# Personal Speed Dial Numbers

To dial a Personal Speed Dial number: Press [ Feature ] followed by the Dial Code.

See panel 4 for programming instructions. Your system may also be programmed with System Speed Dial numbers (Dial Codes 20-79), which are similar to Personal Speed Dial Numbers except anyone on the system can dial them. If programmed, a list is available from your System Manager.

| Record your Personal Speed Dial numbers below, in pencil. |      |              |      |
|---|------|--------------|------|
| DIAL<br>CODE  | NAME | DIAL<br>CODE | NAME |
| 80  |      | 90           |      |
| 81  |      | 91           |      |
| 82  |      | 92           |      |
| 83  |      | 93           |      |
| 84  |      | 94           |      |
| 85  |      | 95           |      |
| 86  |      | 96           |      |
| 87  |      | 97           |      |
| 88  |      | 98           |      |
| 89  |      | 99           |      |

|     | Sys  | te         | m Extensi | on  | S    |
|-----|------|------------|-----------|-----|------|
| EXT | NAME | <b>EXT</b> | NAME      | EXT | NAME |
| 10  |      | 26         |           | 42  |      |
| 11  |      | 27         |           | 43  |      |
| 12  |      | 28         |           | 44  |      |
| 13  |      | 29         |           | 45  |      |
| 14  |      | 30         |           | 46  |      |
| 15  |      | 31         |           | 47  |      |
| 16  |      | 32         |           | 48  |      |
| 17  |      | 33         |           | 49  |      |
| 18  |      | 34         |           | 50  |      |
| 19  |      | 35         |           | 51  |      |
| 20  |      | 36         |           | 52  |      |
| 21  |      | 37         |           | 53  |      |
| 22  |      | 38         |           | 54  |      |
| 23  |      | 39         |           | 55  |      |
| 24  |      | 40         |           | 56  |      |
| 25  |      | 41         |           | 57  |      |

518-455-305

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## Making a Conference Call

To add parties to a call (max. 4 parties plus you):

Telephone or
Extension Number +

[ cont ] +
Telephone or
Extension Number +

[ cont ]

- 1. Call the first party (can use Speed Dial or Auto Dial buttons).
- 2. After the first party answers, press [ conf ].
- 3. Press the idle [ <u>Line</u>] button and call the second party (or press [ <u>Intercom</u>] and extension number to add an inside party).
- After the second party answers, press \( \left( \arrange arrange r \) again; you are connected with both parties. To add others, repeat steps 2–4.
   The lights at all extensions in the conference flash red and green.

#### To drop the last outside party added to the call:

To Drop: [<u>Feature</u>] [<u>0</u>] [<u>6</u>]

1. Press  $\lceil \underline{\text{Feature}} \rceil \lceil \underline{0} \rceil \lceil \underline{6} \rceil$ .

NOTE: You cannot add more than 2 outside parties, transfer a conference call, or join a conference call.

## Joining a Call

To connect yourself to an outside call being conducted at another extension:

 $\begin{bmatrix} Line \end{bmatrix}$  Or  $\begin{bmatrix} Intercom \end{bmatrix} \begin{bmatrix} \underline{6} \end{bmatrix} \begin{bmatrix} \underline{8} \end{bmatrix} +$ 

Line Number

1. Press the  $\lceil \underline{\textit{Line}} \rceil$  button (steady red light) or dial  $\lceil \underline{\textit{Intercom}} \rceil \lceil \underline{\textit{6}} \rceil \lceil \underline{\textit{8}} \rceil$  and the two-digit line number.

Lift the handset.

NOTE: You cannot join an inside call, a conference call, or a call at an extension with Privacy turned on.

## Making a Call to a Calling Group

To call everyone in a Calling Group\* who is not busy on another call:

Ringing Call: [ Intercom ] [ Z ] + Group Number (1-4)

Voice-Signaled Call:  $\lceil \underline{\textit{Intercom}} \rceil \lceil \underline{\star} \rceil \lceil \underline{Z} \rceil + Group Number (1-4)$ 

1. Press [ Intercom ].

2. Lift handset.

3. Dial  $\lceil \underline{Z} \rceil$  and a group number to ring the group, or press  $\lceil \underline{\star} \rceil \lceil \underline{Z} \rceil$  plus a group number to page those in the group who have MLS-model phones with speakers.

You are connected to the first extension to answer.

# Loudspeaker Paging

To make an announcement over the loudspeaker paging system (if one is connected to your PARTNER II system):

 $\lceil \underline{Intercom} \rceil \lceil \underline{Z} \rceil \lceil \underline{O} \rceil$ 

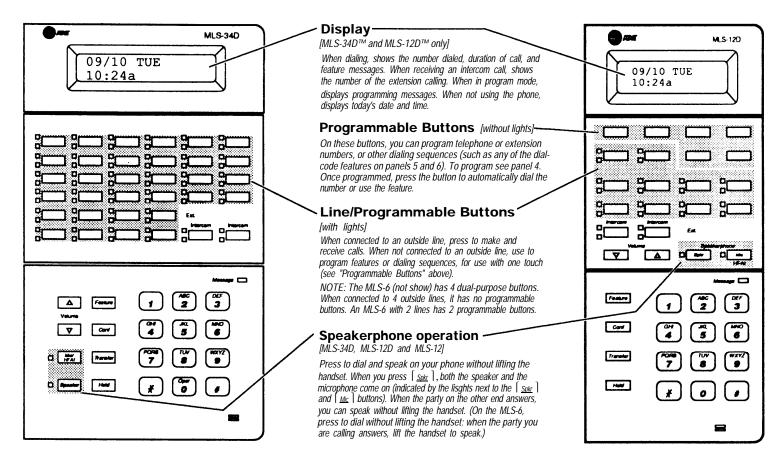
1. Press [ Intercom ].

2. Lift handset.

3. Dial  $\lceil \underline{7} \rceil \lceil \underline{0} \rceil$ , then make your announcement.

<sup>\*</sup> Calling Group, Pickup Group, and Hunt Group extensions are listed on a separate form. See your System Manager.

# **Telephone Buttons and Indicators**



Intercom Buttons. Press either button to place an inside (intercom) call to another extension.
Volume Control Buttons. Press to decrease (▼) or increase (▲) the volume of the ringer, speaker, and handset:

- To adjust ringer volume, while phone is idle and handset is on the phone, press  $\nabla$  or  $\triangle$ .
- To adjust speaker volume, press ▼ or ▲ while listening through the speaker.
- To adjust handset earpiece volume, while listening on a call lift the handset and press ▼ or ▲

  Message Indicator. Appears when someone else signals you using the Message Light On

**Message Indicator.** Appears when someone else signals you using the Message Light On feature. To turn off, press  $\lceil \frac{1}{2} \rceil \lceil \frac{1}{2} \rceil$  and your extension number. See panel 6. **Mic (Microphone) Button.** [MLS-34D, MLS-12D, and MLS-12 only] Press  $\lceil \frac{1}{2} \rceil \rceil$  to turn your

Mic (Microphone) Button. [MLS-34D, MLS-12D, and MLS-12 only] Press |  $\underline{mc}$  | to turn your microphone on and off. When the green light next to  $\lceil \underline{mc} \rceil$  is on, the microphone is on. If you prefer to answer calls without lifting the handset, leave your  $\lceil \underline{mc} \rceil$  on—see "HFAI" on this panel. (If you are on a speakerphone call, you can press  $\lceil \underline{mc} \rceil$  to mute your voice.)

**HFAI** (Hands-Free Answer on Intercom). For more convenient speakerphone operation, leave the microphone on all the time (press  $\lceil \underline{w_c} \rceil$  if the light next to the button is off). When you receive a voice-signaled call (you hear a beep), the person calling can talk to you over your phone's speaker; simply begin speaking to have a hands-free, two-way conversation. **Feature Button**. Press to enter program mode (panel 4) or use dial-code features (panels 5 and 6).

Conf (Conference) Button. Press to conference (add) other parties to your call (panel 1). Transfer Button. Press to transfer a call to another extension (panel 8). Hold Button. Press to put a call on hold for later pickup (panel 8).

PARTNER, MLS-34D, MLS-12D, MLS-12, and MLS-6 are trademarks of AT&T.

# **Programming**

# How to Program Buttons

Use programming to store dialing sequences on programmable buttons (see diagram, panels 2–3). Then simply touch the button to dial automatically.

- 1. Press  $\lceil \underline{Feature} \rceil \lceil \underline{0} \rceil \lceil \underline{0} \rceil$  to enter program mode.
- 2. Press a programmable button (see diagram, on panels 2-3).
- Press the buttons you normally press to dial another extension, to dial an outside telephone number, or to use a dial-code feature (see examples below).

**NOTE:** For any programming that includes the  $\lceil$  *Intercom*  $\rceil$  button, press the left  $\lceil$  *Intercom*  $\rceil$  button.

To program more buttons, or to change the programming, repeat steps 2 and 3.

4. Press  $\lceil \underline{Feature} \rceil \lceil \underline{0} \rceil \rceil \lceil \underline{0} \rceil$  to exit program mode.

### Examples:

#### Another extension number

To ring extension 11 with one touch, program  $\lceil \underline{n}| \underline{n}| \underline{n} \rceil \lceil \underline{1} \rceil \lceil \underline{1} \rceil$ ; to voice signal (page) extension 11, program  $\lceil \underline{n}| \underline{n}| \underline{n} \rceil \lceil \underline{1} \rceil \lceil \underline{1} \rceil \rceil$ .

You can also use this button to:

- Transfer calls with one touch.
- See at a glance when the extension is busy (red steady light), calling you (green flashing light), or when a transferred call is returning to you (green fluttering light).

#### An outside telephone number

To dial 555-5678 with one touch, program  $\begin{bmatrix} \underline{5} \end{bmatrix} \begin{bmatrix} \underline{5} \end{bmatrix} \begin{bmatrix} \underline{5} \end{bmatrix} \begin{bmatrix} \underline{6} \end{bmatrix} \begin{bmatrix} \underline{7} \end{bmatrix} \begin{bmatrix} \underline{8} \end{bmatrix}$ .

#### Any dial-code feature on panel 5 or 6

In general, you can program  $\lceil \frac{Feature}{E} \rceil$  and the two digit dial code on a button. For example, to use Do Not Disturb with one touch, program  $\lceil \frac{Feature}{E} \rceil \lceil \frac{O}{O} \rceil \lceil \frac{1}{I} \rceil$  on a button with lights. For any feature you use by pressing  $\lceil \frac{Intercom}{I} \rceil$ , you must also program the extension number or group number (but not a line number) on the button. For example, to answer a call ringing at any extension in Pickup Group 2, program  $\lceil \frac{Intercom}{I} \rceil \lceil \frac{O}{O} \rceil \lceil \frac{O}{O} \rceil \rceil \rceil$  on a button.

# How to Program Personal Speed Dial Numbers

- 1. Press  $\lceil \underline{Feature} \rceil \lceil \underline{0} \rceil \lceil \underline{0} \rceil$  to enter program mode.
- Press [ Feature ], then press the two-digit Dial Code (80-99) you want assigned to the phone number.
- 3. Enter the phone number. An outside number can have a maximum of 20 digits

To add more numbers, repeat steps 2 and 3.

4. Press  $\lceil \underline{Feature} \rceil \lceil \underline{0} \rceil \lceil \underline{0} \rceil$  to exit program mode.

To change a number, follow steps 1-4.

# Dial-Code Features

You can use a dial-code feature in either of two ways:

- Dial it manually (except for Do Not Disturb and Privacy, which require programming on buttons with lights).
- Press a button programmed with the feature (see "Programming" on panel 4).

| Dial-Code Feature  | To Dial<br>Manually  | To Use On a<br>Button  |
|--|--|--|
| Prevents any calls from ringing at your phone. Transferred calls return to sender and inside calls get a busy signal. Outside callers hear the usual ringing. Recommended only if someone else answers your outside calls. To use this feature, you must program   Feature     D   1   1   1   1   1   1   1   1           | Not available  | Press the button to turn on and off  |
| Exclusive Hold Places a call on hold so other extensions with the line cannot pick it up.  | Dial [Feature] [0] [2]   | Press the button   |
| Recall "Recalls" a dial tone. Use Recall to end a call without hanging up—you will get a dial tone and can then make another call.   | Dial [ <u>Feature</u> ] [ <u>0</u> ] [ <u>3</u> ]  | Press the button   |
| Save Number Redial Saves the last outside number you dialed into temporary memory. Use the dial code to save a number before you hang up on a busy or non-answering call. Once saved, you can redial it at any time. The number stays in memory until a different one is saved. System Speed Dial numbers cannot be saved. | Dial $\lceil \frac{Ecature}{Ecature} \rceil \lceil \frac{O}{O} \rceil \lceil \frac{4}{4} \rceil$ before hanging up— To redial later, press $\lceil \frac{Ecature}{Ecature} \rceil \lceil \frac{O}{O} \rceil \lceil \frac{4}{4} \rceil$ again | Press the button<br>before hanging up—<br>To redial later, press<br>the button again |
| Last Number Redial Redials the last outside number you dialed. (You cannot redial a System Speed Dial number with this feature.)   | Dial [ <u>Feature</u> ] [ <u>0</u> ] [ <u>5</u> ]  | Press the button   |
| Conference Drop Drops the last outside party added to a conference call.   | Dial [ <u>Feature</u> ] [ <u>0</u> ] [ <u>6</u> ]  | Press the button   |
| Privacy Prevents other people with the same line from joining your calls. To use this feature, you must program $\left\lceil \frac{Feature}{Peature} \right\rceil \left\lceil \frac{O}{2} \right\rceil$ on a button with lights.   | Not available  | Press the button to turn on and off  |
| Touch-Tone Enable When on a rotary line, allows you to access phone services that require you to dial touch-tone digits. After you make the call to the service and are asked to enter touch-tone digits, turn on Touch-Tone Enable to change the rest of the digits you dial to touch-tone.                               | Dial (Feature) (0) (8)   | Press the button   |

Can use this feature only if programmed onto a button with lights (see panel 4).

# Dial-Code Features (continued)

| Dial-Code Feature   | To Dial<br>Manually  | To Use On a<br>Button   |
|---|--|---|
| Maccago Light On  | Manually   | Button  |
| Message Light On  Turns on the message light on an MLS phone.   | Feature     O     O     Feature     Feature     Feature       Feature     Fe | Press the button +<br>Extension Number  |
| Message Light Off<br>Turns off the message light on an MLS<br>phone.  | 「 <u>Feature</u>   | Press the button +<br>Extension Number  |
| Call Forwarding Forwards intercom, outside, and transferred calls from your extension to a destination extension. Programing this feature on a button with lights will let you see at a glance if your calls have been forwarded. Unless Do Not Disturb is on, phone will beep once each time a call is forwarded. (To cancel Call Forwarding, enter your own extension number as the destination.) | Feature     1   1   1   1   1   1   1   1   1  | Press the button +<br>Your Extension<br>Number +<br>Destination Extension<br>Number |
| Call Pickup Picks up a call ringing at any extension in the system.   | [ <u>Intercom</u> ] [ <u>6</u> ]<br>+ Extension Number   | Press the button  |
| Group Pickup Picks Up an outside call ringing at any extension in a Pickup Group.*  | [ <u>Intercom</u> ] [ <u>6</u> ] [ <u>6</u> ]<br>+ Group Number (1–4)  | Press the button  |
| Direct Line Pickup—Idle Line Lets you access an idle line that is not assigned to your phone. For example, if your company has a dedicated WATS line, you can use this feature to access it.  | [ Intercom ] [8]<br>+ Two-Digit Line Number<br>(01–24)   | Press the button +<br>two-digit Line<br>Number (01-24)                              |
| Direct Line Pickup—Active Line Lets you access a ringing, held, or active call on a line not assigned to your phone.  | <u>Intercom</u>  | Press the button +<br>two-digit Line<br>Number (01-24)                              |
| Group Calling Simultaneously rings all extensions in a Calling Group.* You are connected to the first extension that answers.   | f Intercom \ \left[ \frac{7}{2} \right] + Group Number (1-4)   | Press the button  |
| Group Paging Voice signals all extensions in a Calling Group* simultaneously. You are connected to the first extension that answers.  | ∫ Intercom   | Press the button  |
| Extension Hunt Group—Calling Rings the next available extension in a Hunt Group.*   | $\lceil \frac{Intercom}{Intercom} \rceil \lceil \frac{Z}{Z} \rceil \rceil \lceil \frac{Z}{Z} \rceil$<br>+ Group Number (1–6)   | Press the button  |
| Extension Hunt Group—Paging Voice-signals the next available extension in a Hunt Group.*  | ∫ <u>Intercom</u>  | Press the button  |
| Loudspeaker Paging  Connects you to the (optional) loud- speaker paging system.   | [Intercom] [Z] [O]   | Press the button  |

 $<sup>^{\</sup>star}$  Calling Group, Pickup Group, and Hunt Group extensions are listed on a separate form. See your System Manager.

# **Ringing Patterns**

You can tell the type of call coming in by the way the phone rings:

Ring...Ring...Ring...Ring...Ring... Outside Call
Ring-BEEP...Ring-BEEP... Inside Call
Ring-BEEP-BEEP...Ring-BEEP-BEEP... Transferred Call

# Lights

**Red** (top) light shows activity at **another** extension.

**Green** (bottom) light shows activity at **your** extension.

Steady on: Line is busy.

Off (off continuously): Line is idle, available for use.

Flash (long on, long off): Call is ringing on the line.

Alternating Red/Green Flash: (red on, green on, red on, green on): Appears at all extensions in a conference or joined call.

Wink (long on, short off): Call is on hold (anyone with line can pick up).

Flutter (short on, short off): Call is on exclusive hold (only extension that put call on hold can pick up).

Broken flutter (short on and off followed by long off): Fax trouble.

# Help!

If you have problems with your phone, contact your System Manager or see the "Installation and Use" guide. If the problem is not solved, please can our toll-free Helpline, available 24 hours a day:

U.S.: 1 800 628-2888

Canada:

Eastern Canada & Ottawa: 1 800 363-1882 Ontario: 1 800 387-4268 Central & Western Canada: 1 800 663-9817

## Transferring a Call

#### To pass a call to another extension:

Transfer + Extension Number

- 1. While active on the call, press [ Transfer ]. The call is put on hold and you hear intercom dial tone.
- 2. Dial the extension to which you want the call transferred.
- 3. When someone answers, announce the call, then hang up. If no one answers or the call is refused, to reconnect to the caller, press the [ Line ] button next to the winking green light.

# Putting a Call on Hold

To hold so anyone with the line can pick it up:

Hold: [ Hold ] 1. Press [ Hold ].

To hold so only you can pick it up (Exclusive Hold):

Exclusive Hold: 1. Press  $\lceil \underline{Feature} \rceil \lceil \underline{0} \rceil \lceil \underline{2} \rceil$ . To pick up a held call:

 $\lceil \frac{Eeature}{2} \rceil \lceil \frac{0}{2} \rceil \lceil \frac{2}{2} \rceil$ To Pick Up:

1. Press the held [ Line ] button.

Line ] 2. Lift handset.

### Answering a Call Ringing at Another Extension

At a specific extension:  $[\underline{Intercom}]$   $[\underline{6}]$  + Extension Number ٥r

At any extension: [<u>Intercom</u>] [<u>6</u>] [<u>8</u>] + Line Number (01-24)

To answer a call ringing at any other extension:

- 1. Press [ Intercom ].
- 2. Lift handset.
- 3. Dial  $(\underline{6})$  plus the number of the ringing extension (or if you know which line is ringing—but not the specific extension—dial  $\lceil \underline{6} \rceil \lceil \underline{8} \rceil$ plus the two-digit line number).

To answer an outside call ringing at any other extension in the Pickup Group:\*

At any extension in the Pickup Group: [ <u>Intercom</u> ] [ <u>6</u> ] [ <u>6</u> ] Group Number

 $\lceil \underline{Feature} \rceil \lceil \underline{1} \rceil \lceil \underline{1} \rceil +$ Source Extension

Destination Extension

Number +

Number

- 1. Press [ Intercom ].
- 2. Lift handset.
- 3. Dial  $\lceil \underline{6} \rceil$   $\lceil \underline{6} \rceil$  plus the group number.

## Forwarding a Call

To forward Intercom, outside, and transferred calls:

- 1. Press  $\left[\frac{Feature}{I}\right]$   $\left[\frac{1}{I}\right]$   $\left[\frac{1}{I}\right]$ .
- 2. Dial your extension number.
- 3. Dial the destination extension number.

To cancel Call Forwarding, enter your own extension number as the destination number. Your system phone will beep once each time a call is forwarded from your extension, to indicate Call Forwarding is still

<sup>\*</sup> Calling Group, Pickup Group, and Hunt Group extensions are listed on a separate form. See your System Manager.

## Making a Call

#### To call an outside party on a line assigned to your phone:

Outside:

1. Press an idle (not lit) outside [ Line ] button.

[ Line ] + Phone Number

2. Lift handset.

3. Dial telephone number.

## To call an outside party on a line not assigned to your phone:

[ <u>Intercom</u> ] [<u>8</u>] + Line Number + Phone Number 1. Press [ <u>Intercom</u> ] [ <u>8</u> ].

2. Dial a line number (01–24), followed by the telephone number.

### To call an inside party (another extension):

Inside-Ringing: [ Intercom ] + Extension Number

[ <u>Intercom</u> ] + [ \* ] +

1. Press an idle (not lit) [ <u>Intercom</u> ] button.

2. Lift handset.

Inside-Voice-Signaled:

3. To ring the extension, dial two-digit extension number, or To voice signal (page) an MLS phone, so your voice is heard through the speaker, dial  $\left[\frac{\star}{\star}\right]$  plus the extension number.

NOTE: If you lift the handset without pressing a button, you will be connected to the first idle outside or intercom line programmed for your extension.

# Answering a Call

## When the telephone is ringing:

At Your Extension:

1. Press the flashing [ Line ] button.

2. Lift the handset.

If you lift the handset without pressing a [ Line ] button, you will be connected to the line ringing the longest time.

### To answer a voice-signaled call (your phone beeps):

1. If the microphone is on, you can speak after the beep. If the microphone is not on, press  $[\underline{Mic}]$  or lift the handset.

### If you are already on a call:

[ Hold ] [ Line ]

- 1. Press [ Hold ] to put the first call on hold.
- 2. Press the flashing  $[\underline{line}]$  button to pick up the new call.

| System Lines |                          |          |                          |  |  |
|--------------|--------------------------|----------|--------------------------|--|--|
| Line No.     | Phone No. or Description | Line No. | Phone No. or Description |  |  |
| 01           |                          | 13       |                          |  |  |
| 02           |                          | 14       |                          |  |  |
| 03           |                          | 15       |                          |  |  |
| 04           |                          | 16       |                          |  |  |
| 05           |                          | 17       |                          |  |  |
| 06           |                          | 18       |                          |  |  |
| 07           |                          | 19       |                          |  |  |
| 08           |                          | 20       |                          |  |  |
| 09           |                          | 21       |                          |  |  |
| 10           |                          | 22       |                          |  |  |
| 11           | _                        | 23       |                          |  |  |
| 12           | _                        | 24       |                          |  |  |