



# **MERLIN LEGEND®**

## **Communications System**

### **MLX Direct-Line Consoles**

### **Operator's Guide**

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## **Security Alert**

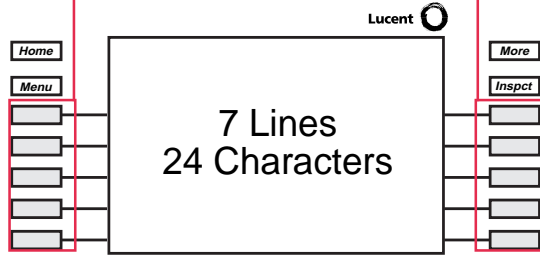
### **Your Responsibility for Your System's Security**

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 MERLIN LEGEND MLX Direct-Line Console

## Unlabeled Display Buttons

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



## Your Display Screen

Your telephone's display is an alarm clock and timer (see p. 17), a telephone directory (see p. 15), and a message center (see pp. 11–14). 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. If you have a 2-line display, abbreviations are used on the screen. These are explained in **Display Reference**, pp. 25–26, as are the four display screens.

## Volume

Press **V** or **^** to change the ringer loudness while the phone is ringing, the handset volume while you're using the handset, or the speaker volume while you're using the speakerphone.

## Feature

Press to display the Feature screen and select features.

## HFAI

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

## Mute

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

## Home

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

**TEL/OTHER Jack** (underside) On MLX-10DP™, MLX-16DP™, MLX-20L®, and MLX-28D® telephones is a connection for a Multi-function Module.

**Menu** Press to program the phone, view messages, or select features available only from the display. (See **More** below.)

**DSS Jack** (underside) Used on MLX-20L and MLX-28D telephones for connecting a DSS or a PassageWay™ Direct Connect Solution or PassageWay Solution.

## Inspct

Press **Inspct** and a line button to display information about the current call or a ringing call or to see what feature is programmed on that button.

## More

The > appears on the screen when more information exists. Press **More** to advance through additional menus or to display more information about the current call or a ringing call.

## Line Buttons

Outside, **SA**, and **ICOM** buttons (see p. 3); blank line buttons can be programmed with features (see p. 27).

- MLX-28D telephone (shown) has 28 line buttons
- MLX-20L telephone has 20 line buttons

## Message Light

The red light is lit to indicate a waiting message (see pp. 11–14).

## Transfer

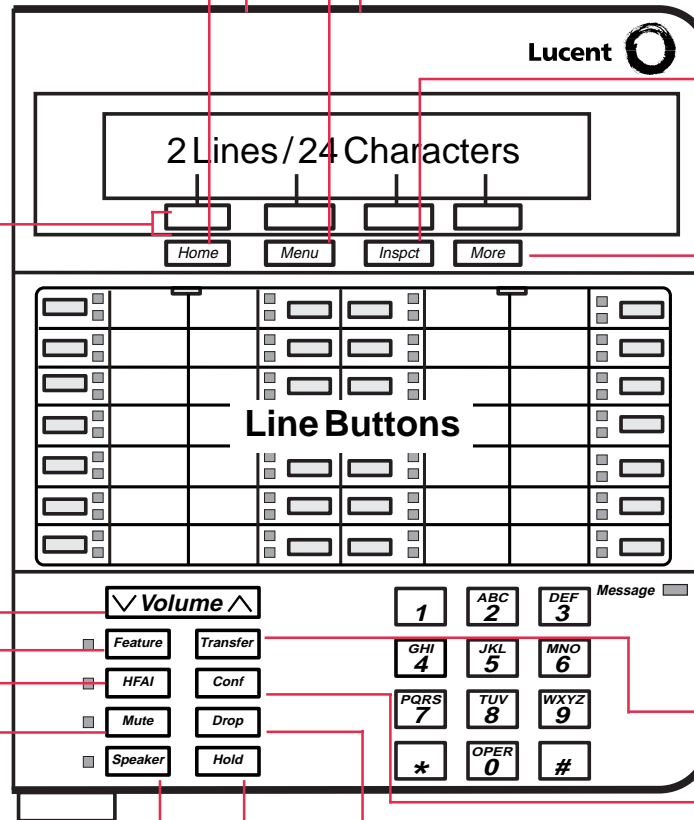
Press to send a call to another phone (see p. 10).

## Conf

Press to add a person to a conference (see p. 10).

## Drop

Press **Drop** and a line button to disconnect a person from a conference call (see p. 10).



## User Card Tray

Pull out for quick reference.

## Speaker

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.

## Hold

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

## 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 other liquid, and do not use liquid or aerosol cleaners directly on the telephone.

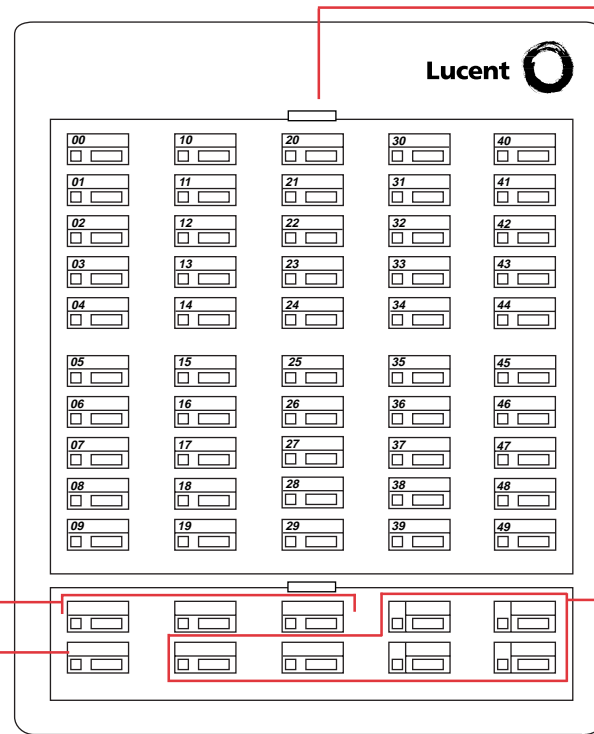
# Understanding Your DSS

## 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, **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, **Page 3** accesses the third 100 extensions.

## 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.



## DSS Buttons

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

- Extension numbers for transferring or making calls to co-workers (see pp. 9–10)
- 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. 23)
- Pools and lines for monitoring the pools' current status

## Reserved buttons

These buttons are reserved for future use.

## DSS Button Lights

### Light

□ Off

■ Steady

⚡ Fast flashing

⚡ Slow flashing

### Button/Meaning

**Extensions.** The phone 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 calling group are fewer than the programmed maximum.

**Extensions.** A co-worker is on phone, available 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.

**Extensions.** A co-worker is calling you, or a parked call or call on hold is returning to you.

**Line.** A directed, parked, or held call is returning to you.

**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 phone.

# Understanding Your Direct-Line Console

## Line Buttons

### All Telephones

*NNN-XXXX* Make/receive outside calls only.

### Telephones with **ICOM** Buttons

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

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

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

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

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

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

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

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

## Line Button Lights

### Light



Steady red



Steady green



Flashing green



Fast-flashing green



Slow-flashing green

### Meaning

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

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

An incoming call is ringing on this line button or a call you transferred is returning to this line button (see p. 10).

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

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

# Understanding Your Direct-Line Console

## Tones

### Tone



Dial tone (steady)



Busy (slow repeating tone)



Fast busy (fast repeating tone)



Error (alternating high-low tones)



Confirmation (double break in dial tone followed by steady tone)



Callback (5 short beeps)



Call Waiting (1 or 2 beeps)

### Meaning

You can make a call.

The phone you are calling is busy.

No lines are available.

You dialed a number or used a feature incorrectly.

You used a feature correctly.

This call is receiving Callback treatment (p. 19).

You have an inside (1 beep) or an outside (2 beeps) call waiting (p. 20).

## Rings

The table below helps you identify the different types of ringing. You can also personalize ringing at your telephone or adjust ring timing for the line buttons where calls arrive. **Programming Buttons & Settings**, p. 27, tells you how to change the settings. Listed below are your options:

- **Personalized Ring.** Allows you to give calls ringing at your phone one of eight distinctive rings.
- **Abbreviated Ring.** When you are on a call and another call arrives at your phone, you can use this feature to give the second call a short ring.
- **Immediate Ring.** Calls ring immediately on line buttons set this way.
- **Delay Ring.** This setting causes calls to ring at your phone after a delay. If your calls are being covered, this allows time for another person to answer a call before you do.
- **No Ring.** Calls do not ring (except for returning transferred and Callback calls). Calls on lines set for No Ring do not receive Coverage (p. 20).

### Ring



1 long ring



1 long ring and 1 short ring



1 long ring and 2 short rings



1 long ring and 3 short rings

### Meaning

Inside call

Outside call

Priority ring; outside call transferred to you or returning camped-on call (p. 20)

Returning Callback call (p. 19)

# 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. 16) or programmed by following the instructions in **Programming Buttons & Settings** (p. 27).

<b>Calling</b>	
<b>If you want to ...</b>	<b>Then</b>
Dial numbers with the touch of a button.	See <b>Auto Dial</b> , p. 18.
Quickly dial numbers your company has programmed.	See <b>System Speed Dial</b> , p. 24.
Make a voice-announced call to one or more co-workers.	See <b>Line Buttons</b> , p. 3, and <b>Paging</b> , p. 22.
Make a call after office hours.	See <b>Night Service</b> , p. 22.
Make and answer calls with no hands.	See <b>HFAI</b> button, p. 1, to answer inside calls hands-free. For information about headsets, see p. 8.
Automatically redial a number you dialed before.	See <b>Last Number Dial</b> , p. 21, and <b>Saved Number Dial</b> , p. 24.
Quickly dial numbers from your phone's display.	See <b>Directories</b> , p. 15.
Connect to an extension or outside line when it's free.	See <b>Callback &amp; Line Request</b> , p. 19.
Enter an account code before or during a call.	See <b>Account Codes</b> , p. 17.
Set up a conference with as many as four others.	See <b>Conference</b> , p. 10.
Transfer a call.	See <b>Transfer</b> , p. 10.
Put a call on hold.	See <b>Hold</b> , p. 10.
Interrupt a co-worker's call in an emergency.	See <b>Barge-In</b> , p. 19.
Broadcast over the company's loudspeaker system.	See <b>Paging</b> , p. 22.
Put a call on hold and page a co-worker to pick it up at another telephone.	See <b>Park &amp; Pickup</b> , p. 23, and <b>Paging</b> , p. 22.
Know if someone is calling you when all your other lines are in use.	See <b>Call Waiting</b> , p. 20.
Reach a voice mailbox without calling the person.	See <b>Direct Voice Mail</b> , p. 21.
Make a call from another extension, using your own calling privileges.	See <b>Authorization Codes</b> , p. 18.

# Feature Finder

<b>Customizing Your Phone</b>	
<b>If you want to ...</b>	<b>Then</b>
Program a feature on an unused line button.	See <b>Programming Buttons &amp; Settings</b> , p. 27.
Adjust volume of the speaker, handset, or ringer.	Use the <b>Volume</b> button, p. 1.
Give your phone its own distinctive ring.	See <b>Rings</b> , p. 4.
Delay or remove the ring from an outside, <b>SA</b> , or <b>ICOM</b> line button.	See <b>Rings</b> , p. 4, and <b>Coverage</b> , p. 20.
Change your phone's display language.	Use the Language feature. See <b>Using Features</b> , p. 16.
<b>Covering Calls</b>	
Have a co-worker answer your calls. Answer all of a co-worker's calls from your telephone. Stop your calls from being covered by others.	See <b>Coverage</b> , p. 20, and <b>Line Buttons</b> , p. 3.
Stop your outside calls from going to your company's voice mail system (or send your calls to voice mail).	See <b>Coverage</b> , p. 20.
Forward your calls to another telephone. Answer your calls from another extension.	See <b>Forward &amp; Follow Me</b> , p. 22.
Answer a call ringing at a co-worker's extension. Answer a call on a line that's not on your phone.	See <b>Pickup</b> , p. 24.
Put a call on hold at a busy extension until your co-worker is ready for it or complete a transfer to an extension that doesn't answer.	If your company does not have voice mail, see <b>Camp-On</b> , p. 20.
Hold a call when you're trying to transfer it and your co-worker doesn't answer; page your co-worker while the caller waits.	See <b>Park &amp; Pickup</b> , p. 23.
<b>Handling Console Basics</b>	
Monitor the status of other extensions in your system.	See <b>Extension Status</b> , p. 21. If you supervise a calling group, ask your system manager for the <i>Calling Group Supervisor's Guide</i> .
Set up your system to cover outside calls after business hours.	See <b>Night Service</b> , p. 22.
Respond to a system alarm.	See <b>Alarm</b> , p. 17.
Set a wake-up call.	See <b>Reminders</b> , p. 12.



# Feature Finder

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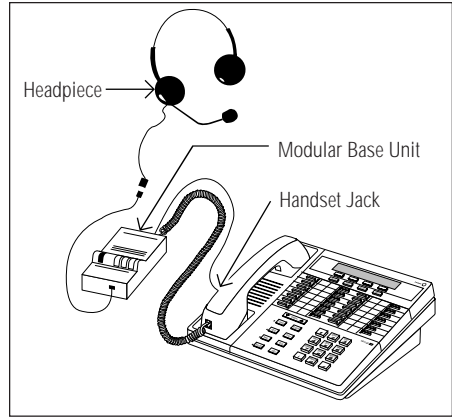
<b>Messaging</b>	
<b>If you want to ...</b>	<b>Then</b>
Let a co-worker know you called. Find out if you have a voice mail message, fax, or other message. Signal a co-worker to contact you. Choose a message to leave for co-workers who have display phones.	See <b>Messaging</b> , p. 11–14.
Call or transfer a call directly to a co-worker's voice mail.	See <b>Direct Voice Mail</b> , p. 21.
<b>Privacy</b>	
Prevent interruptions by blocking calls to your phone.	See <b>Do Not Disturb</b> , p. 21.
Prevent co-workers from joining your calls.	See <b>Privacy</b> , p. 24.
Prevent others on a call from hearing you speak to someone in your office.	Try the <b>Mute</b> button, p. 1. If you have a headset, use the Headset/Handset Mute feature, p. 8.
See who's calling you while you're on the phone.	Use the <b>Inspect</b> button, p. 1.
Receive or not receive voice-announced calls.	See <b>Voice Announce</b> , p. 24.
<b>Timekeeping</b>	
Remind yourself or co-workers of meetings or appointments. Keep track of the duration of calls or meetings. Change the time, day, or date on your display.	See <b>Alarm Clock &amp; Timer</b> , p. 17, and <b>Reminders</b> , p. 12.

# Headsets

Headsets for MLX telephones allow one-touch operation, hands-free. Headsets consist of a headpiece and modular base unit. The base unit plugs into the handset jack.

Touch a button to answer a call, then touch it again to disconnect. Use the features below to control headset operation.

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



## Headpieces

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

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

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

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

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

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

## Headset Features

*Must be programmed on buttons. To program:*

See **Programming Buttons & Settings**, p. 27.

There are four features used with headsets: Headset Hang Up, Headset Status, Headset Auto Answer, and Headset/Handset Mute. All must be programmed on buttons. The **Headset Hang Up** button (required) is programmed by your system manager and activates headset operation at your phone.

*To use Headset Hang Up:*

Press the programmed button to answer a call and press it again to disconnect, even if the caller hangs up. Unless you have programmed a **Headset Status** button, headset operation is always on.

*To use Headset Status:*

Press the programmed button to switch between headset and handset operation; when headset operation is on, the green light is on.

*To use Headset Auto Answer:*

Connects you automatically to ringing calls during headset operation. When you press the button to activate the feature, the green light goes on; to turn off Headset Auto Answer operation, press the button again.

*To use Headset/Handset Mute:*

Lets you turn off the microphone in the headset or handset, so that a caller cannot hear your conversation. The red light goes on when the headset (during headset operation) or the handset (during handset operation) microphone is off.

# Call Handling

## Answering Calls

You can answer a call using the handset, headset, or speakerphone. Different calls have distinctive ringing patterns. To identify calls by their ringing patterns see **Rings**, p. 4.

*To answer a ringing call:*

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

*To answer a voice-announced call:*

If Mute is on (green light next to it is lit), press the **Mute** button to turn Mute off. Lift the handset or use the headset (see **Headsets**, p. 8). If the **HFAI** button is on (the green light next to it is lit), voice-announced calls are answered automatically on the speakerphone.

## Making Calls

Lifting the handset or pressing the **Speaker** button connects you to a free line automatically. When using a headset (see p. 8), select a line button first.

*To make an inside ringing call:*

1. If the red light next to the **SA Ring/ICOM Ring** button you want to use is not lit or if you are using a headset, press the button.
2. Lift the handset, press the **Speaker** button, or use the headset (see **Headsets**, p. 8).
3. Press a DSS or **Auto Dial** button, or dial the number for the extension you want to call.

*To make an inside voice-announced call:*

1. If the red light next to the **SA Voice/ICOM Voice** button you want to use is not lit or if using a headset, press the button.
2. Lift the handset, press the **Speaker** button, or use the headset (see **Headsets**, p. 8).
3. Press a DSS or **Auto Dial** button, or dial the number for the extension you want to call. When you hear a beep, begin talking. If you hear a busy tone, the person is unavailable. If you hear ringing, the person cannot receive a voice-announced call but may be able to answer your call as a ringing call.

*To make an outside call:*

1. If the red light next to the line button or **SA** button you want to use is not lit or if you are using a headset, press the button.
2. Lift the handset, press the **Speaker** button, or use the headset (see **Headsets**, p. 8).
3. Listen for a dial tone and dial the telephone number (include the dial-out code, if necessary), or press the outside **Auto Dial** button.
4. If you are making the call for a co-worker, transfer the call as described in **Transfer**, p. 10.

### Note:

For more information about programming **Auto Dial** buttons, see p. 18.

# Call Handling

## Hold

When you have a call or conference on hold, your phone beeps once each minute and the display briefly shows *Call on Hold*.

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

## Conference

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

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



### SECURITY ALERT:

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

## Transfer

Ask your system manager whether your system is programmed for one-touch transfer with automatic completion. For information about **Auto Dial** buttons, see p. 18. If your co-worker is unavailable, consider using Barge-In (p. 19), Paging (p. 22), Park (p. 23), or Camp-On (p. 20).

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

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

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

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

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

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

# Messaging

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

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

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

If your company has voice mail, ask your system manager for details about using the voice mail system. For information about having your phone covered by the voice mail system, see **Coverage**, p. 20.

If you frequently communicate with a small number of people (for example, as a receptionist for a few co-workers), there are two features you can use, both of which require programming a button. These are Signaling and Notify, described on p. 13.

## Messaging Features Table

If you want to ...	Then
Let a co-worker with a display phone know you called.	See <b>Leaving Messages</b> , p. 14.
Let a co-worker with a nondisplay phone know that he or she should call you to pick up a message. Turn off a co-worker's Message light.	See <b>Send/Remove Message</b> , p. 12.
Find out if you have a voice mail message, fax, or other message.	See <b>Receiving Messages</b> , p. 13.
Signal a co-worker to contact you.	See <b>Signaling &amp; Notify</b> , p. 13.
Choose a message to leave for co-workers who have display phones.	See <b>Posting Messages</b> , p. 14.
Call or transfer a call directly to a co-worker's voice mail.	See <b>Direct Voice Mail</b> , p. 21.
Automatically place a ringing call to a phone at a preset time.	See <b>Reminders</b> , p. 12.

# Messaging

## Send/Remove Message

*To program:*

See **Programming Buttons & Settings**, p. 27.

You can turn the Message light at a co-worker's extension on or off using a programmed **Send/Remove Message** button. This is the only way you can indicate a waiting message on a co-worker's nondisplay telephone. Before using this feature, check to make sure another operator has not already turned the light on. If you have a programmed **Auto Dial** button for the extension, its red light is on when the Message light is on. If you have a DSS, see p. 2.

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

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

## Reminders

*To program:*

See **Programming Buttons & Settings**, p. 27.

Use the Reminder feature to automatically place ringing calls to phones in the system at preset times.

*To set a reminder:*

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

*To read reminder messages on a display:*

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

*To cancel set and answered reminders:*

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

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

# Messaging

## Signaling & Notify

*To program:*

See **Programming Buttons & Settings**, p. 27.

**Signaling.** Program a button that will cause a co-worker's phone to beep. The other person can then call you in response to the beep. You must program a different line button for each extension you wish to contact. To beep the recipient's phone, just press the button, and the other phone beeps for as long as you hold down the button. A programmed **Signaling** button also acts as an **Auto Dial** button (see p. 18). To dial the extension, lift the handset or press the **Speaker** button; then press the **Signaling** button.

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

## Receiving Messages

When your red Message light is on, you have a message from 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 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 message.

*To read and respond to messages on your display:*

1. Press the **Menu** button.

2. Select *Messages [Msgs]*.

3. Choose from:

- *Return Call [Call]* to call your co-worker or voice mail while reading the message.
- *Next Msg [Next]* to see the next message.
- *Delete Msg [Delete]* to delete the message. You can have up to 10 messages; if there are 10, no more are accepted.

# Messaging

These features can be used to send messages to users with display telephones only.

## Leaving Messages

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

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

**OR**

Press the **Feature** button; then select *Leave Msg [LvMsg]* or dial **25**.

- To leave a voice mail message (if your company has such a system), press the **Feature** button and dial **56** (see **Direct Voice Mail**, p. 21, for details).

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

*To leave a message without calling:*

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

*To cancel a message:*

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

## 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 phone. (You also see the message posted at your own phone as a reminder.) There may be as many as 20 messages available to you for posting. Message 1 is always *DO NOT DISTURB\**; the others may include such choices as: *OUT TO LUNCH*, *OUT SICK*, *IN A MEETING*, depending on how your system manager has programmed them.

*To post a message:*

1. Press the **Menu** button.
2. Select *Posted Msg [Post]*.
3. Select the message you want to post. Depending upon your phone, you can choose *Next*, *Prev*, or press the **More** button to see more messages.
4. Select *Post*.
5. Press the **Home** button.

*To cancel a posted message:*

1. Press the **Menu** button.
2. Select *Posted Msg [Post]*.
3. Select *Cancel [Cancel]*.
4. Press the **Home** button.

\* If you use the Do Not Disturb feature (p. 21), the appropriate message is posted. When you turn off the Do Not Disturb feature, the posted message is canceled. However, posting or canceling the message does not activate or deactivate the feature.



# 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* [*Dir*].
3. For the Extension Directory, select *Ext Dir* [*ExtDir*],  
**OR**  
For the System Directory, select *System Dir* [*SysDir*].
4. Select the entry.
  - On *MLX-20L* telephones:
    - 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.
  - On *MLX-28D* telephones:
    - a) Use the dialpad to spell the name and then select *Enter*.
    - b) View other entries that match what you entered by selecting either *Prev* or *Next*.
    - c) To call the number, select *Dial*.
    - d) Select *New* to find another entry. Use the dialpad to spell the name and then select *Enter*.
5. Press the **Home** button to exit.

## Personal Directory

On *MLX-20L* telephones only, this feature stores up to 50 phone numbers (as well as account codes, area codes, and access codes), then dials those numbers when you wish. You can enter, change, select, dial, and delete listings from the display. You can place often-used listings on the Home screen.

When entering or changing names, use the screen to select letters A–F; use the line buttons, as labeled on the faceplate, to enter G–Z. Select *Punctuation* to use the displayed punctuation marks. You may need to use special characters (see outside back cover) 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 **Home** to stop the activity. **Bold** type shows the button you press; *italics* indicate a screen selection.

*To enter a listing:*

**Menu**→*Directory*→*Personal Dir*→**Enter**  
*New*→Type name→**Enter**→Type  
number→**Enter**→*Yes* or *No*→**Enter**→**Home**

*To assign a listing to the Home screen:*

**Menu**→*Directory*→*Personal Dir*→**Put on**  
*Home*→Select letter range→Select listing→  
Select location on the Home screen→**Home**

*To dial a listing on the Home screen:*

**Home**→Press a line or **SA** button→Select  
listing

*To dial a listing not on the Home screen:*

**Home**→*Next Page*→*Next Page*→Select letter  
range→Press a line or **SA** button→Select  
listing

*To verify a stored phone 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 letter range→Select listing→  
*Delete*→**Home**

*To change a listing:*

**Menu**→*Directory*→*Personal Dir*→**Edit**  
*Entry*→Select letter range→Select  
listing→Select part of listing to change→**Enter**  
new information→**Enter**→**Exit**→**Home**

# Using Features

There are two ways to use a feature:

- Directly, as explained below
- By pressing a line button you programmed with the feature (see **Programming Buttons & Settings**, p. 27)

## Display-Only Features

To use a *Directory of numbers, Messages and Posted Messages, display screen contrast setting (MLX-28D telephone), Alarm Clock, or Timer*:

1. Press the **Menu** button.
2. If you see > at the right of the display, there are more options. Press **More** to see them. (Press **More** to use the alarm clock or timer on an MLX-28D telephone.)
3. Respond to display prompts, if necessary.
4. Press the **Home** button to exit at any time.

## Other Features

To use a feature from the **Feature Codes list**:

1. Press the **Feature** button.
  2. Select the feature from the display,  
**OR**  
Dial the feature code from the **Feature Codes list**.
- Note:** Some features can only be used by entering a code (see the **Feature Codes list**).
3. Press the **Home** button to exit at any time.

## Feature Codes

Account Code Entry	82 + code + #	Last Number Dial	84
Authorization Code Entry	80 + code + #	Messaging	
Callback	55	cancel message■	* 53 + extension
Call Waiting		leave message	25
pick up call waiting call ■	87	leave message without calling■	53 + extension
Camp-On	57	send/remove message	38 + extension
Direct Voice Mail	56	Night Service	39
Extension Status		Paging loudspeaker	9 + line number + zone
ES Off	760 + extension	Pickup	
ES1	761 + extension	group	88
ES2	762 + extension	inside	9 + extension
Follow Me	34 + extension	outside	9 + line number
Forward		Privacy	
inside	33 + extension	off	* 31
outside	33 + dial-out code + number + #	on	31
Forward and Follow Me		Recall	775
cancel from all extensions ■ * 34 *		Reminders	
cancel from one extension ■ * 34 + extension		set reminder▼	81 + extension + time + 2 or 7
cancel from your phone	33 + your extension	cancel reminder	* 81 + extension code (600–729)
Language▼		System Speed Dial	
English	790		
French	791		
Spanish	792		

■ Available only by using feature code.

▼ For time functions, English operates on 12-hour clock (2 or 7). French and Spanish operate on 24-hour clock.

# Often-Used Features

## Account Codes

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

You can program a button for this feature and label it **Acct.** See also **Auto Dial** (p. 18) to program an account code on an outside **Auto Dial** button.

*To enter an account code:*

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

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

## Alarm

*To program:*

See **Programming Buttons & Settings**, p. 27.

If there is something wrong with the system, the red light next to your console's programmed **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

The Alarm Clock and Timer features are only available from the display and cannot be activated with a feature code. Alarm Clock causes your phone to beep at a certain time; you can set only one alarm. Until canceled, the display shows a bell reminding you that the alarm is on, and 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 [A/C/K]*.
3. If your display is English, dial a 4-digit time from 0100 to 1259 and select *a.m/p.m.* to switch between AM and PM.  
If your display is French or Spanish, dial a 4-digit time between 0000 and 2359.  
If you make an error, select *Reset* and redial.
4. Select *On*.
5. Press the **Home** button. The display shows a bell to remind you that an alarm is on.

*To cancel the alarm:*

1. Repeat Steps 1 and 2 above.
2. Select *Off*.
3. Press the **Home** 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*.

# Often-Used Features

## Authorization Codes

To program:

See **Programming Buttons & Settings**, p. 27.

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

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



### Security Alert

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

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

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

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

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

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

## Auto Dial

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

- Dial other extensions or groups, including park zones.
- Page groups (see **Paging**, p. 22).

Use outside **Auto Dial** buttons to:

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

Note that you can also use other features to automate dialing: Directories (p. 15), Last Number Dial (p. 21), Saved Number Dial (p. 24), and System Speed Dial (p. 24). When programming Auto Dial, use the **Special Characters** table on the outside back cover, if necessary. Include the complete dialing sequence for the call.

To program on a button:

1. Label a button.
2. Press the **Menu** button.
3. Select *Ext Program* [*Prog*] and *Start*.
4. Press the button to be programmed.
5. Select *ListFeature* [*Listf*] and *Auto Dial* [*AutoD*]. For a paging group, select *List Feature* [*Lisf*] and *GroupPage* [*GrpPg*] and go to Step 7.
6. Select *Inside* [*In*] or *Outside* [*Out*] and *Enter*.
7. Dial the group paging number, extension, or outside number and select *Enter*.
8. Repeat Steps 1 and 4–7 to program additional numbers.
9. Press the **Home** button.

To use an **Auto Dial** button:

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

# Often-Used Features

## Barge-In

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

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

You cannot use Barge-In on the following:

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

*To use:*

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

**OR**

Press the **Feature** button and select *Barge In* [*Barge*].

## Callback & Line Request

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

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

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

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

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

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

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

*To cancel a Callback request:*

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

*To use Line Request:*

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

# Often-Used Features

## Call Waiting

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

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

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

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

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

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

*To turn Call Waiting on or off:*

1. Press the **Menu** button and select *Ext Program [Prog]*.
2. Select *Start* and press any line button.
3. Select *ListFeature [Lisf]*.
4. Select *CallWaiting [CWait]* and then select *On or Off*.
5. Select *Enter* and press the **Home** button to exit programming.

## Coverage

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

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

Covering phones are programmed with **Cover** buttons used to answer calls for others. Delay Ring on the covering phone can add a longer delay before your calls ring there. If line buttons on your phone are set to No Ring, however, calls on those lines are not covered (see **Rings**, p. 4).

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

You can also program buttons for these Coverage features:

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

## Camp-On

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

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

1. Press the **Home** button.
2. Select *CampOn [Camp]*.

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

# Often-Used Features

## Direct Voice Mail

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

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

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

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

## Do Not Disturb

*Must be programmed on a button. To program:*

See **Programming Buttons & Settings**, p. 27.

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

*To use:*

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

## Extension Status (Hotel/Motel)

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

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

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

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

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

*To change the status from your console:*

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

## Last Number Dial

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

*To use:*

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

# Often-Used Features

## Forward & Follow Me

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

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

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

*To forward calls to another extension:*

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

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

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

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

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

*To cancel Forward and Follow Me:*

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

## Night Service

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

To make an outside call and override Night Service, press the **Hold** button and dial the password. Then make the call as you would normally. (See **Making Calls**, p. 9).

## Paging

*To program:*

See **Programming Buttons & Settings**, p. 27.

You can page an individual at his or her phone by using an **ICOM Voice** or **SA Voice** button (see **Line Buttons**, p. 3). Or you may be able to page all speakerphones or groups of speakerphones, depending upon how your system is set up. If your company has a loudspeaker paging system, use it to page the whole company or just people in a certain paging zone.

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

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

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

1. Press any **ICOM** or **SA** button and lift the handset.
2. Press the **Feature** button.
3. Select **Loudspkr Pg [LdsPg]** and dial the zone, if necessary.
4. Make the announcement and hang up.

*To use when a button is programmed:*

1. Lift the handset, press the programmed button, and dial the zone, if necessary.
2. Make the announcement and hang up.



# Often-Used Features

## Park

Park puts a call on a special type of hold so that it can be picked up from any phone in the system. A user can park a call and then pick it up at another telephone or can use Paging to announce the call so that another person can pick it up. Pick up a parked call by using the Pickup feature. See **Park & Pickup**.

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

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

You can also park calls at park zones. The factory setting of the system is to have eight extensions (881–888) for operator park zones. Ask your system manager if these park zones are available. If they are, you can use a DSS button or program an **Auto Dial** button (p. 18) with a park zone extension.

*To park at a park zone:*

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

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

If the parked call is not picked up within the park return interval (factory setting: 3 minutes), the call rings back at your telephone.

## Park & Pickup

*To program:*

See **Programming Buttons & Settings**, p. 27.

While a call is parked, use Paging to summon the co-worker who should answer. The person picks up the call using Pickup (p. 24) and dialing your extension.

*To use Park and Paging:*

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

3. Hang up.

*To pick up a parked call:*

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

# Often-Used Features

## Pickup

Pickup lets you pick up calls that are not ringing at your phone. Using Pickup, you can answer a parked call (see **Park & Pickup**, p. 23), a call ringing at a specific extension, or a call ringing on a specific line. If you are part of a Pickup group, you can pick up a call ringing anywhere in the group. Program a general **Pickup** button that activates the feature or a specific **Pickup** button to take a call for a group (example: **Pickup Sales**) or at a specific line or extension (example: **Pickup Maria**). Ask your manager if you are a member of a Pickup group and get the Pickup group number.

*To program:*

1. Label a button.
2. Press the **Menu** button.
3. Select *Ext Program [Prog]*.
4. Select *Start*.
5. Press the button to be programmed.
6. Select *ListFeature [List]*.
7. Select *Pickup [Pkup]*.
8. Select *General [Genr]* for any line or extension; select *Extension [Ext]* or *Line* for a specific extension or line; select *Group* for a group of extensions.
9. Select *Enter* and follow the prompts on screen; select *Enter* again when you're done.
10. Press the **Home** button.

*To use:*

- Press the programmed button. For a line or an extension that is not programmed, also dial the extension or line number.
- You can also use Group Pickup by pressing the **Feature** button and selecting *PickupGrp [PkupG]* from the display or dialing **88**.

## Privacy

*To program:*

See **Programming Buttons & Settings**, p. 27.

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

## Saved Number Dial

*Must be programmed on a button. To program:*  
See **Programming Buttons & Settings**, p. 27.

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

*To use:*

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

## System Speed Dial

*To program:*

See **Programming Buttons & Settings**, p. 27.

You can program 3-digit System Speed Dial codes on a button. These are the same numbers that are available from the System Directory (see p. 15). Dial these directly by pressing the **Feature** button and dialing the code (600–729).

## Voice Announce

*To program:*

See **Programming Buttons & Settings**, p. 27.

Make voice-announced calls from **ICOM Voice** or **SA Voice** buttons on your phone (see **Line Buttons**, p. 3) or use Paging (p. 22). The Voice Announce feature allows you to prevent voice announcements and paging calls from interrupting you. Instead, the calls ring. Voice Announce is a setting that you can turn on or off without programming a button for it.

# Display Reference

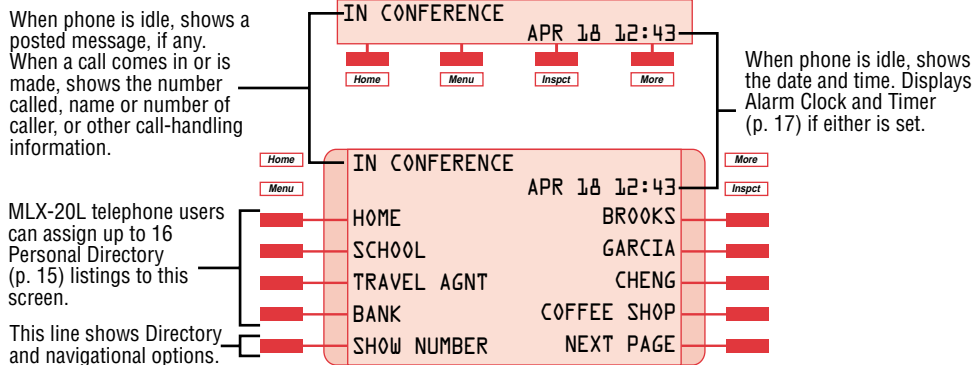
MLX-28D telephones have a 2-line screen, 24 characters wide. MLX-20L telephones have a 7-line screen, 24 characters wide. Whatever the model of your phone, it has four basic displays, described below.

The display is controlled by the **Home**, **Menu**, **Feature**, and **Inspect** buttons, which bring up the four basic screens. (See p. 1 for a picture of the **Feature** and **Inspect** buttons.) The **Home**, **Menu**, and **Inspect** buttons are located either below or next to your screen, as is the **More** button. The **More** button is available when a > appears next to or above it on the screen; the > means that you can press the **More** button to see additional choices or information. Unlabeled display buttons are positioned next to or below your choices. Press one to select an item from the screen.

**Note:** If your company has Caller ID services and Caller ID is supported in a caller's area, an outside caller's phone number 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 phone company or because the caller has blocked the service, you may see *No Caller ID*, *Out of Area*, or *Private*.

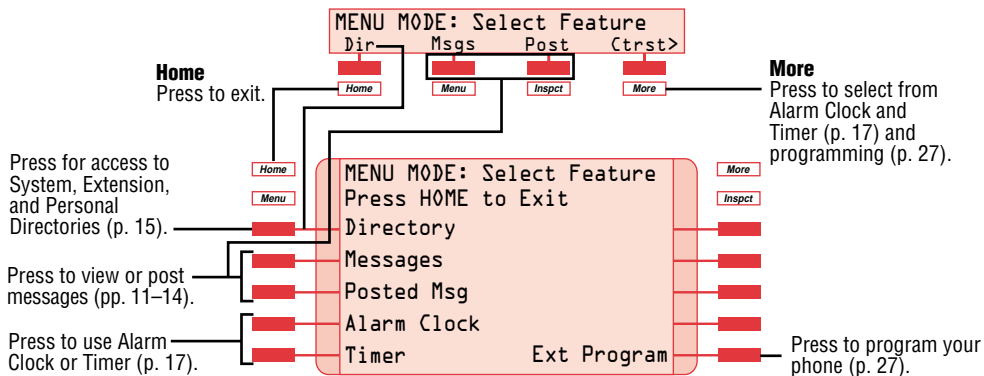
## Home Screen

The Home screen is displayed when you have not chosen another screen or when you press the **Home** button. The screen contains different information, depending upon your activity. In general, during a calling activity Lines 1 and 2 of the Home screen show prompts and give feedback to guide you.



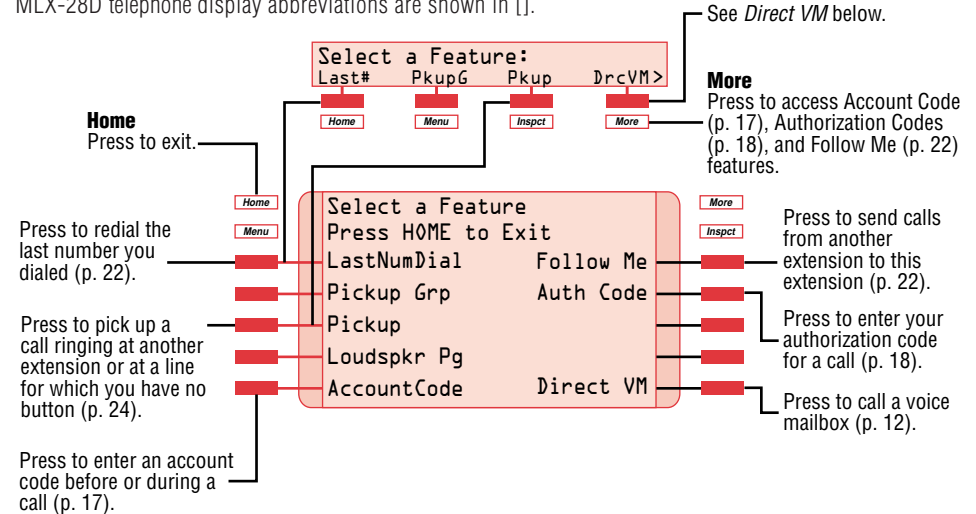
## Menu Screen

Press the **Menu** button to list features available only from the display and to program your phone or line buttons. MLX-28D telephone users can display additional choices by pressing the **More** button.



## Feature Screen

This screen provides rapid access to often-used features; press the **Feature** button to display it. Available features vary according to your calling activity and how your phone is programmed. The picture below shows the Feature screen when you have just selected an **ICOM** or **SA** button, or when you are not on a call. The table below shows the sets of features available on each of the other three Feature screens. (If you have an MLX-28D telephone, you may need to press the **More** button to see all of the features in a set.) The MLX-28D telephone display abbreviations are shown in [].



Feature Screen Options		
When you:	These options are available:	
Have reached a busy extension	<i>Barge-In</i> [Barge] <i>Cback Sel</i> [CbckS]	<i>Leave Msg</i> [LvMsg] <i>Camp On</i> [Camp]*
Have made a call to an extension and it is ringing or you are on an inside call	<i>Leave Msg</i> [LvMsg] <i>Park</i> [Park]	<i>Camp On</i> [Camp]* <i>Direct VM</i> [DrcVM]
Are connected to an outside line	<i>LastNumDial</i> [Last#] <i>Park</i> [Park] <i>Camp On</i> [Camp]*	<i>AccountCode</i> [Accf] <i>Follow Me</i> [FlwMe] <i>Direct VM</i> [DrcVM]

\* Do not use if your company has a voice mail system.

## Inspect Screens

An Inspect Screen appears when you press the **Inspect** button and then press a line button.

- If you are on a call, you see calling information. If you are on a call and another call comes in, press the **Inspect** button and then the line button with the ringing call to display information about the new call without interrupting your current activity.
- If you are not on a call, the line or feature programmed on the button is displayed. If the button is programmed with Last Number Dial or Saved Number Dial, the last or saved number appears on the screen.

To exit from the Inspect screen, press the **Home** button.

# Display Reference

Feature Name	2-Line Display Abbreviation	Feature Name	2-Line Display Abbreviation
Account Code Entry	<i>Acct</i>	Notify	<i>Ntfy</i>
Alarm	<i>Alarm</i>	notify receive	<i>Recv</i>
Alarm Clock	<i>AIClk</i>	notify send	<i>Send</i>
Authorization Codes	<i>Auth</i>	<b>Paging</b>	
Auto Dial	<i>AutoD</i>	group paging	<i>GrpPg</i>
inside (extension)	<i>In</i>	loudspeaker paging	<i>LdsPg</i>
outside	<i>Out</i>	<b>Park</b>	<i>Park</i>
Barge-In	<i>Barge</i>	Park Zone	<i>PrkZn</i>
Callback	<i>CbckS</i>	Personalized Ring	<i>PRing</i>
Call Waiting	<i>CWait</i>	Pickup	<i>Pkup</i>
Camp-On	<i>Camp</i>	general	<i>Genrl</i>
Conference	<i>Conf</i>	group pickup	<i>PkupG</i>
Contrast	<i>Ctrst</i>	inside (extension)	<i>Ext</i>
Coverage	<i>Cover</i>	outside (line)	<i>Line</i>
Coverage VMS	<i>CvVMS</i>	Privacy	<i>Prvcy</i>
group	<i>Group</i>	Recall	<i>Recll</i>
primary individual	<i>Pmry</i>	Reminder	<i>Rmind</i>
secondary individual	<i>Secnd</i>	cancel	<i>Cancl</i>
inside only	<i>CvIns</i>	set	<i>Set</i>
off	<i>CvOff</i>	missed reminder	<i>Rmind, Missd</i>
Directory	<i>Dir</i>	<b>Ring Options</b>	<i>RngOp</i>
extension	<i>ExtDir</i>	all lines	<i>AllLn</i>
personal	<i>-</i>	one line	<i>1Line</i>
system	<i>SysDir</i>	delayed ring	<i>Delay</i>
Direct Voice Mail	<i>DrcVM</i>	immediate ring	<i>Immed</i>
Do Not Disturb	<i>DND</i>	no ring	<i>No</i>
Drop	<i>Drop</i>	abbreviated ring	<i>Abbrv</i>
Extension Programming	<i>Prog</i>	Saved Number Dial	<i>Save#</i>
Extension Status (Hotel/Motel)	<i>ES</i>	<b>Signaling</b>	<i>Signl</i>
ES Off	<i>ESOff</i>	<b>System Speed Dial</b>	<i>SpdDI</i>
ES 1	<i>ES1</i>	<b>Timer</b>	<i>Timer</i>
ES 2	<i>ES2</i>	<b>Transfer</b>	<i>Trans</i>
Follow Me	<i>FlwMe</i>	<b>Voice Announce</b>	<i>Voice</i>
Forward	<i>Forwd</i>	place calls	<i>Place</i>
Group Calling	<i>GrpCl</i>	receive calls	<i>Recv</i>
Headset/Handset	<i>Hdset</i>	ringing calls	<i>Ring</i>
Headset Auto Answer	<i>Auto</i>	voice-announced calls	<i>Voice</i>
Headset/Handset Mute	<i>Mute</i>		
Headset Status	<i>Stat</i>		
Last Number Dial	<i>Last#</i>		
Line Preference	<i>LnPref</i>		
Messaging	<i>Msgs</i>		
delete message	<i>Dlete</i>		
leave message	<i>LvMsg</i>		
return call	<i>Call</i>		
next message	<i>Next</i>		
posted message	<i>Post</i>		
send/remove message	<i>Msgs, SdMsg</i>		
Night Service	<i>Night</i>		

# Notes

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.

# Programming Buttons & Settings

If you use a feature often, you can program it onto an unused line button for easy access. If you use a feature occasionally, see **Using Features**, p. 16. Keep these facts in mind when setting up your telephone:

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

To see whether a feature is programmed on a line button, press the **Inspt** button and then the line button. Read the display and press the **Home** button to exit.

While programming, either make a selection from the display (press the button next to or below the item) or use codes. Using codes takes fewer steps, but requires the **Programming Codes** list. As you program, your phone beeps.

## Display Programming

*To program using the display:*

1. If programming a feature on a button, label the button.
2. Press the **Menu** button and select *Ext Program* [Prog].
3. Select *Start*.
4. Press the line button you are programming. If a feature is already programmed, its name appears on the display. If you are programming a setting, either press the line button affected or press any line button.
5. Select *ListFeature* [List] and search for the feature name using *FindFeature* [Find]. If you see > on the screen, press the **More** button to see more feature names. (Consult the **Display Reference**, p. 26, if you need help with abbreviations.)
6. Select the feature. If additional numbers (such as an extension number) are needed, dial them.
7. Press *Enter* to finish programming. If you wish to program another button, begin again with Step 4. (Label the buttons first.)
8. Press the **Home** button to exit at any time.

## Code Programming

*To program using programming codes:*

1. If programming a feature on a button, label the button.
2. Press the **Feature** button and dial **00**.
3. Press the line button you are programming. If a feature is already programmed, its name appears on the display. If you are programming a setting, either press the line button affected or press any line button.
4. Select the code from the **Programming Codes** list and dial it. If additional numbers (such as an extension number) are needed, dial them.
5. Press *Enter* to finish programming. If you wish to program another button, begin again with Step 3. (Label the buttons first.)
6. To exit, press the **Feature** button and dial **\*00**.

# Programming Buttons & Settings

## Programming Codes

Account Code	* 82	Last Number Dial	* 84
Alarm	* 759	Messaging	
Authorization Code	* 80	leave message	* 25
Auto Dial♦		send/remove message	* 38
inside	* 22 + extension	Paging group or all	* 22 + group extension
outside	* 21 + number	Paging loudspeaker	* 9 + line number
Callback		Park	* 86
automatic callback off●▲	** 12	Pickup	
automatic callback on●▲	* 12	general pickup	* 9
selective callback	* 55	group pickup	* 88
Call Waiting●		inside	* 9 + extension
off	** 11	outside	* 9 + line number
on	* 11	Privacy	* 31
Camp-On▲	* 57	Recall	* 775
Coverage		Reminders	
Coverage inside on●	* 48	set reminder	* 81
Coverage inside off●	** 48	cancel reminder	** 81
Buttons for covering calls♦		missed reminder♦	* 752
Primary Cover	* 40 + sender's extension number	Ringing Options●	
Secondary Cover	* 41 + sender's extension number	abbreviated on	* 341
Group Cover	* 42 + sender's group number	abbreviated off	* 342
Buttons for sending calls♦		delayed all lines	* 346
Coverage Off	* 49	delayed one line	* 36
Coverage VMS Off (outside calls only)	* 46	immediate all lines	* 347
Direct Voice Mail	* 56	immediate one line	* 37
Do Not Disturb♦	* 47	no ring all lines	* 345
Extension Status		no ring one line	* 35
ES Off	* 760	personalized ring	* 32+ ring(s) (1–8)
ES1	* 761	Saved Number Dial♦	* 85
ES2	* 762	Signaling and Notify♦	
Forward	* 33	signaling	* 23 + extension
Headset/Handset Options♦		notify receive	* 758 + extension
auto answer	* 780	notify send	* 757 + extension
hangup	* 781	System Speed Dial	* 24 + code (600–729)
mute	* 783	Voice Announce●	
status	* 782	on	* 10
		off	** 10

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

## Feature Codes

Account Code Entry	82 + code + #	Last Number Dial	84
Authorization Code Entry	80 + code + #	Messaging	
Callback	55	cancel message ■	* 53 + extension
Call Waiting		leave message	25
pick up call waiting call ■	87	leave message without calling ■	53 + extension
Camp-On	57	send/remove message	38 + extension
Direct Voice Mail	56	Night Service	39
Extension Status		Paging loudspeaker	9 + line number + zone
ES Off	760 + extension	Pickup	
ES1	761 + extension	group	88
ES2	762 + extension	inside	9 + extension
Follow Me	34 + extension	outside	9 + line number
Forward		Privacy	
inside	33 + extension	off	* 31
outside	33 + dial-out code + number + #	on	31
Forward and Follow Me		Recall	775
cancel from all extensions ■ * 34 *		Reminders	
cancel from one extension ■ * 34 + extension		set reminder ▼	81 + extension + time + 2 or 7
cancel from your phone	33 + your extension	cancel reminder	* 81 + extension code (600–729)
Language ▼		System Speed Dial	
English	790		
French	791		
Spanish	792		

■ Available only by using feature code.

▼ For time functions, English operates on 12-hour clock (2 or 7). French and Spanish operate on 24-hour clock.

## Special Characters

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

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