reminder Cancel** buttons.

# Messaging

## Signaling & Notify

*To program:*

See **Programming Buttons & Settings**, p. 23.

**Signaling.** Program a button that will cause a co-worker's phone to beep. The other person can then call you in response to the beep. You must program a different line button for each extension you wish to contact. To beep the recipient's phone, just press the button, and the other phone beeps for as long as you hold down the button. A programmed **Signaling** button also acts as an **Auto Dial** button (see p. 16). To dial the extension, lift the handset or press the **Spkrphone** button; then press the **Signaling** button.

**Notify.** This feature simply lights a line button on the recipient's phone, providing a silent message light that alerts the other party to call you. To use this feature, you must program a **Notify Send** button (labeled, for example, **Notify Mary**) on your phone and the recipient must program a **Notify Receive** button (labeled, for example, **Call Jim**) on his or her phone. Communication is one-way only, and buttons must be programmed for each extension you notify.

## Receiving Messages

When your red Message light is on, you have a message from another operator, a co-worker, a fax machine, or voice mail system (if available).

*If you have a nondisplay phone*, contact the operator who holds messages for you or ask your system manager how to retrieve a voice mail message.

*If you have a display phone*, program buttons or use programmed **Feature** button and feature codes for the following features:

- Next Message to read more messages (code **28**)
- Return Call to call your co-worker or voice mail (code **27**)
- Scroll to see more of a long message while reading a message (code **29**)
- Delete Message (code **26**). You can have up to 10 messages; if there are 10, no more are accepted.

Each message is displayed, most recent first, with the extension or name of the caller. An unread message is marked with a \* symbol.

*To turn off your Message light*, delete all messages (display phone) or press the programmed **Feature** button and dial **54**.

# Messaging

These features can be used to send messages to users who have display telephones.

## Leaving Messages

*To program:*

See **Programming Buttons & Settings**, p. 23.

*To leave a message at a busy or unanswered extension you are calling:*

- Press the programmed **Leave Message** button,

**OR**

Press the programmed **Feature** button and dial **25**.

- To leave a voice mail message (if your company has such a system), press the programmed **Feature** button and dial **56** (see **Direct Voice Mail**, p. 11, for details).

A screen display confirms that the message has been sent, or it alerts you that the message box is full or the message can't be sent (for example, because the called person has no phone display).

*To leave a message without calling:*

1. Press the programmed **Feature** button and dial **53**.
2. Dial the extension.

*To cancel a message:*

1. Press the programmed **Feature** button and dial **\*53**.
2. Dial the extension.

## Posting Messages

*To program:*

See **Programming Buttons & Settings**, p. 23.

To post messages, you must program a **Posted Messages** button. You can use posted messages whether or not you have a display phone. A posted message appears on the display of any inside caller who tries to reach you as long as that person has a display phone. (If you have a display phone, you also see the message posted at your own phone as a reminder.) There may be as many as 20 messages available to you for posting. Message 1 is always **DO NOT DISTURB\***; the others may include such choices as: **OUT TO LUNCH**, **OUT SICK**, **IN A MEETING**, depending on how your system manager has programmed them. Here are the messages that come with the system:

<b>Code</b>	<b>Message</b>
01	DO NOT DISTURB
02	OUT TO LUNCH
03	AT HOME
04	OUT SICK
05	IN A MEETING
06	IN CONFERENCE
07	WITH A CLIENT
08	WITH A CUSTOMER
09	AWAY FROM DESK
10	OUT ALL DAY

*To post a message:*

Press the programmed **Posted Messages** button and dial the 2-digit code for the message (01–20).

*To cancel a posted message:*

Press the programmed **Posted Messages** button and dial **00**.

\* If you use the Do Not Disturb feature (p. 19) and have a programmed **Posted Messages** button, the appropriate message is posted. When you turn off the Do Not Disturb feature, the posted message is canceled, too. However, posting or canceling the message does not activate or deactivate the feature.

# Using Features

There are two ways to activate a feature:

- Directly, by pressing a programmed **Feature** button, as explained below
- By pressing a line button you programmed with the feature (see **Programming Buttons & Settings**, p. 23)

## Feature Button

To program a line button to be used as your **Feature** button:

1. Label a button as **Feature**.
2. Slide the T/P switch to **P**.
3. Press the button you labeled.
4. Dial **\*20**.
5. Slide the T/P switch to center.

To use a feature you have not programmed on a button:

1. Press the programmed **Feature** button.
2. Dial the feature code (see the **Feature Codes** list below).

## Feature Codes

Account Code	82 + code + #	Messaging continued	
Authorization Code	80 + code + #	leave message without calling ■	53 + extension
Callback	55	delete message ◆	26
Call Waiting		next message ◆	28
pick up waiting call ■	87	return call ◆	27
Camp-On	57	scroll ◆	29
Direct Voice Mail	56	turn off Message light (manually)	54
Extension Status		Paging loudspeaker	9 + line number + zone
ES Off	760 + extension	Pickup	
ES1	761 + extension	group	88
ES2	762 + extension	inside	9 + extension
Follow Me	34 + extension	outside	9 + line number
Forward		Privacy	
inside	33 + extension	off	* 31
outside	33 + dial-out code + number + #	on	31
Forward and Follow Me		Recall	775
cancel from all extensions ■	* 34 *	Reminder Service	
cancel from one extension ■	* 34 + extension	read reminders	81 + extension
cancel from your phone	33 + your extension	set reminder	81 + extension + time + 2 or 7
Last Number Dial	84	cancel reminder	*81 + extension code (600–729)
Messaging		System Speed Dial	
cancel message ■	* 53 + extension		
leave message	25		

◆ Display phones only.

■ Available only by using feature code.



# Often-Used Features

## Account Codes

*To program:*

See **Programming Buttons & Settings**, p. 23.

In some companies, you enter an account code before or during a call to indicate client billing information. You may be *required* to enter an account code for all outside calls, or an account code may be optional for incoming and outgoing calls. Check with your system manager for account code operation and account codes.

You can program a button for this feature and label it **Acct.** See also **Auto Dial** (p. 16) to program an account code on an outside **Auto Dial** button.

*To enter an account code:*

1. Press the button you have programmed, **OR**  
Press the programmed **Feature** button and dial **82**.
2. Dial the account code and **#**.
3. Lift the handset or press the **Spkrphone** button to make a call. (If necessary, press an outside line or **SA** button.)
4. Dial the outside number (including dial-out code, if required).

To enter or change an account code during a call (the other party cannot hear your entry), follow Steps 1 and 2. If you enter an account code for an incoming call before it arrives, you cannot change that code during the call.

## Alarm

*To program:*

See **Programming Buttons & Settings**, p. 23.

If there is something wrong with the system, the red light next to your console's **Alarm** button goes on. Report the alarm to your system manager immediately.

The red light stays on until the problem is cleared by your system manager.

## Alarm Clock, Timer, & Calendar

These features work on display phones only. To set an alarm at a nondisplay phone, see **Reminders**, p. 11. When you activate the alarm, your phone beeps every day at the set time until you cancel the alarm. When an alarm is set, a bell appears on your display to remind you. The 60-minute timer allows you to track calls, meetings, or other events.

*To set the alarm:*

1. Press the **Set** button.
2. Press the **Fwd** button and press the **Set** button again.
3. Press the **Fwd** or **Rev** button until the setting you want appears; press the **Set** button again.
4. Press the **Fwd** or **Rev** button until the setting you want appears.
5. Press the **Exit** button.

*To cancel the alarm:*

1. Press the **Set** button.
2. Press the **Fwd** and **Exit** buttons.

*To set the timer:*

1. Press the **Time/Timer** button.
2. Press the **Start** button to reset the timer.
3. When finished timing, press the **Stop** button.
4. Press the **Time/Timer** button to return to the normal display.

*To reset the time, day, or date:*

1. Press the **Set** button repeatedly until the time, day, or date is selected.
2. Press the **Fwd** or **Rev** button to change the item.
3. Repeat Steps 1 and 2 to reset another item.
4. Press the **Exit** button.

# Often-Used Features

## Authorization Codes

To program:

See **Programming Buttons & Settings**, p. 23.

This feature is useful at companies where there are telephones in public areas that are restricted from making some calls.

If your system manager has given you an authorization code, you can pick up someone else's telephone, enter your authorization code, and make an outside call with your own calling privileges. You must activate the feature and enter your code for each call you make, even when you are adding people to a conference. It is not necessary to use your authorization code for inside calls. Using an authorization code does not affect the button assignments on your own phone or the phone where you enter the code.



### Security Alert

**Compromise of authorization codes could lead to toll fraud or unauthorized charges.**

Memorize your authorization code, and do not share it with anyone.

The way you activate the Authorization Code feature depends upon the type of telephone you are using to make the call.

- *If the telephone has a programmed **Authorization Code** button, press it. The system selects a line and automatically activates the **Speaker** button (an available line button is selected for you); then continue with Step 3 below.*
- *On an **MLX** display telephone, press the **Feature** button, then select **AuthCode** [*Auth*] from the display or dial **80**; then continue with Step 3 below.*

*To enter an authorization code at any type of phone (except a **QCC**):*

1. Lift the handset or press the **Speaker** button. (You may first select an **ICOM**, **SA**, or **SSA** button.)
2. Dial **#80**.
3. Dial your authorization code, followed by **#**.
4. Dial the dial-out code (usually a **9**) for an outside call and then dial the phone number.
5. To make another call, repeat Steps 1–4.

## Auto Dial

This feature must be programmed on a line button; it dials an inside or outside number. Use inside **Auto Dial** buttons to:

- Dial other extensions or groups, including park zones.
- Page groups (see **Paging**, p. 20).

Use outside **Auto Dial** buttons to:

- Dial outside phone numbers (with dial-out codes but without account codes).
- Enter account codes automatically (when programming, include **#** at the end).
- Dial long-distance access codes.
- Dial emergency contact numbers.

Note that you can also use other features to automate dialing: Last Number Dial (p. 20), Saved Number Dial (p. 22), and System Speed Dial (p. 22). When programming Auto Dial, use the **Special Characters** table on the outside back cover, if necessary. Include the complete dialing sequence for the call.

*To program on a button:*

1. Label a button.
2. Slide the T/P switch to **P**.
3. Press the labeled button.
4. Dial **\*22** for an inside number,  
**OR**  
Dial **\*21** for an outside number.
5. Dial the extension, group page number, or outside number (with dial-out code).
6. Repeat Steps 1 and 3–5 to program additional buttons.
7. Slide the T/P switch to center.

*To use an **Auto Dial** button:*

1. To make a ringing call to an inside or outside number, press the programmed **Auto Dial** button,  
**OR**  
To make an inside voice-announced call, press an **ICOM Voice** or **SA Voice** button and then press the inside **Auto Dial** button.
2. The call is dialed automatically. If it's a voice-announced call, talk after the beep.

# Often-Used Features

## Barge-In

To use this feature, ask your system manager to program a **Barge-In** button on your console.

If a co-worker is on the phone or using Do Not Disturb, use Barge-In to reach that person in an emergency or if you have special instructions to interrupt. When the extension is busy, you hear a tone and Barge-In connects you to the call; if your co-worker is using Do Not Disturb, his or her telephone rings.

You cannot use Barge-In on the following:

- A conference call, if the conference already has the maximum number of participants. (You hear a fast busy signal.)
- Telephones that have forwarded calls by using Coverage, Forward, or Follow Me. (You hear ringing at the extension you are calling.)
- Telephones that have Privacy in use. (You hear a fast busy signal.)
- Telephones that are being programmed. (You hear ringing at the extension you are calling.)
- Telephones in the process of dialing. (You hear a fast busy signal.)

*To use:*

Press the programmed **Barge-In** button.

## Callback & Line Request

Your system has two features that you can use when an outside line or extension is busy. These features give you access to the line or extension when it becomes available.

On phones with **SA** buttons, use Callback to reach:

- Busy outside lines on **SA** buttons, when you dial the dial-out code and hear the fast busy signal.
- Busy extensions, when you dial and hear the busy signal.

On phones with **ICOM** buttons, use:

- Line Request to reach a busy outside line when you lift the handset and press the **Spkrphone** button and do not hear dial tone.
- Callback for busy extensions.

*To use Callback when you hear the busy (extension) or fast busy (outside line) signal:*

1. Press the programmed **Callback** button, **OR**  
Press the programmed **Feature** button and dial **55**.
2. If you are trying to reach an outside line, dial the outside telephone number.
3. After you hear five short beeps, hang up. When the line or extension is free, you hear a long ring and three short rings.
4. Lift the handset or press the **Spkrphone** button. You hear dial tone, and the system dials the call.

*To cancel a Callback request:*

1. Press the same line button you pressed when you tried to make the call. (The line will have a flashing green light.)
2. Lift the handset and press the **Drop** button.
3. Press the same line button again.

*To use Line Request:*

1. When outside lines are busy, hang up and press the line button you want to use. Do not lift the handset or press the **Spkrphone** button.
2. When a line is available, the phone beeps. Lift the handset or press the **Spkrphone** button.
3. Dial the outside number.

# Often-Used Features

## Call Waiting

If Call Waiting is on, you hear a call-waiting tone when a call comes in and all your lines are in use. This feature works only on **SA** and **ICOM** buttons, not on line buttons labeled with phone numbers.

When a call is waiting, you hear a single beep (inside call) or two beeps (outside call).

*To complete a call and answer a waiting call:*

1. When you hear the call-waiting tone, hang up.
2. When the phone rings, lift the handset or the press **Spkrphone** button.

*To put a call on hold and pick up a waiting call:*

1. Press the **Hold** button.
2. Press an **ICOM Originate Only** or **SA Originate Only** button. (You must have one of these buttons available to pick up the call.)
3. Press the programmed **Feature** button and dial **87**.
4. To return to the call on hold, press the button with the fast-flashing green light.

*To turn Call Waiting on or off:*

1. Slide the T/P switch to P.
2. Press any **ICOM** or **SA** button.
3. Dial **\*11** to turn Call Waiting on, **OR** Dial **\*\*11** to turn Call Waiting off.
4. Slide the T/P switch to center.

## Camp-On

*To program:*

See **Programming Buttons & Settings**, p. 23.

Use this feature to hold a call at a busy extension; the call rings when the extension is available.

*To camp on a busy extension so the call will ring at the extension when available:*

1. Press the programmed **Feature** button.
2. Dial **57**.

**Note:** Do not use Camp-On if your system is equipped with a voice mail system.

## Coverage

*To program:*

See **Programming Buttons & Settings**, p. 23.

Coverage allows calls to your extension to ring elsewhere, so that they can be handled by someone else. If your system has voice mail, your calls can also be covered that way. There are three types of coverage:

- **Primary Coverage.** If your calls are covered this way, they ring immediately at the covering phone.
- **Secondary Coverage.** The covering phone rings after a delay of 2 rings, giving you a chance to answer first.
- **Group Coverage.** Calls for a group of people (coverage group) may be covered by one or more people. Your system manager can tell you how this works at your office.

Covering phones are programmed with **Cover** buttons used to answer calls for others. Delay Ring on the covering phone can add a longer delay before your calls ring there. If line buttons on your phone are set to No Ring, however, calls on those lines are not covered. (See **Rings**, p. 3.)

To control coverage of inside calls, use these programmable settings: Coverage Inside On allows all your inside calls to ring elsewhere; Coverage Inside Off turns inside coverage off.

You can also program buttons for these Coverage features:

- Use a **Coverage VMS** button to prevent or allow coverage of your outside calls by a voice mail system. These calls may still be covered by a person at another extension.
- Use a **Coverage Off** button to turn off or on all coverage of your calls.

# Often-Used Features

## Direct Voice Mail

*To program:*

See **Programming Buttons & Settings**, p. 23.

Direct Voice Mail allows an inside caller to call directly or transfer a call directly to another user's voice mail. You can also use the feature *after* you have dialed the extension; just do Step 1 below.

*To call directly to another user's voice mail or transfer a call directly to another user's voice mail:*

1. Press the programmed **Direct Voice Mail** button,  
**OR**  
Press the programmed **Feature** button and dial **56**.
2. Press an **Auto Dial** or DSS button, or dial the number of the extension whose voice mail you want to call or transfer a call to.

**Note:** If you are transferring a call to an extension that does not have voice mail, you hear an error tone and the call returns to you after a time interval.

## Do Not Disturb

*Must be programmed on a button.*

*To program:*

See **Programming Buttons & Settings**, p. 23.

This feature prevents calls from ringing at your extension, although outside calls cause the green lights at line buttons to flash. If you have coverage, your calls are covered. If you have a programmed **Posted Messages** button (p. 14), inside callers with display phones see *Do Not Disturb* when they attempt to call you. A system operator or the person providing individual coverage for you can still call you. Callback calls and returning transfers ring at your phone.

*To use:*

Press the programmed button to turn on or off. When the feature is on, the green light is on.

## Extension Status (Hotel/Motel)

*To program:*

See **Programming Buttons & Settings**, p. 23.

Extension Status lets you monitor telephone status in your system. You can change status either at your console or at the extension, using either a programmed line button or a feature code. You can monitor status only from a console. Extension Status must be programmed systemwide and assigned to the console. Consult your system manager to find out how your company uses each status feature and line button on the console.

The programmed line buttons in Hotel/Motel mode are labeled:

**ES Off.** The light next to that extension is off. The room is occupied, and the telephone is in regular call-handling status.

**ES1.** The light next to that extension is flashing. The room is unoccupied and ready for cleaning; outside calls cannot be made from the telephone.

**ES2.** The light next to that extension is on. The room is vacant, and outside calls cannot be made from the telephone.

*To change the status from your console:*

1. Press the programmed **ES Off**, **ES1**, or **ES2** button,  
**OR**  
Press the programmed **Feature** button and dial  
**760** for ES Off  
**761** for ES1  
**762** for ES2
2. Press a DSS or **Auto Dial** button or dial the number for the extension you want to change.

# Often-Used Features

## Forward & Follow Me

*To program:*

See **Programming Buttons & Settings**, p. 23.

Forward and Follow Me send your calls to another phone when you are busy and need your calls covered or when you are not working at your own desk. Turn either feature off from your extension or the one you are visiting.

- If you want your calls handled at another extension or at an outside number, turn on Forward from your extension.
- If you are working away from your phone, turn on Follow Me at the phone where you are.

If Delayed Call Forwarding is turned on through centralized telephone programming, calls ring at the forwarding extension for the programmed number of rings (0–9) before being forwarded. To change the Delayed Call Forwarding setting, contact your system manager.

*To forward calls to another extension:*

1. Press the button you have programmed, **OR** Press the programmed **Feature** button and dial **33**.
2. Dial the extension.

*To forward calls to an outside number (if enabled):*

1. Press the button you have programmed, **OR** Press the programmed **Feature** button and dial **33**.
2. Dial the dial-out code, outside number, and #.

*To set up Follow Me and receive calls at another extension:*

1. Press the programmed **Feature** button and dial **34**.
2. Dial your extension.

*To cancel Forward and Follow Me:*

- To cancel forwarding or following of your own calls: at your extension, press the programmed **Feature** button, dial **33** and your extension.
- To cancel all extensions forwarded or followed to yours: at your extension, press the programmed **Feature** button, dial **\*34\***.
- To cancel one extension forwarded or followed to yours: at your extension, press the programmed **Feature** button, dial **\*34** and that extension.

## Night Service

Your company may use Night Service to treat calls differently after hours, and you may be responsible for turning Night Service on or off at a **Night Service** button programmed on your console. If Night Service is on, you may not be able to make outside calls, or you may need a password to do so. See your system manager for a password and/or emergency numbers you can dial without a password.

To make an outside call and override Night Service, press the **Hold** button and dial the password. Then make the call as you would normally. (See **Making Calls**, p. 8.)

## Paging

*To program:*

See **Programming Buttons & Settings**, p. 23.

You can page an individual at his or her phone by using an **ICOM Voice** or **SA Voice** button (see **Line Buttons**, inside front cover). Or, you may be able to page all speakerphones or groups of speakerphones, depending upon how your system is set up. If your company has a loudspeaker paging system, use it to page the whole company or just people in a certain paging zone.

*To program or use Speakerphone Paging, check with your system manager for Group Paging or Page All numbers, then:*

1. Press any **ICOM** or **SA** button and lift the handset.
2. Dial the Group Paging or Page All number, **OR** Press the button you programmed for Group Paging or Page All.
3. After the beep, make the announcement and hang up.

*Ask your system manager whether Loudspeaker Paging is available and if there is a list of paging zones. To use:*

1. Lift the handset and press the programmed **Loudspeaker Paging** button, **OR** Press the programmed **Feature** button, dial **9** and the loudspeaker line number.
2. Dial the zone, if necessary.
3. Make the announcement and hang up.

# Often-Used Features

## Park

Park puts a call on a special type of hold, so that it can be picked up from any phone in the system. Pick up a parked call by using the Pickup feature.

*To park a call at your own extension on the **SA** or **ICOM** button that the call arrived on:*

- Press the programmed **Park** button, **OR**
- Press the **Transfer** button, dial your extension, and press **Transfer** again.

You can also park calls at park zones. Ask your system manager if these park zones are available.

*To Park at a park zone:*

Press the DSS button for the park zone, **OR**

Press the **Transfer** button and dial a park zone (factory setting: 881–888).

## Pickup

Pickup lets you pick up calls that are not ringing at your phone. Using Pickup, you can answer a parked call (see **Park & Pickup**, p. 21), a call ringing at a specific extension, or a call ringing on a specific line. If you are part of a Pickup group, you can pick up a call ringing anywhere in the group. Program a general **Pickup** button that activates the feature or a specific **Pickup** button to take calls for a group (example: **Pickup Sales**) or a call at a specific line or extension (example: **Pickup Maria**).

Ask your system manager if you are a member of a Pickup group and get the Pickup group number.

*To program:*

1. Label a button.
2. Slide the T/P switch to **P**.
3. Press the labeled button.
4. Dial **\*9**; if the button is for a specific line or extension, dial it, **OR**  
For Group Pickup, dial **\*88**.
5. Slide the T/P switch to center.

*To use:*

Press the programmed button or press the programmed **Feature** button and dial **9**. Dial the extension or line number if necessary. For Group Pickup, press the programmed **Feature** button and dial **88**.

## Park & Pickup

*To program:*

See **Programming Buttons & Settings**, p. 23.

While a call is parked, use Paging to summon the co-worker who should answer. The person picks up the call using Pickup and dialing your extension.

*To use Park and Paging:*

1. Park the call.
  - Press the programmed **Park** button, **OR**
  - Press the **Transfer** button, dial your extension, and press **Transfer** again, **OR**
  - Press the **Transfer** button and dial the park zone.
2. Set up the page.
  - *For Speakerphone Paging:*
    - a) Press the appropriate **Group Page** or **Page All** button, **OR**  
Press any **ICOM** or **SA** button and dial the Group Page or Page All extension.
    - b) Announce the call and give your extension or park zone.
  - *For Loudspeaker Paging:*
    - a) Press the programmed **Loudspeaker Paging** button. If necessary, dial the zone.
    - b) Announce the call and extension where the call is parked.
3. Hang up.

*To pick up a parked call:*

1. Lift the handset.
2. Press the programmed **Pickup** button, **OR**  
Press the **Feature** button and dial **9**.
3. Dial the extension where the call is parked or use the DSS button.

# Often-Used Features

## Last Number Dial

*To program:*

See **Programming Buttons & Settings**, p. 23.

This feature automatically redials the last number you called. You should program Last Number Dial on a button.

*To use:*

1. Press the same type of line button used to place the first call (for example, **ICOM** or **SA**).
2. Press **Last Number Dial** button you programmed. **OR** Press programmed **Feature** button and dial **84**.

## Saved Number Dial

*Must be programmed on a button.*

*To program:*

See **Programming Buttons & Settings**, p. 23.

Use this feature to redial a busy or unavailable number that you want to try later.

*To use:*

1. Before hanging up, press the programmed **Saved Number Dial** button.
2. Press the same type of button used to place the call (for example, **ICOM**, or **SA**).
3. To redial, press the programmed **Saved Number Dial** button.

## Privacy

*To program:*

See **Programming Buttons & Settings**, p. 23.

Privacy prevents co-workers who share a line with you from joining your calls. Turn the feature on before or during a call; it remains on until you turn it off. A call on hold is not protected by Privacy. You should program Privacy on a button so that you will have a green light to remind you when the feature is on.

## System Speed Dial

*To program:*

See **Programming Buttons & Settings**, p. 23.

Your system manager creates up to 130 System Speed Dial codes (600–729) for numbers that people in your company dial often. You can dial these directly by pressing the programmed **Feature** button and dialing the code, or program often-used codes on line buttons.

## Recall

The Recall feature is activated by pressing the **Recall** button on your telephone. It allows you to disconnect from one call and get a new inside or outside dial tone for a new call, without hanging up. In some systems, the **Recall** button allows you to use certain system features, such as Transfer or Hold. Recall works on inside and outside lines on **ICOM**, **SA**, or personal line buttons, but it is not available for all types of outside lines. Ask your system manager how Recall works on your company's telephone system.

## Voice Announce

*To program:*

See **Programming Buttons & Settings**, p. 23.

Make voice-announced calls from **ICOM Voice** or **SA Voice** buttons on your phone (see **Line Buttons**, inside front cover) or use Paging (p. 20). The Voice Announce feature allows you to prevent voice announcements and paging calls from interrupting you. Instead, the calls ring. Voice Announce is a setting that you can turn on or off without programming a button for it. If you have programmed your phone for Auto Answer All (p. 8), you must turn Voice Announce off.



# Programming Buttons & Settings

If you use a feature often, you can program it onto an unused line button for easy access. If you use a feature occasionally, see **Using Features**, p. 14.

- Some features *must* be programmed on a button or they can't be used. (These features are marked with a ♦ on the **Programming Codes** list on the next page.)
- Other features (marked with a • on the **Programming Codes** list) are settings that affect the way your phone works. Some settings, such as Personalized Ring, affect all the lines on your phone. During programming, you still have to select a line button, but it can be *any* line button the feature affects. Others, such as Delay Ring for a single line, are settings that affect a specific line and require you to press it during programming (these features are noted on the **Programming Codes** list). Settings remain active until you program them again.

## Programming Buttons

*To program a feature on an unused line button:*

1. Label a button for the feature.
2. Slide the T/P switch to **P**.
3. Press the button you labeled.
4. Dial the programming code (see **Programming Codes**).
5. Repeat Steps 3 and 4 to program other buttons. (Label the buttons first.)
6. Slide the T/P switch to center.

## Programming Settings

*To program a setting:*

1. Slide the T/P switch to **P**.
2. Press any **ICOM** or **SA** button,  
**OR**  
If the setting affects a specific line, press that line button.
3. Dial the programming code (see **Programming Codes**).
4. Repeat Steps 2 and 3 to program other settings.
5. Slide the T/P switch to center.

# Programming Buttons & Settings

## Programming Codes

Account Code	* 82	Messaging continued	
Alarm	* 759	next message	* 28
Authorization Code	* 80	posted message	* 751
Auto Answer All	* 754	return call	* 27
Auto Dial♦		scroll	* 29
inside	* 22 + extension	Paging group	* 22 + group extension
outside	* 21 + number	Paging loudspeaker	* 9 + line number
Callback		Park	* 86
automatic callback off•	** 12	Pickup	
automatic callback on•	* 12	general	* 9
selective callback	* 55	group	* 88
Call Waiting•		inside	* 9 + extension
off	** 11	outside	* 9 + line number
on	* 11	Privacy	* 31
Camp-On	* 57	Reminders	
Coverage		set reminder	* 81
Coverage inside on•	* 48	cancel reminder	** 81
Coverage inside off•	** 48	missed reminder♦	* 752
Buttons for covering calls♦		Ringing Options♦	
Primary Cover	* 40 + sender's extension number	abbreviated on	* 341
Secondary Cover	* 41 + sender's extension number	abbreviated off	* 342
Group Cover	* 42 + sender's extension number	delayed all lines	* 346
Buttons for sending calls♦		delayed one line	* 36
Coverage Off	* 49	immediate all lines	* 347
Coverage VMS Off (outside calls only)	* 46	immediate one line	* 37
Direct Voice Mail	* 56	no ring all lines	* 345
Do Not Disturb♦	* 47	no ring one line	* 35
Extension Status		personalized ring	* 32 + ring (1–8)
ES Off	* 760	Saved Number Dial♦	* 85
ES1	* 761	Signaling and Notify♦	
ES2	* 762	signaling	* 23 + extension
Forward	* 33	notify receive	* 758 + extension
Last Number Dial	* 84	notify send	* 757 + extension
Messaging		System Speed Dial	* 24 + code (600–729)
leave message	* 25	Voice Announce♦	
delete message	* 26	on	* 10
		off	** 10

- ♦ Must be programmed onto a line button.
- Sets up how your phone works. Use a line button to program (turn on or off). The setting is not programmed onto a line button. See your system manager if you need help.

## Feature Codes

Account Code	82 + code + #	Messaging continued	
Authorization Code	80 + code + #	leave message without calling ■	53 + extension
Callback	55	delete message ◆	26
Call Waiting		next message ◆	28
pick up waiting call ■	87	return call ◆	27
Camp-On	57	scroll ◆	29
Direct Voice Mail	56	turn off Message light (manually)	54
Extension Status		Paging loudspeaker	9 + line number + zone
ES Off	760 + extension		
ES1	761 + extension	Pickup	
ES2	762 + extension	group	88
Follow Me	34 + extension	inside	9 + extension
Forward		outside	9 + line number
inside	33 + extension	Privacy	
outside	33 + dial-out code + number + #	off	* 31
Forward and Follow Me		on	31
cancel from all extensions ■	* 34 *	Recall	775
cancel from one extension ■	* 34 + extension	Reminder Service	
cancel from your phone	33 + your extension	read reminders	81 + extension
Last Number Dial	84	set reminder	81 + extension + time + 2 or 7
Messaging		cancel reminder	*81 + extension code (600–729)
cancel message ■	* 53 + extension	System Speed Dial	
leave message	25		

◆ Display phones only.

■ Available only by using feature code.

## Special Characters

Features that dial numbers automatically may need special characters to allow for correct dialing or system response.

Press...	See...	Means...
<b>Drop</b>	s	Stop. Halts dialing sequence to allow for system response.
<b>Hold</b>	p	Pause. Inserts 1.5-sec. pause in dial sequence. Multiple consecutive pauses allowed.
<b>Conference</b>	f	Flash. Sends switchhook flash. Must be first entry in sequence.
<b>##</b>	#	For Extension Programming only: End of Dialing. Use to signal end of dialing sequence or to separate grouped digits.
<b>#</b>	#	End of Dialing. Use to signal end of dialing sequence or used to separate grouped digits.



## **Security Alert**

### **Your Responsibility for Your System's Security**

Toll fraud, the unauthorized use of your telecommunications system by an unauthorized party (for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf) can result in substantial additional charges for your telecommunications services. You are responsible for the security of your system. There may be a risk of toll fraud associated with your telecommunications system. Your system administrator should read all installation, instruction, and system administration documents provided with this product to fully understand the features that can introduce the risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

**OFTEN-USED SYSTEM SPEED DIAL CODES**

<b>Called Party</b>	<b>Code</b>	<b>Called Party</b>	<b>Code</b>

**POSTED MESSAGES**

<b>Message</b>	<b>Code</b>	<b>Message</b>	<b>Code</b>
DO NOT DISTURB	01		11
	02		12
	03		13
	04		14
	05		15
	06		16
	07		17
	08		18
	09		19
	10		20

## PAGING NUMBERS

<b>Paging Group/Page All</b>	<b>No.</b>	<b>Loudspeaker Paging</b>	<b>No.</b>
		Line	
		Zone:	
		Zone:	
		Zone:	
		Zone:	
		Zone:	
		Zone:	

## COVERAGE/PICKUP/CALLING GROUPS

<b>Group Name</b>	<b>No.</b>	<b>Group Name</b>	<b>No.</b>

## OTHER NUMBERS

<b>Called Party</b>	<b>No.</b>	<b>Called Party</b>	<b>No.</b>
	01		13
	02		14
	03		15
	04		16
	05		17
	06		18
	07		19
	08		20
	09		21
	10		22
	11		23
	12		24