Lucent Technologies
Bell Labs Innovations

MERLIN LEGEND®
Communications System
Releases 3.1 and 4.0
Single-Line Telephones
User's Guide

Contents

⚠ 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.

Your 8110M Telephone
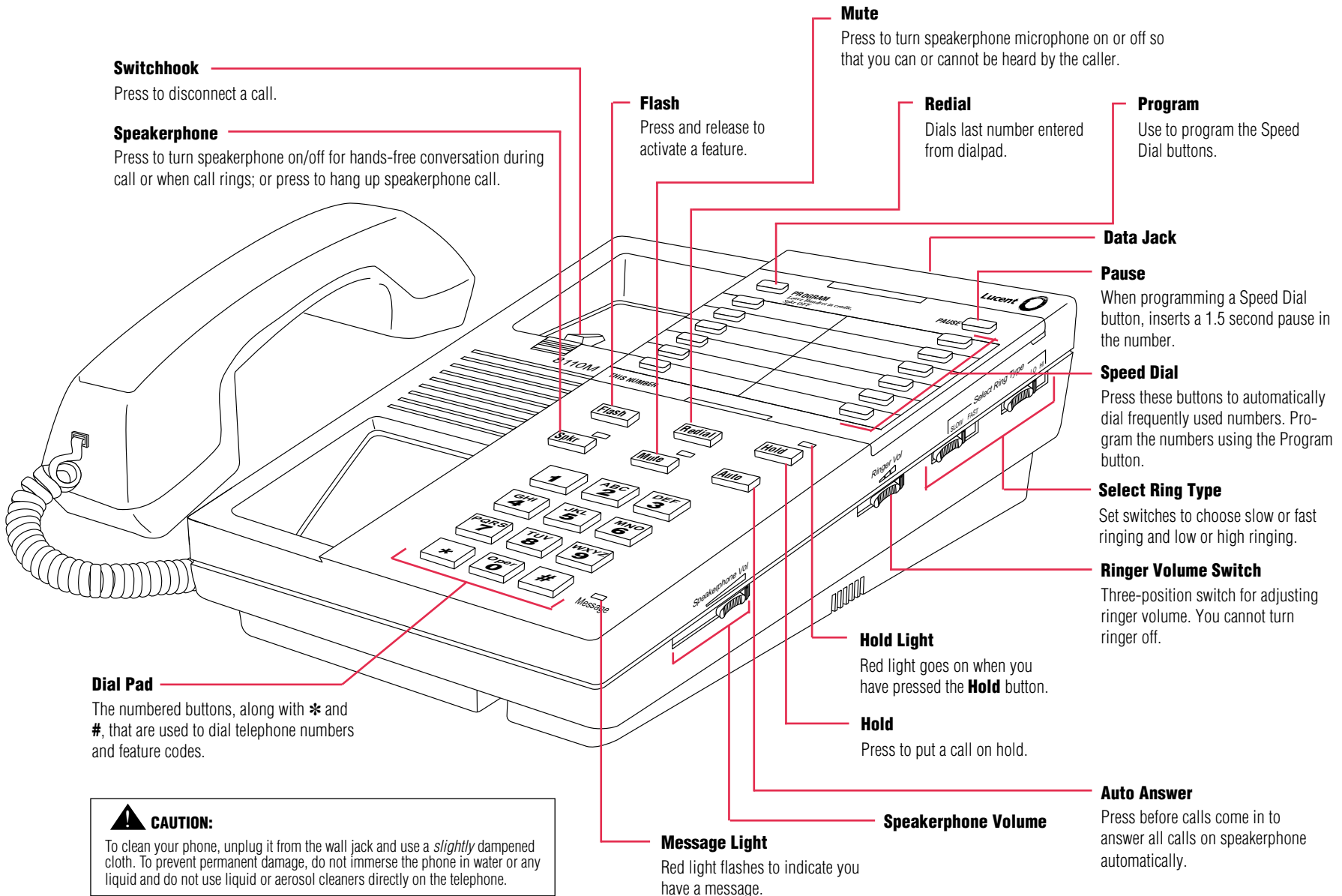
Switchhook

Press to disconnect a call.

Speakerphone

Press to turn speakerphone on/off for hands-free conversation during call or when call rings; or press to hang up speakerphone call.

Flash

Press and release to activate a feature.

Mute

Press to turn speakerphone microphone on or off so that you can or cannot be heard by the caller.

Redial

Dials last number entered from dialpad.

Program

Use to program the Speed Dial buttons.

Data Jack

Pause

When programming a Speed Dial button, inserts a 1.5 second pause in the number.

Speed Dial

Press these buttons to automatically dial frequently used numbers. Program the numbers using the Program button.

Select Ring Type

Set switches to choose slow or fast ringing and low or high ringing.

Ringer Volume Switch

Three-position switch for adjusting ringer volume. You cannot turn ringer off.

Hold Light

Red light goes on when you have pressed the **Hold** button.

Hold

Press to put a call on hold.

Auto Answer

Press before calls come in to answer all calls on speakerphone automatically.

Speakerphone Volume

Message Light

Red light flashes to indicate you have a message.

Dial Pad

The numbered buttons, along with ✳ and #, that are used to dial telephone numbers and feature codes.

⚠ **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 2500 YMGL Telephone

Switchhook
Press to disconnect a call. See p. 3 for details.

Note for Users of the 2500 MMGL: The 2500 MMGL telephone is intended only for making and receiving calls (for example, at a fax machine). It has a positive disconnect switch, which should be turned on. When positive disconnect is on, the phone can not use Hold, Transfer, or Conference features.

Ringer Volume Switch (on bottom of phone)
Three-position switch for turning ringer OFF, LO, or HI.

Dial Pad
The numbered buttons, along with ✶ and #, that are used to dial telephone numbers and feature codes.

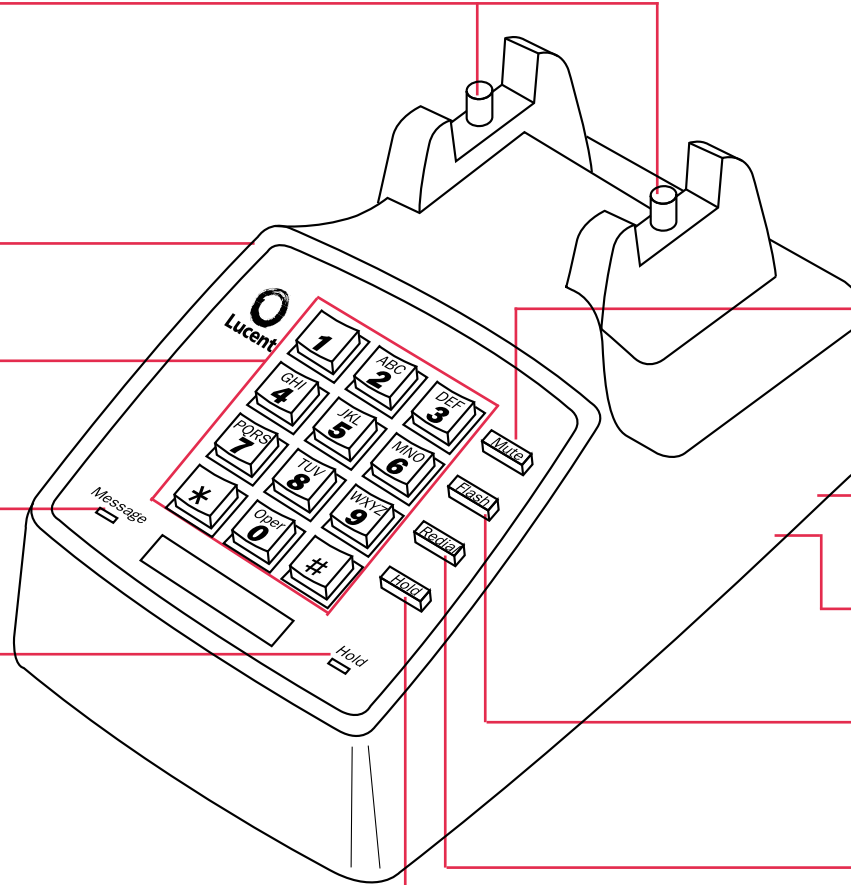**Message Light**
Red light flashes to indicate you have a message.

Hold Light
Red light goes on when you have pressed the **Hold** button.

Mute
Press to turn handset on/off so that you can/cannot be heard by caller.

Tone-Pulse Switch (on bottom of phone)
Two-position switch for either tone or pulse operation.

Positive Disconnect Switch (on bottom of phone)
Two-position positive disconnect switch must be in the one (1) position.

Flash
Press and release to activate a feature. See pp. 3 and 9 for details.

Redial
Dials last number entered from dialpad.

Hold
Press to put a call on hold. See pp. 3 and 9 for details.

⚠ **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.

2

Understanding Your Telephone

Features vary according to the way your company's telephone system is set up. Operation of fixed-feature buttons (such as **Hold**) may vary. If any features or activities do not work as described in this book, ask your system manager for help. See for further information about activating features.

Switchhook, Flash Button, and Hold Button

Newer telephones with positive disconnect (such as the 2500 YMGL and the 8110M) operate differently than other telephones without that capability. If you have an older single-line telephone, you can still use the instructions in this book.

If you have a telephone with positive disconnect, use the **Flash** button to activate a feature. **Do not use the switchhook, or your call will be disconnected.**

If you have an older single-line telephone, press and release the switchhook or the **Flash** button to activate a feature. The **Recall** button works the same way as the **Flash** button. Whenever you see instructions for the **Flash** button, you can use the **Recall** button instead. **Do not use the Hold button to activate a feature.**

For all single-line telephones, when you press the **Hold** button () to put a call on hold, you must pick up the call again from your own telephone. The call cannot be picked up from another telephone in the system or on a telephone that shares your line. To put a call on hold so that it can be picked up from another telephone in the system, use Park ().

Rings

Ring		Meaning
▬▬▬▬	1 ring	Inside call
▬▬ ▬▬	2 rings	Outside call
▬ ▬ ▬	3 rings	Priority ring: outside call transferred to you or returning camped-on call

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.
▪▪▪▪ ▬▬	Flash or switchhook dial tone (multiple breaks in dial tone, then steady)	You can now use a feature or dial for transfer or conference. If you have voice mail, a fax, or a message from the system operator, you hear this tone when you lift the handset.
◆ ◆ ◆ ◆ ◆	Callback (5 short beeps)	This call is receiving Callback treatment (see p. 8).
◆ ◆	Call Waiting (1 or 2 beeps)	You have an inside (1 beep) or an outside (2 beeps) call waiting (see p. 8).

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. 6).

Calling Basics	
If you want to …	**Then**
Hold a call so that you can activate a feature.	See **Hold**, p. 9.
Put a call on hold so it can be picked up from any extension.	See **Park & Pickup**, p. 11.
Know whether someone is calling you when you are on a call.	See **Call Waiting**, p. 8.
Include yourself and 2 others on the same call.	See **Conference**, p. 8.
Transfer a call.	See **Transfer**, p. 12.
Enter an account code before or during a call.	See **Account Codes**, p. 7.
Program codes for numbers you dial often.	See **Personal Speed Dial**, p. 11.
Quickly dial numbers your company has programmed for you.	See **System Speed Dial**, p. 12.
Automatically redial the last number you called.	See **Last Number Dial**, p. 10.
Connect to a busy extension or outside line when it's free.	See **Callback**, p. 8.
Make a call from another extension, using your own calling privileges.	See **Authorization Codes**, p. 7.
Reach a voice mailbox without calling the person.	See **Direct Voice Mail**, p. 9.
Covering Calls	
Answer a co-worker's ringing telephone from your telephone.	See **Pickup**, p. 11.
Forward your calls to another telephone. Answer your calls from another extension.	See **Forward & Follow Me**, p. 9.

Feature Finder

Messaging and Paging	
If you want to ...	**Then**
Let a co-worker know you called. Find out if you have a voice mail message, fax, or other message.	See **Messaging**, p. 10.
Broadcast over the company's loudspeaker system. Page groups of people over speakerphones or page all the people in your company who have speakerphones.	See **Paging**, p. 10.
Put a call on hold so you can page a co-worker.	See **Park & Pickup**, p. 11.
Leave a message in a co-worker's voice mailbox.	See **Direct Voice Mail**, p. 9.
Privacy	
Prevent co-workers from joining your calls.	See **Privacy**, p. 12.
Timekeeping	
Remind yourself of meetings or appointments.	See **Reminders**, p. 12.

Using Features

To use most features, dial **#** followed by a feature code (a 1-, 2-, or 3-digit number and/or ✳). Feature codes can be used with touch-tone phones only. Your system manager may be able to make additional features available or program settings that affect the way your phone works. The following features do not use a feature code:

- Hold
- Transfer
- Conference
- Speakerphone Paging
- Call Waiting (turning it on/off)
- Auto Callback

Activating Features

To activate a feature when you're not on a call:

1. Lift the handset.
2. Dial **#** followed by a feature code from the **Feature Codes** list.
3. Dial any additional information required for the feature (for example, an extension number). You may hear a confirmation tone.
4. Hang up.

To use a feature while you're on a call:[*]

1. Press and release the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.
2. Dial **#** followed by a feature code from the **Feature Codes** list.
3. Dial any additional information required for the feature (for example, an extension number). You may hear a confirmation tone.
4. To return to the call, press and release the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.

[*] If Transfer has been disabled by the system manager, you cannot use some features while you're on a call.

Feature Codes

Account Code Entry	82 + code + **#**
Authorization Code Entry	80 + code + **#**
Callback	55
Callback Cancel	✳ 55
Call Waiting	
pick up a call waiting call	87
Direct Voice Mail	56
Follow Me	34 + extension
Forward	
inside	33 + extension
outside	33 + dial-out code + number + **#**
Forward and Follow Me	
cancel from all extensions	✳ 34 ✳
cancel from one extension	✳ 34 + extension
cancel from your phone	33 + your extension
Last Number Dial	84
Messaging	
cancel message	✳ 53 + extension
leave message	25

Messaging continued	
leave message without calling	53 + extension
turn Message light off	54
Paging loudspeaker	9 + line number + zone
Park	
return to parked call	✳✳
Personal Speed Dial	code (01–24)
Pickup	
group pickup	88
inside	9 + extension
outside	9 + line number
Privacy	
off	✳ 31
on	31
Reminders	
set reminder	81 + time + 2 or 7
cancel reminder	✳ 81
System Speed Dial	code (600–729)

Often-Used Features

Account Codes

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 account code entry may be optional for incoming and outgoing calls. Check with your system manager for account operation and account codes.

To enter an account code before calling:

1. Lift the handset.
2. When you hear the dial tone, dial **#82**.
3. Dial the account code followed by **#**.
4. Dial the dial-out code and phone number.

If you enter an account code for an incoming call before it arrives, you cannot change that code during the call. To use account codes on a conference call, you must enter a separate code for each party, before calling the person.

To enter or change an account code while on a non-conference call: *

1. Put the call on hold by pressing and releasing the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.
2. Dial **#82**.
3. Dial the account code followed by **#**.
4. Return to the call on hold by pressing and releasing the **Flash** button again.
   For older single-line telephones, press and release the switchhook or **Flash** button.

* If Transfer has been disabled by the system manager, you cannot enter or change an account code while you're on a call.

Authorization Codes

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 you are visiting.

⚠ 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.

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.

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

1. Lift the handset.
2. When you hear the dial tone, 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.

Often-Used Features

Callback

Ask your system manager whether Callback is available at your phone. Callback tells you when a busy line (not a busy phone) or extension is free; after you dial and hear the busy signal, you don't have to dial again. You can use Callback for only one call at a time.

To use Callback when you hear the busy (extension) or fast busy (outside line) signal:
1. Dial **#55**.
2. After 5 short beeps, hang up.
3. After hearing the priority ring (3 rings), lift the handset. After 3 short beeps, you hear dial tone and the system dials the call.

To cancel a Callback request:
1. Lift the handset and dial **#**∗**55**.
2. Hang up.

Call Waiting

When a call is waiting, you hear a single beep for inside calls and 2 beeps for outside calls. Outside Call Waiting does not work on all lines; ask your system manager if it is available at your phone. In addition, your system manager must turn Call Waiting on or off at your phone.

To complete a call and answer a waiting call:
1. When you hear the call-waiting beeps, hang up.
2. Lift the handset.

To put a call on hold and pick up a waiting call: *
1. To put the current call on hold, press and release the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.
2. Dial **#87** to connect to the waiting call.
3. Return to the held call by pressing and releasing the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.

* If Transfer has been disabled by the system manager, you cannot put a call on hold and pick up a waiting call.

Conference

Use Conference to add a third person (inside the system or at an outside number) to a call for a 3-way conference you originate.

To set up a conference call: *
1. While on a call, press and release the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.
2. Dial the outside number or extension.
3. Announce the conference.
4. Press and release the **Flash** button.
   • To end the conference, hang up.
   • To drop the last party added, press and release the **Flash** button.
     For older single-line telephones, press and release the switchhook or **Flash** button.

* If Transfer has been disabled by the system manager, you cannot set up a conference call.

Often-Used Features

Direct Voice Mail

If your company has voice mail, this feature allows you to dial a co-worker's voice mailbox without calling that person or lets you transfer a call to a voice mailbox.

Usually, you activate the feature as soon as you lift the handset to make a call or while on a call that you want to transfer to a voice mailbox. You can also use the feature *after* you have dialed an 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 and release the **Flash** button.

   For older single-line telephones, press and release the switchhook or **Flash** button.
2. Dial **#56**.
3. Dial 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.

* If Transfer has been disabled by the system manager, you cannot transfer a call directly to another user's mailbox.

Forward & Follow Me

Forward and Follow Me send your calls to another phone. Use Forward at your own extension and Follow Me at another extension where you want to receive calls. Both can be canceled at either phone.

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 send calls from your extension to another extension or an outside number:

1. Dial **#33** at your extension.
2. Dial another extension or dial-out code plus the telephone number and **#**.
3. After the double break in dial tone, hang up.

To cancel forwarding or following of your own calls:

At your telephone, dial **#33** and your extension.

To receive calls at another extension:

1. Dial **#34** at the extension.
2. Dial your own extension number.
3. After the double break in dial tone, hang up.

To cancel one extension forwarded or followed to yours: at your extension, dial **#*34** and the extension.

To cancel all extensions forwarded or followed to your extension: at your extension, dial **#*34*** and hang up.

Hold

Use Hold to leave a call temporarily when you don't want to hang up. If Transfer is not disabled, you should use Park to hold a call (see **Park & Pickup**, p. 11).

To put a call on hold: *

Note: The call must be picked up at your phone.

1. Press the **Hold** button or press and release the **Flash** button.
2. To return to the call on hold, again press the **Hold** button or press and release the **Flash** button.

To put a call on hold when you are using an older single-line telephone: *

1. Press and release the switchhook or **Flash** button.
2. To return to the call on hold, again press and release the switchhook or **Flash** button.

* If Transfer has been disabled by the system manager, you cannot activiate features while a call is on hold.

Often-Used Features

Last Number Dial

This feature automatically redials the last number you dialed.

Lift the handset and dial **#84**.

Messaging

When you have a message from the system operator or, if available, from voice mail or a fax machine, your Message light goes on and you hear a message-waiting tone (multiple breaks in dial tone) when you lift the handset. Call the operator or retrieve your voice mail messages. (Ask your system manager for the procedure to retrieve voice mail messages.)

You can leave messages for people at display phones; the other person sees your name and/or number on the display. If the other person's phone has no display, leave a message with the operator.

To leave a message at a busy or unanswered display phone:

1. Lift the handset and dial the extension.
2. Within 15 seconds of dialing the number, dial **#25**.

To turn off your Message light:

Lift the handset and dial **#54**.

To send a message to a display phone without calling:

1. Lift the handset.
2. Dial **#53** and the extension, then hang up.

To cancel messages:

1. Lift the handset.
2. Dial **#✳53** and the extension, then hang up.

Paging

Paging is using your telephone to broadcast an announcement to groups of people as follows:

- Speakerphone Paging is heard only over telephones with built-in speakerphones (except for single-line telephones with speakerphones). Depending on how your system is set up, you can make an announcement on all speakerphones (Page All) or to a selected group, such as a department or work area (Group Paging).
- Loudspeaker Paging over an auxiliary loudspeaker paging system is heard throughout the building or only in a particular area (a *paging zone*).

To use Speakerphone Paging, check with your system manager for Page All and Group Paging numbers. Then:

1. Lift the handset and dial the company-provided Group Page or Page All number.
2. After the beep, make your announcement and hang up.

If Loudspeaker Paging is available at your company, ask your system manager for the paging system's line number and a list of paging zones (if your company has them). Then:

1. Lift the handset.
2. Dial **#9**, the paging system line number, and the zone (if necessary).
3. Make your announcement and hang up.

Often-Used Features

Park & Pickup

Park puts a call on a special kind of hold so that it can be answered from any phone in the system. You can also use Park instead of Hold.* While a call is parked, use Paging to summon the co-worker who should answer. The person picks up the call using Pickup (see **Pickup**) and dialing your extension.

*To Park a Call:**

1. Press release the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.
2. Dial your extension.
3. When you hear the busy signal, hang up.

To return to the parked call:

   Lift handset and dial **#✷✷**.

*To use Park and Speakerphone Paging:**

1. Follow Steps 1–3 under To Park a Call.
2. Lift the handset and dial the company-provided Group Paging or Page All number.
3. Announce the call and give your extension.
4. Hang up.

To pick up a parked call:

1. Lift the handset.
2. For a specific line or extension, dial **#9** and the extension or line number for the call,
   OR
   For Group Pickup, dial **#88**.

* If Transfer has been disabled by the system manager, do not use Park as an alternative to Hold. Only use Park when you want a co-worker to pick up the call.

Personal Speed Dial

Use Personal Speed Dial to program 2-digit codes that you can dial in place of a frequently used phone numbers. Include the complete dialing sequence and press and release the switchhook (on older single-line telephones) or **Pause** or **Space** button to enter a dialing pause. Program up to 24 codes. You cannot program an account code in a Personal Speed Dial code.

To program Personal Speed Dial codes:

1. Lift the handset and dial **#00**.
2. Dial **#** and the 2-digit code (01–24).
3. Dial **✷21**, the dial-out code if any, and the phone number.
4. Repeat Steps 2 and 3 to program additional numbers.
5. Hang up.

To use a Personal Speed Dial code:
Lift the handset and dial **#** and the code (01–24).

To erase a Personal Speed Dial code:

1. Lift the handset and dial **#00**.
2. Dial **#** and the 2-digit code (01–24).
3. Dial **✷21**.
4. Hang up.

Pickup

Pickup lets you pick up calls that are not on a line at your phone. Using Pickup, you can answer a parked call (see **Park & Pickup**), 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.

Ask your system manager if you are a member of a Pickup group.

To pick up a ringing or parked call at another extension or line:

1. Lift the handset.
2. For a specific line or extension, dial **#9** and the extension or line number for the call,
   OR
   For Group Pickup, dial **#88**.

Often-Used Features

Privacy

Privacy prevents co-workers who share a line with you from joining your calls. You can turn on the feature before or during a call; it remains on for all calls to and from your extension until you turn it off. If another person has already joined your call, turning Privacy on does not drop the person. A call on hold is not protected by Privacy.

To use Privacy when you are not on a call:
1. Lift the handset.
2. To turn Privacy on, dial **#31**. To turn Privacy off, dial **#✶31**.

To use Privacy when you are on a call: *
1. Put the call on hold by pressing and releasing the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.
2. To turn Privacy on, dial **#31**. To turn Privacy off, dial **#✶31**.
3. Return to the call by again pressing and releasing the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.

* If Transfer has been disabled by the system manager, you cannot use Privacy when you are on a call.

Reminders

Use Reminders to set your telephone to ring like an alarm clock at a specific time. You can set only one reminder, and it must be for the day you set it. After the reminder call rings at your telephone or if you cancel it, you can set another reminder.

To set a reminder:
1. Lift the handset.
2. Dial **#81**.
3. Dial a 4-digit time from 0100 to 1259.
4. Dial one of the following: **2**(**A**) for a.m. or **7**(**P**) for p.m.
5. Hang up.

To cancel a reminder:
1. Lift the handset.
2. Dial **#✶81**.
3. Hang up.

System Speed Dial

Ask your system manager for your company's list of 3-digit codes for phone numbers people dial often. Then:
Lift the handset and dial **#** plus the 3-digit code for the party you are calling.

Transfer

You can transfer inside or outside calls to inside extensions. You can transfer only inside calls to an outside number. If Transfer has been disabled by the system manager, you cannot use this feature.
1. Press and release the **Flash** button.
   For older single-line telephones, press and release the switchhook or **Flash** button.
2. Dial the extension or dial-out code plus the outside number.
3. Announce the call and hang up.

Feature Codes

Account Code Entry	82 + code + **#**		Messaging continued	
Authorization Code Entry	80 + code + **#**		leave message without calling	53 + extension
Callback	55		turn Message light off	54
Callback Cancel	✳ 55		Paging loudspeaker	9 + line number + zone
Call Waiting				
pick up a call waiting call	87		Park	
Direct Voice Mail	56		return to parked call	✳✳
Follow Me	34 + extension		Personal Speed Dial	code (01–24)
Forward			Pickup	
inside	33 + extension		group pickup	88
outside	33 + dial-out code + number + **#**		inside	9 + extension
			outside	9 + line number
Forward and Follow Me			Privacy	
cancel from all extensions	✳ 34 ✳		off	✳ 31
cancel from one extension	✳ 34 + extension		on	31
cancel from your phone	33 + your extension		Reminders	
Last Number Dial	84		set reminder	81 + time + 2 or 7
Messaging			cancel reminder	✳ 81
cancel message	✳ 53 + extension		System Speed Dial	code (600–729)
leave message	25			

Often-Used System Speed Dial Codes

Called Party	Code	Called Party	Code

Additional Numbers

Name	No.	Name	No.

Personal Speed Dial Codes

Called Party	Code	Called Party	Code
	01		13
	02		14
	03		15
	04		16
	05		17
	06		18
	07		19
	08		20
	09		21
	10		22
	11		23
	12		24

Paging Numbers

Paging Group (s)	No.	Loudspeaker Paging	No.
		Line Number	
		Zone 1	
		Zone 2	
		Zone 3	
Page All		Zone 4	

Group Numbers

Group (s)	No.	Group (s)	No.