Lucent Technologies
Bell Labs Innovations

MERLIN MAGIX™ Integrated System
Digital Queued Call Console
Operator's Guide

⚠️ 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.

Contents

Your Queued Call Console

Your Display Screen

Your telephone's display is an alarm clock and timer (see p. 19), telephone directory (see p. 17), and message center (see pp. 13–16). Read the button descriptions on this page to find out how you can use your screen to locate and activate features or see who's calling you. See pp. 25–26 for more information.

Menu

Press to program the telephone, view messages, or select features available from the display (see More).

Exit (or **Home** on the MLX-20L)

Press to return to the Home screen and exit the current activity. The Home screen gives calling and timekeeping information, and prompts when you need help.

Voice Announce

If Voice Announce is enabled through system programming, press to make a Voice Announce call to another extension.

> **Note:**
> The one or two DSSs (Direct Station Selectors) that attach to your 4424LD+ or MLX-20L telephone are not shown here. See p. 2 for details.

Spkr

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

Mute

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

Volume

Press ▲ or ▼ to change the ringer loudness while the telephone is ringing, the handset volume while you're using the handset, the headset volume while you're using the headset, or the speaker volume while you're using the speakerphone.

Arrow Keys

The > appears on the screen when more information exists. Press ▶ to advance through additional menus when necessary or to display more information about an incoming or active call. Press ◀ to move back to a previous screen.

7-Line x 24-Character Display

4424LD+

Ext

Spkr   **Redial**

Mute   **Conf**

Trnsfr

Hold

Hold

Press to put a call on hold (see p. 10).

4424LD+ Telephone

TEL/OTHER Jack (underside). Use on an MLX-20L telephone to connect a Multi-function Module (MFM).

DSS Jack (underside). Use on a 4424LD+ or MLX-20L telephone to connect a DSS. On an MLX-20L telephone, the DSS jack can also connect to a PassageWay™ Direct Connect Solution or PassageWay Solution.

Unlabeled Display Buttons

Press one to select the item next to it on the display.

Call and Fixed-Feature Buttons

See pp. 3–4 for details.

Message Light

The red light is lit to indicate a waiting message (see pp. 13–16).

Redial

Press to redial the last number dialed on this telephone.

Conf

Press to add a person to a conference (see p. 11).
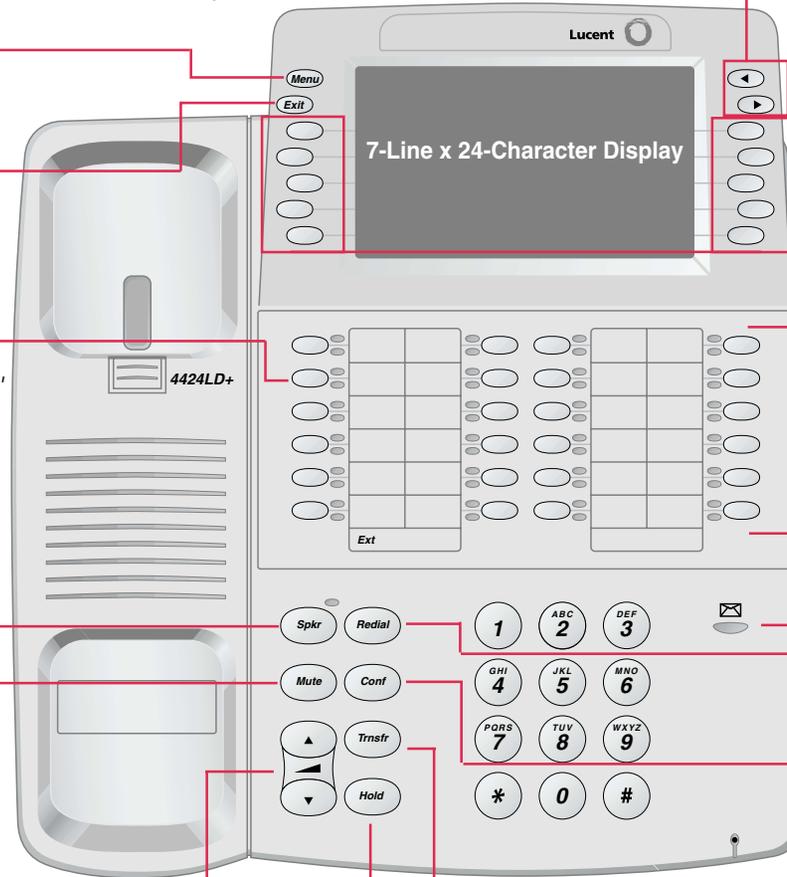
Trnsfr

Press to send a call to another telephone (see p. 11). It's better to use the Start button (see p. 4).

⚠ **CAUTION:**

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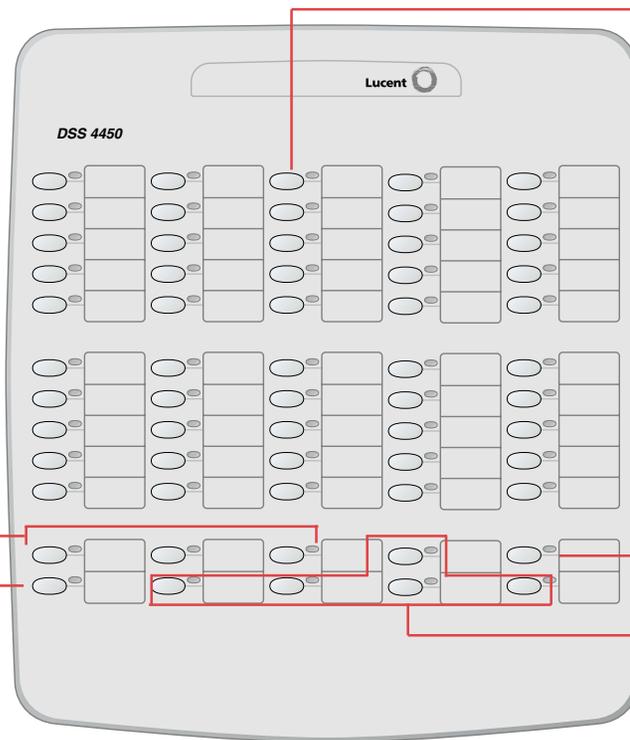
Understanding Your DSS

DSS Buttons
Each DSS has 50 DSS buttons, arranged in 5 columns of 10 buttons each. DSS buttons have numbers assigned in consecutive order, starting with the top left corner button. Each button can have 3 numbers assigned to it, which can correspond to the following:

- Extension numbers for directing or making calls to co-workers (see pp. 10–12).
- Paging numbers for paging co-workers over speakerphones or a loudspeaker system (see p. 22).
- Numbers for parking calls to the system operator Park Zones (see p. 22).
- Pools and lines for monitoring the pools' current status.

Fixed Page Buttons
Press the fixed Page buttons to change the *page* of telephone numbers accessible to your DSS. The green light turns on next to the Page button that is active. If you have one DSS, Page 1 accesses the first 50 extensions, Page 2 accesses the second 50 extensions, and Page 3 accesses the third 50 extensions. If you have two DSSs, Page 1 accesses the first 100 extensions, Page 2 accesses the second 100 extensions, and Page 3 accesses the third 100 extensions.

Direct Voice Mail
Press this button to transfer a call directly to a co-worker's voice mail (see p. 15).

Message Status Button
When Message Status is on, the red lights next to the DSS buttons turn on for extensions with messages from system operators. Messages from other sources (such as co-workers and fax machines) do not cause the red lights to turn on. The green light next to the Message Status button turns on when the button is pressed to tell you that the lights on the DSS are showing Message Status. Pressing the button again turns off Message Status and the green light.

Reserved Buttons
These buttons are reserved for future use.

DSS Button Lights

Light		Button/Meaning
☐	Off	**Extensions.** The telephone is not in use and Do Not Disturb is off. With the Message Status button, the Message light is off at the extension. **Pool.** One or more lines in the pool are available. **Line.** Not in use (available). **Group Page, Page All, Park Zone.** Not in use (available). **Calling Group.** The number of calls waiting for the calling group is fewer than the programmed maximum.
■	Steady	**Extensions.** A co-worker is on the telephone, a call is on hold, or Do Not Disturb is on. With the Message Status button, the Message light is on at the extension. **Pool.** All lines in the pool are busy. **Line.** In use (not available). **Group Page, Page All.** In use (not available). **Calling Group.** The number of calls waiting for the calling group is equal to or more than the programmed maximum.
☀	Fast flashing	**Extensions.** A co-worker is calling you, or a parked call or call on hold is returning to you. **Line.** A parked or held call is returning to you.
▬	Slow flashing	**Extensions.** A call directed to this extension is returning to you. **Line.** A call is ringing on this line at your console or at a co-worker's telephone.

Understanding Your QCC

Telephones Used as QCCs

You can assign two telephones to be Queued Call Consoles (QCCs): the 4424LD+ telephone and the MLX-20L telephone. The illustrations in this guide show the 4424LD+ telephone; any functional differences between the 4424LD+ telephone and the MLX-20L telephone are noted.

Call and Fixed-Feature Buttons

The Call and fixed-feature buttons are factory-set and labeled for specific functions, as shown in the following illustration and described below.

Letters G through Z

Letters located on the corner of each Call and fixed-feature button are used to enter names into your Personal Directory (see p. 17). Letters A through F appear on the display.

Fixed-Feature Buttons

See p. 4 for details.

Feature	HFAI			Drop	Inspect
G Call 5	H Position Busy			I Alarm	J Forced Release
K Call 4	L Send/Remove Message			M Night Service	N Pool Status
O Call 3	Loudspeaker P Page			Q Headset Status	R Headset Auto Ans
S Call 2	T Source			U Destination	V Join
W Call 1	X Start			Y Release	Z Cancel

4424LD+ Telephone

Call Buttons

Buttons labeled Call 1 through Call 5 are used to make and receive inside and outside calls (see p. 10). If Voice Announce is enabled through system programming, use Call 5 to make Voice Announce calls to extensions. Voice Announce calls made to a QCC are received as ringing calls.

G Call 5	H Position Busy			I Alarm	J Forced Release
K Call 4	L Send/Remove Message			M Night Service	N Pool Status
O Call 3	Handset/ P Headset Mute			Q Headset Status	R Headset Auto Ans
S Call 2	T Source			U Destination	V Join
W Call 1	X Start			Y Release	Z Cancel

MLX-20L Telephone

3

Understanding Your QCC

Call Buttons. Press these buttons to answer incoming calls and make inside and outside calls (see p. 10).

Fixed-Feature Buttons. Buttons automatically assigned by the system to telephones used as QCCs. These buttons are used for special operator functions and basic call handling:

- **Alarm** indicates that a problem has occurred with the system. Contact your System Manager (see p. 19).

- **Cancel** cancels a call-directing attempt and reconnects you to the original caller on hold at the Source button. The system moves the call to a Call button (see p. 11).

- **Destination** connects you with the person being called when you are directing a call (see p. 11).

- **Drop** (4424LD+ only) cancels the directing of a call and reconnects you with the caller (see p. 11). (The MLX-20L telephone has an imprinted Drop button.)

- **Feature** (4424LD+ only) activates the feature mode. (The MLX-20L telephone has an imprinted Feature button.)

- **Forced Release** drops all callers (including you) from a call and frees you for another call (see p. 11).

- **Handset/Headset Mute** (MLX-20L only) temporarily turns off the handset and headset microphone to allow you to talk to someone privately (see p. 9).

- **Headset Auto Ans** (Headset Auto Answer). When you use a headset, this button automatically connects you to the next call each time a new call arrives at your console. Pressing this button turns on the green light (see p. 9).

- **Headset Status** allows you to switch between the handset and the headset (see p. 9).

- **HFAI** (4424LD+ only) returns you to the top-level system programming screen (Main Menu). (The MLX-20L telephone has an imprinted HFAI button.)

- **Inspect** activates Inspect mode whereby you can view the status of the various buttons on the telephone. (The MLX-20L telephone has an imprinted Inspect button.)

- **Join** connects you, the original caller (Source), and the co-worker being called (Destination) in a 3-way conference (see p. 11).

- **Loudspeaker Page** (4424LD+ only) selects the first available Loudspeaker Paging line so you can page an individual or group (see p. 22).

- **Night Service** turns on special telephone operation after business hours (see p. 21).

- **Pool Status** shows you the status of the outside line groups in your system.

- **Position Busy** temporarily prevents most calls from being sent to your console. You continue to receive calls to your extension and calls from co-workers who are using forwarding features (see p. 23).

- **Release** completes a call and frees you for the next call. It also releases you from a 3-way conference (see p. 11).

- **Send/Remove Message** turns co-workers' Message lights on and off (see p. 14).

- **Source** reconnects you with the caller after you've begun directing a call (see p. 11).

- **Start** begins directing the call and puts the caller on hold at the Source button (see p. 11).

Understanding Your QCC

Call & Fixed-Feature Button Lights

Each Call or fixed-feature button has a red light and a green light next to it. These lights provide the following important information:

Light		Button/Meaning
■	Steady red	**Call.** Lift the handset or press the Speaker button to automatically connect to the call.
		Alarm. Something is wrong with the system. Contact the System Manager.
		Handset/Headset Mute. Headset and handset microphones are off.
■	Steady green	**Fixed-Feature Button** (see pp. 3–4). Feature on button is active.
■ ■	Steady red and green	**Call.** You are on a call at this button.
■ ☀	Steady red and Flashing green	**Call.** A call is coming in on this button.
☐	Slow-flashing green	**Night Service.** Enter the password to turn Night Service (see p. 21) on/off.
☀	Fast-flashing green	**Call**, **Source**, **Destination.** A call is on hold at this button.

Tones

Tone		Meaning
▬▬▬▬▬	Dial tone (steady)	You can make a call.
▬ ▬ ▬ ▬	Busy (slow repeating tone)	The telephone 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.

Rings

The table below helps you identify the different types of ringing.

Ring		Meaning
▬▬▬▬	1 long ring	Inside call
▬▬▬ ▬	1 long ring and 1 short ring	Outside call

Feature Finder

This table shows where to look for information about performing specific console activities. Any features that do not have detailed instructions can be used by following the instructions in **Using Features**, p. 18.

Handling Console Basics	
If you want to ...	**Then ...**
Send outside calls to another telephone or calling group after normal business hours.	See **Night Service**, p. 21.
Enter an account code before or during a call.	See **Account Codes**, p. 19.
Use your console as an alarm clock. Time calls or meetings.	See **Alarm Clock & Timer**, p. 19.
View the number of system alarms.	See **Alarm**, p. 19.
Page co-workers over their speakerphones or a loudspeaker system.	See **Paging**, p. 22.
Choose a message to leave for co-workers who have display telephones.	See **Posting Messages**, p. 16.
Screen calls on Call buttons or use your DSS to check whether a co-worker has posted a message.	See **Inspect**, p. 21.
Use a headset for hands-free call handling.	See **Headset Features**, p. 9.
Prevent callers from hearing you speak to someone in your office.	Press the Mute button, p. 1. If you are using a headset, see **Headset Features**, p. 9.
Block most calls to your console to prevent interruptions or when leaving your console for a period of time.	See **Position Busy**, p. 23.
Have a co-worker's calls ring at your console. Cancel calls forwarded to your console.	See **Follow Me**, p. 21.
Adjust volume of the speaker, handset, or ringer.	See **Volume** button, p. 1.
Put a call on hold at your console.	See **Hold**, p. 10.
Set up a conference with as many as four other participants.	See **Conference**, p. 11.
Direct a call to a co-worker's telephone.	See **Directing Calls**, p. 11.
Be notified when the number of calls in the queue exceeds the programmed threshold.	See **Responding to the Queue**, p. 12.

Feature Finder

Answering and Directing Calls	
If you want to ...	**Then ...**
Answer a co-worker's ringing telephone from your console or pick up a call on hold at a co-worker's telephone.	See **Pickup**, p. 23.
Interrupt a co-worker's call in an emergency or if you're instructed to interrupt.	See **Barge-In**, p. 20.
Direct a call to an extension and have it wait there until your co-worker is ready to answer it.	If your system does not have voice mail, see **Camp-On**, p. 20.
Put a call on hold and page a co-worker to pick up the call at another telephone.	See **Park** and **Paging**, p. 22.
Notify co-workers that they have messages.	See **Messaging**, pp. 13–16.
Broadcast an announcement over the company's loudspeaker system. Page co-workers over their speakerphones.	See **Paging**, p. 22.
Transfer directly to a co-worker's voice mail.	See **Direct Voice Mail**, p. 15.
Signal a co-worker for meetings or visitors.	See **Signaling**, p. 15.
Announce a call on an extension's speakerphone and transfer the call.	See **Directing Calls**, p. 11.
Making Calls	
If you want to ...	**Then ...**
Make a Voice Announce call.	See **Making Calls**, p. 10.
Enter account codes when making an outside call.	See **Account Codes**, p. 19.
Speak to someone privately while using the handset or a headset.	Try the Mute button, p. 1. If you have a headset, see **Headset Features**, p. 9.
Call directly to a co-worker's voice mail.	See **Direct Voice Mail**, p. 15.
Display or dial numbers you call frequently.	See **Personal Directory**, p. 17.
Display or dial numbers your company has programmed for you.	See **Extension & System Directory**, p. 17.

Feature Finder

Messaging	
Let a co-worker know you called.	See **Messaging**, pp. 13–16.
Find out if you have a voice mail message, fax or other message.	
Choose a message to leave for co-workers who have display telephones.	
Signal a co-worker to contact you.	
Call or transfer a call to a co-worker's voice mail.	See **Direct Voice Mail**, p. 15.
Privacy	
Prevent interruptions by blocking calls to your telephone.	See **Position Busy**, p. 23.
Prevent others on a call from hearing you speak to someone in your office.	Try the **Mute** button, p. 1. If you have a headset, use the **Headset/Handset Mute** feature, p. 9.
See who's calling you while you're on the telephone.	Use the **Inspect** button, p. 3.
Timekeeping	
Remind yourself or co-workers of meetings or appointments.	See **Alarm Clock & Timer**, p. 19, and **Signaling**, p. 15.
Keep track of the duration of calls or meetings.	
Change the time, day, or date on your display.	

Headsets

Headsets for the Queued Call Console allow one-touch and hands-free operation. Headsets consist of a headpiece, a headset adapter cord, and, depending on the telephone, a modular base unit. The headset adapter cord plugs into the headset jack on the bottom of the 4424LD+ telephone. (Optionally, you can use a base unit with the 4424LD+ telephone and plug the cord from the base unit into the headset jack.) On the MLX-20L telephone, plug the base unit into the handset jack on the telephone.

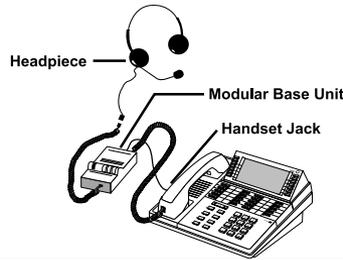Touch a Call button to answer a call; then press Release or Forced Release to disconnect. To eliminate the need to press a Call button, use the Headset Auto Answer feature. Use the features below to control headset operation.

Underside of 4424LD+ Telephone

Headset Adapter Cord

Handset Cord
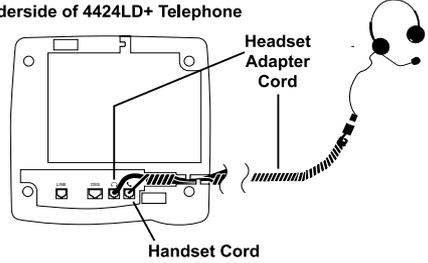
MLX-20L Telephone with Headset

Headpiece

Modular Base Unit

Handset Jack

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%.

Headset Features

Your console has up to three preprogrammed headset buttons:

- **Headset Status.** This button turns the headset mode on and off. Use this button to switch between the handset and headset. The green light is lit when the headset mode is on.
- **Headset Auto Ans** (Headset Auto Answer). This button automatically delivers calls to the headset, eliminating the need to press Call buttons to answer calls. As each call arrives, you'll hear a tone, and you can begin speaking immediately. The green light is lit when the Headset Auto Answer feature is on.
- **Headset/Handset Mute** (MLX-20L telephone only). This button turns off your headset microphone so that you can talk with someone in your office without being heard by a caller. Use this button to turn off the handset's microphone as well. The red light is lit when the headset/handset microphones are off.

  Note: On a 4424LD+ telephone, press the fixed Mute button to turn off the headset microphone.

  You can also turn off the headset microphone by pressing the Speaker button. The call is transferred from your headset to the speakerphone. Press the Speaker button again to return the call to your headset.

Call Handling

Call Delivery

Outside calls designated to ring at a QCC are sent to a single common QCC queue, where they wait to be sent to the first available QCC operator. When a QCC operator is available to receive a call, the system removes a call from the queue and sends it to an idle Call button. If more than one QCC operator is available, the operator who has been idle the longest receives the call.

The order in which calls are delivered to the QCC operator is determined by system programming. See your System Manager if callers complain about slow response times.

Both inside and outside calls ring on Call buttons on the QCC. The QCC receives one call at a time, regardless of the number of calls in the QCC queue. When a call rings on a Call button, information about the incoming call is shown on the display.

Answering Calls

You can answer a call in one of three ways:

- Lift the handset.
- Press the Speaker button.
- Use a headset:
  Press a Call button if you are not using Headset Auto Answer (see p. 9).
  If you are using Headset Auto Answer, you hear a beep and can begin talking immediately.

To disconnect from a call, press Release or Forced Release. If the automatic release feature is programmed, calls disconnect when you press another Call button.

The Headset/Handset Mute button on your console (MLX-20L telephone only) enables you to turn off your headset or handset microphone so you can have a private conversation, when necessary. On the 4424LD+ telephone, use the fixed Mute button to turn off your headset or handset microphone.

Making Calls

To make an inside call:

1. Initiate a call by doing one of the following:
   - Lift the handset.
   - Press the Speaker button.
   - Press a Call button if using the headset.
2. Press the DSS button, or dial the number of the extension you want.

To make an inside Voice Announce call:

If using a headset, go to Step 2.

1. Lift the handset, or press the Speaker button.
2. Press the Call 5 button.
3. Press the DSS button, or dial the number of extension you want to call.

To make an outside call:

QCCs do not have access to pools (by default). See your System Manager about removing this restriction.

If an account code is required on your system, enter it before you make the call. (See **Account Codes**, p. 19.)

1. Lift the handset, press the Speaker button, or press a Call button if using the headset.
2. Dial the dial-out code or pool access code and then dial the telephone number.

Hold

Pressing the Hold button to put a caller on hold makes the QCC available for incoming calls from the QCC queue. You can also use the Hold button to temporarily leave a conference call. (See **Conference**, p. 11.)

To use Hold:

Press the Hold button on your console. To return to the first call, press the Call button with the fast flashing green light.

While a call is being directed, the caller is automatically put on hold after you press Start. See **Directing Calls**, p. 11, for more details.

When using a headset with Headset Auto Answer turned on, placing a call on hold turns Headset Auto Answer off. Press the Headset Auto Ans button to turn it on again.

Call Handling

Conference

Use this feature to connect yourself, up to two other inside extensions, and up to two outside participants together on one call. All calls are joined on a single Call button. You can only drop yourself or the most recently added participant from the conference call.

1. Make the first call. Announce the call if necessary.
2. Press the Conf button to put the call on hold. The system automatically selects another Call button.
3. Do one of the following:
   • Dial the next telephone number or extension.
   • Press the DSS button.
4. Announce the call if necessary and press the Conf button.

   If the person is unavailable, press the Drop button and press the Call button to rejoin the conference.
5. To add more participants, repeat Steps 2–4.
   • To drop out of the conference temporarily, press the Hold button.
   • To rejoin the conference, press the Call button for the conference.
   • To disconnect the most recently added participant, press the Drop button.
6. To end the conference, press the Forced Release button.

Join

Use this feature to connect yourself and two outside or inside participants.

1. Make the first call (see **Making Calls**, p. 10).
2. Press the Start button.
3. Dial the next number (including the dial-out code) or extension.
4. Press the Join button.
5. To drop out of the conference, press the Release button. To end the conference, press the Forced Release button.

Directing Calls

You can direct a call and announce it or not. Check with your System Manager to find out whether automatic completion is programmed for your console.

To direct a call without announcing and with automatic completion:
Press the DSS button for the co-worker who will receive the call.

To direct a call without announcing or automatic completion:
1. Press the DSS button for the co-worker who should receive the call.
2. Press the Release button.

To direct a call without announcing, automatic completion, or a DSS button:
1. Press the Start button.
2. Dial the extension.
3. Press the Release button.

To direct a call and announce it:
1. To put the caller at the Source button on hold, press the Start button.
2. To announce the call on the remote telephone's speakerphone (Voice Announce), press the Call 5 button. Otherwise, go to step 3.
3. Dial the extension or press the DSS button for the person to receive the call. (If busy, see below.)
4. Announce the call and do one of the following:
   • Press the Source button to return to the caller. If you do this, use the Destination button to return to the call recipient.
   • Press Cancel to drop the called extension and return to the caller.
   • Press the Join button for a 3-way conference.
5. Do one of the following:
   • To complete the call direction, hang up or press the Release button.
   • To disconnect all parties, press the Forced Release button.

Call Handling

Returning Calls

Some of the calls you receive are returning calls. These are calls you or another operator directed to co-workers. If the co-worker you directed the call to is unavailable (away from the telephone or on another call, for example), the call may return to you for further handling, depending on how your system is set up.

The following are examples of returning calls:

- Directed call (a call sent to an inside or outside telephone)
- Directed call camped-on at the destination telephone
- Held call
- Parked call

When a call returns, you can either attempt the call again or take a message from the caller. See **Messaging** (pp.13–16) for further information.

Unsuccessfully Directed Calls

If you dial incorrectly or reach an extension that is busy or unavailable, you can do one of the following:

- Press the Cancel button to return to the original caller.
- Try the call again.
- Take a message from the caller. See **Messaging** (pp. 13–16) for further information.
- Try to connect the call using one of the following features:

    Barge-In (p. 20)
    Camp-On (p. 20)
    Paging (p. 22)
    Park (p. 22)

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

Responding to the Queue

The following features can be enabled or disabled on a QCC. See your System Manager for details on how your system is programmed.

Calls-in-Queue Alert

The Calls-in-Queue Alert feature causes your telephone to beep when a new call arrives in the QCC queue. The system can be programmed so that the beep can indicate each new call arrival, every second call arrival, and so on.

Queue Over Threshold

When there are more calls in the queue than are allowed by a programmed threshold, the number on your console display that shows the number of calls in the queue flashes (4424LD+ telephone) or turns to reverse video (MLX-20L telephone).

When this occurs, you can do one of the following:

- Respond to calls more quickly.
- Contact your backup QCC operator, if assigned, to start accepting calls.
- Notify your System Manager.

Notify your System Manager if callers complain about slow response times. System options can be adjusted to give better response times.

Messaging

Your telephone system has the following 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 telephone. 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.** If you cannot reach a co-worker, you can use the Leave Message feature to let a co-worker with a display telephone know that you called, along with the date and time of your call. If you leave one message and then another, the second message replaces the first.
- **Send/Remove Message.** Using the Send/Remove Message button on the console allows you to turn co-workers' Message lights on or off. Use this feature to signal co-workers with nondisplay telephones.
- **Posted Message.** If you post a message at your telephone, inside callers with display telephones see the posted message you have selected. As many as 20 messages may be available for posting.
- **Direct Voice Mail.** This feature allows you to call directly to co-workers' voice mail or to transfer callers directly to co-workers' voice mail.

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

You can use Signaling to notify co-workers when they have visitors or to provide them with information or reminders.

Messaging Features

If you want to ...	Then ...
Let a co-worker with a display telephone know you called.	See **Leaving Messages**, p. 16.
Let a co-worker with a nondisplay telephone know that he or she should call you to pick up a message. Turn a co-worker's Message light on or off.	See **Send/Remove Message**, p. 14.
Find out if you have a voice mail message, fax, or other message.	See **Receiving Messages**, p. 15.
Signal a co-worker to contact you.	See **Signaling**, p. 15.
Choose a message to leave for co-workers who have display telephones.	See **Posting Messages**, p. 16.
Call or transfer a call directly to a co-worker's voice mail.	See **Direct Voice Mail**, p. 15.

Messaging

Send/Remove Message

Press the Send/Remove Message button on your console to turn the Message light on or off for any telephone in your system.

For co-workers with display telephones, the Send/Remove Message feature turns on Message lights and also delivers the message: ATT OPERATOR (ATT means *attendant*) or displays your name, if programmed, the date and time you left the message, and your extension. For example: ATT RENEE 20:26 08/02 X14.

If another operator has turned a co-worker's Message light on with Leave Message, using Send/Remove Message turns that co-worker's Message light off. To make sure that you don't accidentally turn off a co-worker's Message light that should remain on, use the Message Status button on the DSS to see if the red light next to the button for your co-worker's extension is on before you use Send/Remove Message.

When you use the Message Status button, the light at the DSS button reflects the status of operator-sent messages only. If a co-worker's Message light is on because a fax is waiting or another co-worker has left a message, the DSS button light is not on and using Send/Remove Message does not turn the co-worker's Message light off.

To send messages (consoles without a DSS):

1. Press the Send/Remove Message button.
2. Dial the co-worker's extension.

To send messages (consoles with a DSS):

1. Press the Message Status button on DSS.

   The green light next to Message Status goes on.
2. Check the light next to the DSS button for the person's extension. If necessary, use the Page buttons to locate the extension.
   - *If the red light is on:*

     Press the Message Status button to return to call handling. If you use Send/Remove Message, you turn off the co-worker's Message light and cancel other operator-sent messages on the display.
   - *If the red light is off:*

     Press the Send/Remove Message button.

     Press the DSS button. The red light next to the DSS button for the co-worker's extension goes on, and the co-worker's Message light goes on, indicating that an operator-sent message is waiting.

     Press the Message Status button to return to call handling.

To turn off Message lights (consoles with a DSS):

1. Press the Message Status button on the DSS.

   The green light next to Message Status goes on.
2. Check the light next to the DSS button for the person's extension. You can use the Page buttons to locate the extension.
3. If the red light is on:

   Press the Send/Remove Message button.

   Press the DSS button.

   The red light next to the DSS button for the co-worker's extension goes off, and the co-worker's Message light goes off, and the operator-sent message is deleted.
4. Press the Message Status button to return to call handling.

Messaging

Signaling

Use Signaling to notify co-workers when they have visitors or to provide them with information or reminders. You can signal multiline telephones only. You must have a DSS attached to your console.

You and your co-workers can prearrange the signals. For example, you can arrange two beeps for a visitor and three beeps for a reminder.

To use Signaling:

1. Select a Call button.
2. Lift the handset, press the Speaker button, or use the headset.
   You hear a dial tone.
3. Press the Forced Release button.
   The light next to the selected Call button goes off.
4. Press the DSS button for your co-worker.
   Your co-worker hears a beep each time you press the DSS button.
5. Hang up.

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. Direct Voice Mail is especially useful for transferring calls when a co-worker is not available. Usually, you activate the feature as soon as you lift the handset or press the Speaker button to make a call, or while on a call that you want to transfer to a voice mailbox. (You don't have to use the Start or Transfer button.) You can also use the feature after you have dialed an extension; just do Step 1 below.

1. Do one of the following:
   • Press Direct Voice Mail button on the DSS (p. 2).
   • Press Feature button and select Direct VM.
2. Dial the extension for the voice mail recipient or press the DSS button.

Note: If you transfer a call to an extension that has no voice mail, you hear an error tone and the call returns to you.

Receiving Messages

When your red Message light is on, you have a message from a co-worker. Messages are identified by the name or extension of the caller, along with the time and date the person called. Depending on how your system is set up, you may also have a voice mail message or a fax. A message may be identified on your telephone's display in these ways:

ATT   You have a message from another system operator.
FAX   You have a fax.
VMS   You have a voice mail message.
EXT   Indicates the extension number of the person who called.
✳   Marks a new unread message.

To read and respond to messages on your display:

1. Press the Menu button.
2. Select Messages.
3. Choose from:
   • Return Call to call your co-worker or voice mail while reading the message.
   • Next Msg to see the next message.
   • Delete Msg to delete the message. You can have up to 10 messages; if there are 10, no more are accepted.

Messaging

Use these features to send messages to users with display telephones only.

Leaving Messages

If you cannot reach a co-worker, you can take a message from a caller and use the Leave Message feature to leave a message for the co-worker if the co-worker has a display telephone.

To use Leave Message, you must be on the call and listening to ringing or a busy signal. If your co-worker does not have a display, you see Cannot Send Message on your display. In this case, use Send/Remove Message (p. 14) instead.

When a call is unanswered or busy (you are listening to a ringing or a busy signal):

1. Select Leave Msg from the Home screen.
2. Read the status of the message on the display:
   - Msg Sent if message was delivered.
   - Message Box Full if message was not delivered because co-worker's message box is full.
   - Cannot Send Message if message was not delivered (for example, because co-worker does not have a display telephone).

Your co-worker's Message light turns on after you leave the message.

Note: If you use Leave Message to send a second message to a co-worker who has not responded to your first message, the second message replaces the first. The Message light remains on.

Posting Messages

A posted message appears on the display of any inside caller who tries to reach you, as long as that person has a display telephone. (You also see the message posted at your own telephone 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, and IN A MEETING, depending on how your System Manager has programmed them.

To post a message:

1. Press the Menu button.
2. Select Posted Msg.
3. Select the message you want to post. Depending upon your telephone, you ▶ can choose Next or Prev, press the button (4424LD+ telephone), or press the More button (MLX-20L telephone) to see more messages.
4. Select Post.
5. Press the Exit (4424LD+) or Home (MLX-20L) button.

To cancel a posted message:

1. Press the Menu button.
2. Select Posted Msg.
3. Select Cancel.
4. Press the Exit (4424LD+) or Home (MLX-20L) button.

Co-workers can also post messages from their telephones; when you dial their extensions, the messages show on your display. You can use the Inspect feature (p. 21) to see the message as well. This is especially useful when checking to see if the extension has Do Not Disturb active. If Do Not Disturb is active, the red light at that extension is on. If the Do Not Disturb message is posted but the red light is not on, the feature is not active.

* The Do Not Disturb message may be posted, but the Do Not Disturb feature cannot be used on a QCC. Use Position Busy (p. 23) instead.

Directories

Extension & System Directory

Check with your System Manager to find out whether these directories have been programmed. The System Directory dials outside numbers that people in your company call often. The Extension Directory dials inside numbers.

1. Press the Menu button.
2. Select `Directory`.
3. Choose one of the following:
   - For the Extension Directory, select Ext Dir.
   - For the System Directory, select System Dir.
4. Select the entry.
   a) Select the range of letters that includes the first letter of the listing you want. If there are no listings available for the range, you hear a beep.
   b) View other listings by selecting either `Prev Page` or `Next Page.`
   c) If you want to check the number, select `Show Number` and press the button next to the listing. Select `Show Number` again to stop viewing numbers.
   d) To dial a number, press the button next to the listing.
5. Press the Exit button (4424LD+) or Home button (MLX-20L) to exit.

Personal Directory

This feature stores up to 50 telephone numbers (as well as account codes, area codes, and access codes), then dials those numbers when you wish. You enter, change, select, dial, and delete listings from the display. You can access the Personal Directory from the Menu screen. You can assign 16 entries from your Personal Directory to appear in the Home screens (8 per screen).

When entering or changing names, use the screen to select letters A–G; use the line buttons, as labeled on the faceplate, to enter H–Z. Select `Punctuation` to use the displayed punctuation marks. You may need to use special characters (p. 24) when entering dialing sequences. Include dial-out codes, if needed.

The screen guides you through Personal Directory activities, so the steps are summarized here. Press Exit (4424LD+) or Home (MLX-20L) to stop the activity. `Constant-width font` indicates a screen selection.

To enter a listing:
Menu `Directory Personal Dir Enter New` Type name `Enter` Type number `Enter Yes` or `No Enter` Exit (4424LD+) or Home (MLX-20L)

To assign a listing to the Home screen:
Menu `Directory Personal Dir Put on Home` Select a range of letters Select listing Select location on the Home screen Exit (4424LD+) or Home (MLX-20L)

To dial a listing from the Home screen:
Exit (4424LD+) or Home (MLX-20L) `Directory` Select listing

To verify a stored telephone number, use the steps above to display the letter range, and:
`Show Number` Select listing `Show Number`

To delete a listing:
Menu `Directory Personal Dir Delete Entry` Select a range of letters Select listing `Delete` Exit (4424LD+) or Home (MLX-20L)

To change a listing:
Menu `Directory Personal Dir Edit Entry` Select a range of letters Select listing Select part of listing to change Enter new information `Enter Exit` Exit (4424LD+) or Home (MLX-20L)

Using Features

There are two ways to select features:

- Select the feature from the display.
    - a) Press the Exit (4424LD+) or Home (MLX-20L) button or the Menu button to display the Home or Menu screen, or press the Feature button to display the Feature screen.
    - b) Press the unlabeled display button next to the feature abbreviation.
- Press the programmed (4424LD+) or fixed (MLX-20L) Feature button.

The following table shows features available from the Home, Feature, and Menu screens and the associated display abbreviations.

Feature	Button/Screen(s)	Display Abbreviation
Account Code Entry	Feature, Home	AccountCode
Alarm Clock	Menu	Alarm Clock
Barge In	Feature	Barge In
Camp On	Feature, Home	Camp On
Cancel Follow Me	Feature	CanclFollow
Directory	Home, Menu	Directory
Extension Directory	Menu	Ext Dir
Personal Directory	Home, Menu	Personal Dir
System Directory	Menu	System Dir
Direct Voice Mail	Feature	Direct VM
Follow Me	Feature	FollowMe
Group Pickup	Feature, Home	Pickup Grp
Individual Pickup	Feature, Home	Pickup
Messages	Menu	Messages
Delete Message	–	Delete Msg
Next Message	–	Next Msg
Return Call	–	Return Call
Messaging		
Leave Message	Feature, Home	Leave Msg
Loudspeaker Paging	Feature, Home	Loudspkr Pg
Pickup	Feature, Home	Pickup
Posted Message	Menu	Posted Msg
Timer	Menu	Timer

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 an account code entry may be optional for incoming and outgoing calls. Check with your System Manager for account code operation and account codes.

To enter an account code:

1. Do one of the following:
   - Select `AccountCode` from the Home screen.
   - Press the Feature button and dial `82`, or select `AccountCode` from the Feature screen.
2. Dial the account code and #.
3. Lift the handset or press the Speaker button to make a call.
4. Dial the outside number (including the 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 an account code is entered for an incoming call before it arrives, you cannot change that code during the call.

Alarm

If there is something wrong with the system, the red light next to your console's Alarm button goes on. Report the alarm immediately to your System Manager. Press the Alarm button, then the Inspect button, to see how many problems the system is reporting.

The red light stays on until the problem is cleared by your System Manager.

Alarm Clock & Timer

Alarm Clock causes your telephone to beep at a certain time; you can set only one alarm. Until the alarm is canceled, the display shows a bell reminding you that the alarm is on. The alarm sounds each day at the same time.

Timer times calls or other activities for up to 59 minutes, 59 seconds, displaying the elapsed time on your screen. You must turn Timer off when timing is over; it does not turn off automatically at the end of a call.

To set an alarm:

1. Press the Menu button.
2. Select `Alarm Clock`.
3. For English-language operation, dial a 4-digit time from 0100 to 1259. Then select `a.m./p.m.` to switch between AM and PM.

   For Spanish or French operation, dial a 4-digit time between 0000 and 2359.

   If you make an error, select `Reset` and redial.
4. Select `On`.
5. Press the Exit (4424LD+) or Home (MLX-20L) button. The display shows a bell to remind you that the alarm is on.

To cancel the alarm:

1. Repeat Steps 1 and 2 above.
2. Select `Off`.
3. Press the Exit (4424LD+) or Home (MLX-20L) button. The display no longer shows a bell.

To time a call or other activity or to turn Timer off:

1. Press the Menu button.
2. Select `Timer`.

19

Often-Used Features

Barge-In

If a co-worker is on the telephone 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 pro-grammed. (You hear ringing at the extension you are calling.)
- Telephones that are in the process of dialing. (You hear a fast busy signal.)

To use Barge-In:

Press the Feature button and select `Barge In`.

Camp-On

Use Camp-On to direct a call to a busy or unavailable inside telephone and have the call wait at the extension for a longer period of time than Release allows.

If the telephone is busy, the person to whom you directed the call hears a tone, signaling that another call is waiting. If the call remains unanswered, it returns to you or another operator for further handling.

To camp on a busy extension, do one of the following:

- Select `Camp On` from the Home screen.
- Press the Feature button and dial `57`, or select `Camp On` from the Feature screen.

Selecting the Camp-On feature completes directing a call. You can only do this when manually directing a call or with manual completion. (If you have automatic comple-tion and use the DSS, the call does not camp on.)

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

Often-Used Features

Follow Me

You can use the Follow Me feature when a co-worker is meeting with you or working at your desk, or to answer incoming calls to your co-worker's extension while he or she is away.

If Follow Me is activated and Delayed Call Forwarding is programmed for a forwarding extension, calls ring at the forwarding extension for the programmed number of rings (0–9) before being forwarded to your extension.

To use Follow Me to answer calls that arrive at a co-worker's extension:
1. Press the Feature button.
2. Select `Follow Me`.
3. Dial the co-worker's extension, or press the DSS button for the co-worker's extension.

To cancel:
1. Press the Feature button.
2. Select `CanclFollow`.
3. Dial the co-worker's extension, press the DSS button for the co-worker's extension, or use the Extension Directory.

To cancel all extensions at once:
1. Press the Feature button.
2. Select `CanclFollow`.
3. Dial ✳.

Inspect

The Inspect button displays information about calls on Call buttons or features on fixed-feature buttons. To use it, press the Inspect button, and then press a Call or fixed-feature button. When you finish, press the Exit (4424LD+) or Home (MLX-20L) button to leave Inspect mode.

With Inspect, you can:

- Press a Call button to view information about an incoming call, held call, or conference call.
- Press the Pool Status button to view the status of lines in all pools.
- On a DSS, press a Page button to view the first number in the range that is activated by the Page button.
- On a DSS, press a DSS button to view extension information.
- Press the Alarm button to view the status of system alarms.

Night Service

Night Service is used to send after-hours outside calls to another telephone or telephones and/or calling group. Night Service can also be set up so that you have to enter a password before turning Night Service on or off.

If Night Service is not set up to turn on and off automatically, you must turn Night Service on when you leave for the night and turn it off when you start your day.

To turn Night Service on or off:
1. Press the Night Service button. This toggles the feature on and off. A green light indicates that Night Service is on.
2. Enter the password if required. You have one minute to enter the password or you must start the procedure again.

Often-Used Features

Paging

Paging features allow you to page groups of individuals over their telephone speaker-phones or over the company's loudspeaker paging system (if there is one). Group Paging, Page All, Loudspeaker Paging, and paging zone numbers can be programmed on DSS buttons. A factory-assigned Loudspeaker Page button appears on the 4424LD+ QCC.

To page over telephone speakerphones, check with your System Manager for Group Paging or Page All numbers, then:

1. Press a Call button.
2. Lift the handset or use the headset.
3. Do one of the following:
   - Dial the Group Page or Page All extension number.
   - Press the DSS button for one of these numbers.
4. After the beep, make the announcement and hang up.

Ask your System Manager whether Loudspeaker Paging is available, what the number for it is, and whether there are paging zones for different parts of your company. Then:

1. Do one of the following:
   - If using a 4424LD+ telephone, press the Loudspeaker Paging button.
   - If using an MLX-20L telephone, do the following:
     a. Press a Call button.
     b. Lift the handset or use the headset.
     c. Select `Loudspkr Pg` from the Home screen.
2. Enter the paging system number. Dial the zone to be paged, if needed.

4. Enter the paging system number. Dial the zone to be paged, if needed.
5. Make the announcement and hang up.

To use the programmed Loudspeaker Page button on the 4424LD+ QCC:

1. Lift the handset.
2. Press the programmed Loudspeaker Page button, and enter the dial zone, if necessary.
3. After the beep, make the announcement and hang up.

Park

To use Park, you must have a DSS with extension numbers (881–888 range) programmed for Park Zones. Park allows you to hold a call when the recipient can't be located. Use Park with Pickup (p. 23) and Paging features so that you can locate a co-worker who needs to take a call or pick up a parked call. After a specific period set by your System Manager, the parked call returns to your console or to that of another operator.

To park a call and then use the Paging feature:

1. While on a call, press the button programmed with a Park Zone. Skip the remaining steps if you do not plan to page.
2. Press a Call button and lift the handset or use the headset.
3. To page over telephone speakers, do one of the following:
   - Dial the Group Paging or Page All number or DSS button for that number.
   - Press the Exit (4424LD+) or Home (MLX-20L) button and select `Loudspkr Pg`; then dial the Loudspeaker Paging number or press the DSS button for it. Dial the paging zone, if necessary.
4. Announce the call and park zone extension number where the call is held.

To pick up a parked call:

1. Press the Exit (4424LD+) or Home (MLX-20L) button.
2. Select `Pickup`.
3. Press the Park Zone DSS button or dial the extension number where the call is parked. For details, see **Pickup**, p. 23.

Often-Used Features

Pickup

Use Pickup to pick up a call:

- Parked by you or another operator in a park zone
- Parked at an extension by a co-worker
- Put on hold at an extension
- Ringing at a line or extension
- Ringing at an extension for a Pickup group of which you are a member (ask your System Manager whether you are in a Pickup group).

If you pick up a call for a Pickup group, you do not need to know which extension in the group is receiving the call.

To use Individual Pickup:

1. Press the Exit (4424LD+) or Home (MLX-20L) button.
2. Select `Pickup`.
3. Do one of the following:
   - Dial the extension number or press the DSS button for the extension.
   - Dial the line number where the call is ringing or press the DSS button for the line.
   - Press the DSS button for the Park Zone.

To use Group Pickup:

1. Press the Exit (4424LD+) or Home (MLX-20L) button.
2. Select `Pickup Grp`.

Position Busy

Use Position Busy when you want to prevent most calls from ringing at your console.

When you turn on Position Busy, the only calls that ring at your console are calls made directly to your extension number and calls that are sent to your extension from co-workers using the Forward and Follow Me features. All other calls go to another operator or to a telephone that is a member of a calling group programmed by the System Manager to be a backup position.

Note: If no other operator position is available for backup and/or if there is no Position Busy backup programmed in your system, Position Busy does not work.

To use Position Busy:

1. Press the Position Busy button to turn on the feature.
   The green light next to the button goes on.
2. Press the Position Busy button again to turn off the feature.
   The green light next to the button goes off.

Special Characters

When you program Personal Directory listings, you are storing a sequence of numbers to be dialed automatically. Some dialing sequences need special characters. For example, you press the Hold button to insert a pause (p) after the dial-out code in a dialing sequence. This way, the system is allowed to seize an outside line before dialing the number. A pause can also be used to separate a telephone number from an extension number.

The following table describes special characters. Ask your System Manager which special characters are needed and when to use them.

Special Characters

When You Press...	You See...	This Means...
Trnsfr (4424LD+ only)	s	Stop. Halts dialing sequence to allow the system to respond.
Drop (MLX-20L only)	s	Stop. Halts dialing sequence to allow the system to respond.
Hold	p	Pause. Inserts 1.5-second pause in the dialing sequence. Multiple consecutive pauses are allowed.
Conf	f	Flash. Sends switchhook flash. Must be first entry in sequence.
#	#	End of Dialing. Use to signal end of dialing sequence or to separate grouped digits.

Display Reference

Fixed Display Buttons

Fixed Display Buttons   7-Line Display   Fixed Display Buttons

Fixed Display Buttons
Press to select specific display screens or to move forward and backward through screens: Exit, Menu, right arrow, and left arrow. (MLX-20L telephone has Home, Menu, More, and Inspct [Inspect] buttons.)

Unlabeled Display Buttons
Press to select the corresponding features and options shown on each screen.

Unlabeled Display Buttons

Unlabeled Display Buttons

Feature Button
Press the programmed Feature button (4424LD+ telephone) or the fixed Feature button (MLX-20L telephone) to display the Feature screen to select the features you use most often.

> **Note:** If your company has Caller ID services and Caller ID is supported in a caller's area, an outside caller's telephone number 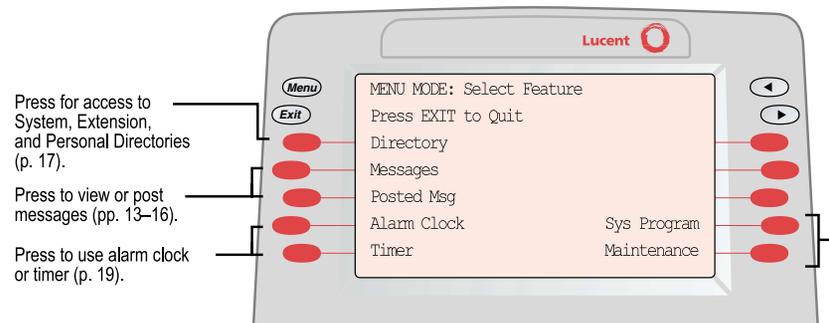or name may appear on your display when an outside call comes in or is transferred to you. When caller information is not available because of the caller's local telephone company or because the caller has blocked the service, you may see `No Caller ID`, `Out of Area`, or `Private`.

Home Screen

The Home screen, as shown in the following illustration, is displayed when you're not using your console's features. Screen information changes when you receive or make a call or use features.

To return to the Home screen at any time, press the Exit button (Home button on the MLX-20L telephone).

When the phone is idle, this screen shows a posted message, if any. When a call comes in or is made, this screen shows the number called, name or number of the caller, or other call-handling information.

When the phone is idle, shows date and time. It also displays Alarm Clock and Timer (p. 19) if either is set.

Press to leave a message for a user with a display phone (p. 16).

Press to enter an account code before or during a call (p. 19).

Press to pick up a call ringing at another extension or at a specific line, but not at your phone or to pick up a call parked at a parking zone (p. 23).

Press to camp on at a busy extension (p. 21).

Press for access to System, Extension, and Personal Directories (p. 17).

```
Out To Lunch     MAR 01 1:55


Leave Msg
Pickup           AccountCode
Camp On          Directory
```

Menu Screen

The Menu screen lists features and functions you can use only through your display. Calling information is not shown on the Menu screen. You can make and receive calls while in Menu mode, except when using the Alarm Clock or Personal Directory features. You can also use Menu features while you are on a call.

To select a feature from the Menu screen, press the unlabeled display button next to it. To return to the Home screen, press the Exit button (the Home button on the MLX-20L telephone).

Press for access to System, Extension, and Personal Directories (p. 17).

Press to view or post messages (pp. 13–16).

Press to use alarm clock or timer (p. 19).

```
MENU MODE: Select Feature
Press EXIT to Quit
Directory
Messages
Posted Msg
Alarm Clock          Sys Program
Timer                Maintenance
```

If your console is set up for system programming and maintenance, `Sys Program` and `Maintenance` are shown on the right side of the Menu screen. If you have not been trained or are not familiar with these features, see your System Manager.
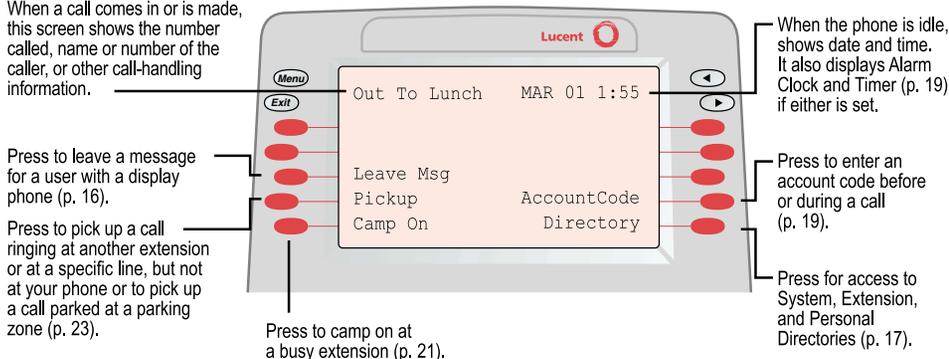
Inspect Screen

The Inspect screen has five functions:

- To display information about Call buttons and fixed-feature buttons
- To enable you to view the status of system alarms and the number of busy trunks in a pool
- To display the extension and message status of DSS buttons
- To display Busy/Do Not Disturb status using DSS buttons
- To view call-handling information when you're on a call, have other calls on hold, or are on a conference

You cannot inspect information about dedicated feature buttons, unlabeled display buttons, or fixed display buttons. If you are in Inspect mode and you press Exit (Home on an MLX-20L telephone), Menu, or a dedicated feature button, your console is no longer in Inspect mode.

Inspecting a Fixed-Feature Button

To view fixed-feature button information, press the programmed or fixed Inspect button; then press a feature button.

- For Start, Loudspeaker Page (4424LD+ telephone only), Headset/Handset Mute (MLX-20L telephone only), Send/Remove Message, Position Busy, Release, Headset Status, Night Service, Cancel, Join, Headset Auto Ans, or Forced Release, the feature name appears on the display.
- For either Source or Destination, when a call is on hold on the button, the button name and calling information about the held call appear.
- For Alarm, the display shows the number of alarms in your system.
- For Pool Status, the number of trunks in each pool and the number of trunks in use appear.

Display Reference

Inspecting a Call Button Screen

Complete calling information about the call on the specific button you're inspecting.

```
FX-NAME                    19075551212
Trk9111
4          5
              INSPECT MODE
3=FX-NAME                  5=CONF: 5
2=                         4=FORWARD
1=Return
```

The number of calls waiting in your queue (first number) and the number of calls waiting in the system queue (second number).
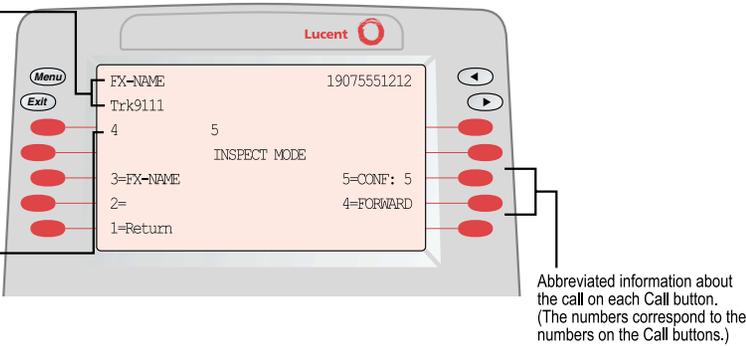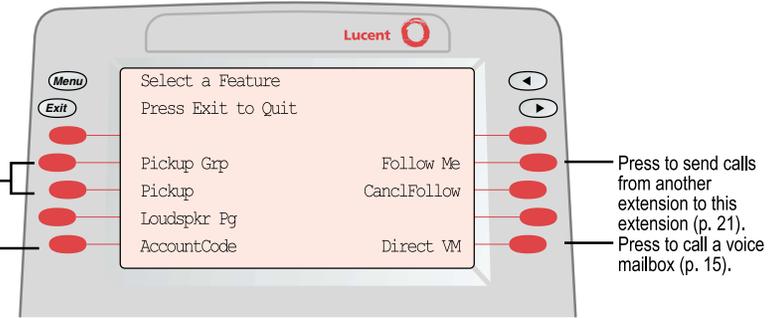
Abbreviated information about the call on each Call button. (The numbers correspond to the numbers on the Call buttons.)

Feature Screen

The Feature screen provides quick access to the features used most often. As you handle operator tasks, the Feature screen tells you which features are available to help you. The features on this screen change depending on your tasks.

Press to pick up a call ringing at another extension or at a line (p. 23).

```
Select a Feature
Press Exit to Quit


Pickup Grp              Follow Me
Pickup                  CanclFollow
Loudspkr Pg
AccountCode             Direct VM
```

Press to enter an account code before or during a call (p. 19).

Press to send calls from another extension to this extension (p. 21).

Press to call a voice mailbox (p. 15).

Inspecting a Conference Screen

Press the Call button where the conference is taking place to display conference information.

button you're inspecting.

```
FX-NAME                    19075551212
Trk9111
4          5
              INSPECT MODE
3=FX-NAME                  5=CONF: 5
2=                         4=FORWARD
1=Return
```

The number of calls waiting in your queue (first number) and the number of calls waiting in the system queue (second number).
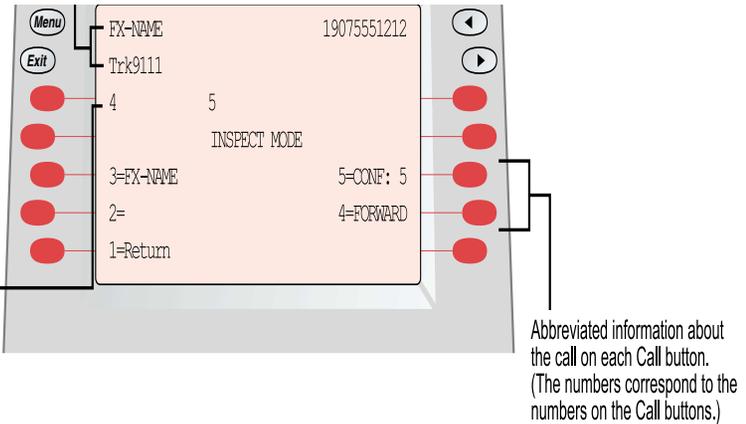
Abbreviated information about the call on each Call button. (The numbers correspond to the numbers on the Call buttons.)

Feature Screen Options

Your Console	Feature Displayed	Display

Is not busy or has an inside dial tone	Group Pickup
	Pickup
	Loudspeaker Page
	Account Code
	Follow Me
	Cancel Follow Me
	Direct Voice Mail
		`Pickup Grp`
		`Pickup`
		`Loudspkr Pg`
		`AccountCode`
		`Follow Me`
		`CanclFollow`
		`Direct VM`

Has reached a busy extension	Barge-In
	Leave Message
	Camp-On
		`Barge In`
		`Leave Msg`
		`Camp On`

Is ringing at an extension or connected to an inside call	Leave Message
	Barge-In
	Camp-On
	Direct Voice Mail
		`Leave Msg`
		`Barge In`
		`Camp On`
		`Direct VM`

Is connected to an outside line	Camp-On
	Account Code
	Follow Me
	Cancel Follow Me
	Direct Voice Mail
		`Camp On`
		`AccountCode`
		`FollowMe`
		`CanclFollow`
		`Direct VM`

Notes & Reminders

Account Code Entry
- ☐ Required
- ☐ Optional

Queue Over Threshold
- ☐ No
- ☐ Yes, give number of calls in queue
  for alert _____

Night Service
- ☐ No
- ☐ Yes

Automatic On/Off
- ☐ No
- ☐ Yes

Password
- ☐ No
- ☐ Yes

Automatic Hold/Release
- ☐ Automatic Hold
- ☐ Automatic Release

Park Zones
- ☐ No
- ☐ Yes, list extensions

  _____ _____ _____ _____
  _____ _____ _____ _____

Calls-In-Queue
(Tone when calls enter your queue.)
- ☐ No
- ☐ Yes

Delayed Call Forwarding
- ☐ No, (0 rings)
- ☐ Yes, number of rings Forwarding
  is delayed (1–9 rings) _____

Automatic/Manual Completion
- ☐ Automatic Completion
- ☐ Manual Completion

Automatic Hold/Release
- ☐ Automatic Hold
- ☐ Automatic Release

Pools
- ☐ No
- ☐ Yes, list numbers

  _____ _____ _____ _____
  _____ _____ _____ _____

Direct Station Selector
- ☐ No
- ☐ Yes

Page 1 range _____ to _____
Page 2 range _____ to _____
Page 3 range _____ to _____

Dial-Out Code
- ☐ No
- ☐ Yes, code _____

QCC Backup
- ☐ No
- ☐ Yes, calling group _____

Voice Announce
- ☐ Enabled
- ☐ Disabled

Notes & Reminders

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

COVERAGE/PICKUP/CALLING GROUPS			
Group Name	**No.**	**Group Name**	**No.**

ADDITIONAL NUMBERS			
Name	**No.**	**Name**	**No.**