



555-610-132  
Issue 1  
August 1991

**MERLIN LEGEND** <sup>TM</sup>  
Communications System  
Direct-Line Consoles  
Operator's Guide

### **Notice**

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

### **Federal Communications Commission (FCC) Electromagnetic Interference Information**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

### **Canadian Department of Communications (DOC) Interference Information**

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicable aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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## Rings

One ring \_\_\_\_\_ Inside Call  
Two rings \_\_\_\_\_ Outside Call  
Three rings \_\_\_\_\_ Returning Call

## Line Button Lights

Red

Call \_\_\_\_\_ Automatic connection  
Alarm \_\_\_\_\_ System problem

Green \_\_\_\_\_ Line in use

Flash green \_\_\_\_\_ Incoming call

Fast flash green \_\_\_\_\_ Held call (yours)

Slow flash green \_\_\_\_\_ Held call  
(co-worker's)

## Message Status on DSS

Press **Message Status** button  
(and **Page** button if needed)

Light

on \_\_\_\_\_ Operator message

Light

off \_\_\_\_\_ No operator message

## DSS Button Lights

Off \_\_\_\_\_ Phone free and  
Do Not Disturb  
not on

On \_\_\_\_\_ Phone in use or  
Do Not Disturb on

Fast flash \_\_\_\_\_ Call for you

Slow flash \_\_\_\_\_ Call ringing or  
returning transfer

## Inside Transfers with One-Touch Transfer

### One-Touch Transfer

- With automatic completion, press **DSS** or Auto Dial button
- With manual completion, press **DSS** or **Auto Dial** button, announce call, and hang up or press **Speaker**

### If co-worker is unavailable

- Consider Barge-In, Camp-On, Paging, or Park
- Use Send/Remove Message

## Inside Transfers without One-Touch Transfer

1. Press **Transfer**
2. Dial **extension**, or press **DSS** or **Auto Dial**
3. Hangup or press **Speaker**

### If co-worker is unavailable

- Consider Barge-In, Camp-On, Paging, or Park
- Use Send/Remove Message

## Outside Transfers

1. Press **Transfer**
2. Press **line** or **SA** button
3. Dial **dial-out code** and **number**
4. Hangup or press **Speaker**

## Conference Calls

1. Dial first **extension** or **number**
  2. Press **Conf**
  3. Press **line** button
  4. Dial next **extension** or **number**
  5. Announce call and press **Conf**
  6. Repeat steps 2-5 for each participant
  7. Hang up or press **Speaker** to end conference
- Press **Drop** and **line** button to drop single participant
  - Press **Hold** to temporarily leave conference
  - Press any participant's **line** button to rejoin conference

## Feature Use

### Display

1. Select from **Menu** or **Feature** screen
2. Follow prompts

### Programmed Button

1. Program a line button for each feature (Appendix C)
2. Press **programmed** button

### Feature Code

1. Press **Feature**
2. Dial **code** (see below)

B = Programmed button C = Code  
F = Feature M = Menu

*continued*

Account Code Entry _____	BCF
Alarm Clock _____	M
Auto Dial _____	B
Barge-In _____	BF
Camp-On _____	BCF
Directory	
Extension _____	M
Personal _____	M*
System _____	M
Extension Status	
off _____	BC
1 _____	BC
2 _____	BC
Headset	
Auto Answer _____	B
Handset Mute _____	B
Status _____	B
Messaging	
Leave _____	F
Posted _____	M
Send/Remove _____	BC
Night Service _____	B
Paging _____	BF
Loudspeaker _____	F
Speakerphone _____	B
Park _____	BF
Reminder _____	
Cancel _____	BC
Set _____	BC
Missed _____	B
Timer _____	M

\*Also on Home screen

## Account Codes

Name _____	Code _____
_____	_____
_____	_____
_____	_____

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The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

## **IMPORTANT SAFETY INSTRUCTIONS**

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, electric shock, and injury to you and damage to the equipment.

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the telephone.
- Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.
- Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.
- Do not use the telephone (other than a cordless-type telephone) during electrical storms in your immediate area. There is a remote risk of electric shock from lightning.

- Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners.
- Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.
- To reduce the risk of electric shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electric shock when the telephone is used.
- Call your AT&T representative when service or repair work is needed.
- Accessories include answering machines, alerts, and fax machines. To connect an accessory, you must first have a Multi-Function Module (MFM).

 **WARNING:**

- For your personal safety DO NOT install an MFM yourself.
- ONLY an authorized AT&T Technician or dealer representative shall install, set options on, or repair an MFM.
- To eliminate the risk of personal injury due to electric shock, DO NOT attempt to install or remove an MFM from your MLX telephone. Opening or removing the module cover of your telephone may expose you to dangerous voltages.

**SAVE THESE INSTRUCTIONS**

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# About This Book

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This book tells you how to use your console and its operator features. To understand and use the additional features available to you and your co-workers, see the *MLX- 10D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide*.

If you have questions about this book or need additional information, see your system manager. He or she is a co-worker who is responsible for managing the system.

## **Conventions Used**

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The following typographic conventions are used in this book:

- Buttons that you or your company program (“hand-labeled” buttons) are shown in bold italic type with initial capitals:

*Press **Night Service**.*

- Buttons that are programmed at the factory (imprinted buttons) are shown in bold Roman type with initial capitals:

**Press Transfer.**

- Information that appears on your display is shown in a type similar to that used in the display. Information as it appears on a 2-line by 24-character display phone is shown in brackets following the information as it appears on a 7-line by 24-character display phone:

Select **Ext Program**[**Ext Prog**].

If a bracketed word is not shown, the information is the same for the 7-line and 2-line display phones.

- Important words are shown in bold type:

Use this button to make inside and outside calls.

- Symbols or numbers that you enter by using the dialpad are shown in bold type:

Dial \* **760**.

## **How to Comment on This Book**

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We welcome your feedback on this book. Please use the feedback form on the next page. If the form is missing, send your comments to A. Sherwood, AT&T, 99 Jefferson Road, Rm. # 2A25, Parsippany, NJ 07054.

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# Understanding Your Equipment

# 1

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This chapter helps you identify and understand your console and the other equipment you use with it.

A direct-line console (DLC) is a phone console setup for operators. Your DLC is one of the following digital/ISDN (MLX) phones:

- MLX-28D™ with or without a Direct Station Selector (DSS)
- MLX-20L™ with or without a DSS

The DSS is a device that adds extension buttons, for one-touch dialing of co-workers' extensions, or other inside and outside calling buttons to your console.

## **Identifying Your Equipment**

A DLC operates like other multiline phones. Outside lines are assigned to individual buttons (called line buttons). The lines assigned on the DLC also appear on other consoles or phones. Incoming lines can ring on any of the line buttons, and several calls can ring simultaneously.

A DLC may have features only operators can use, and features offered on other multiline phones. For information on standard features, see the *MLX-10D,™ MLX-28D,™ and MLX-201™ Digital/ISDN Display Telephones User's Guide*.

Features and call-handling information are available on the DLC two-line (MLX-28D) or seven-line (MLX-20L) displays.

You can use your console to

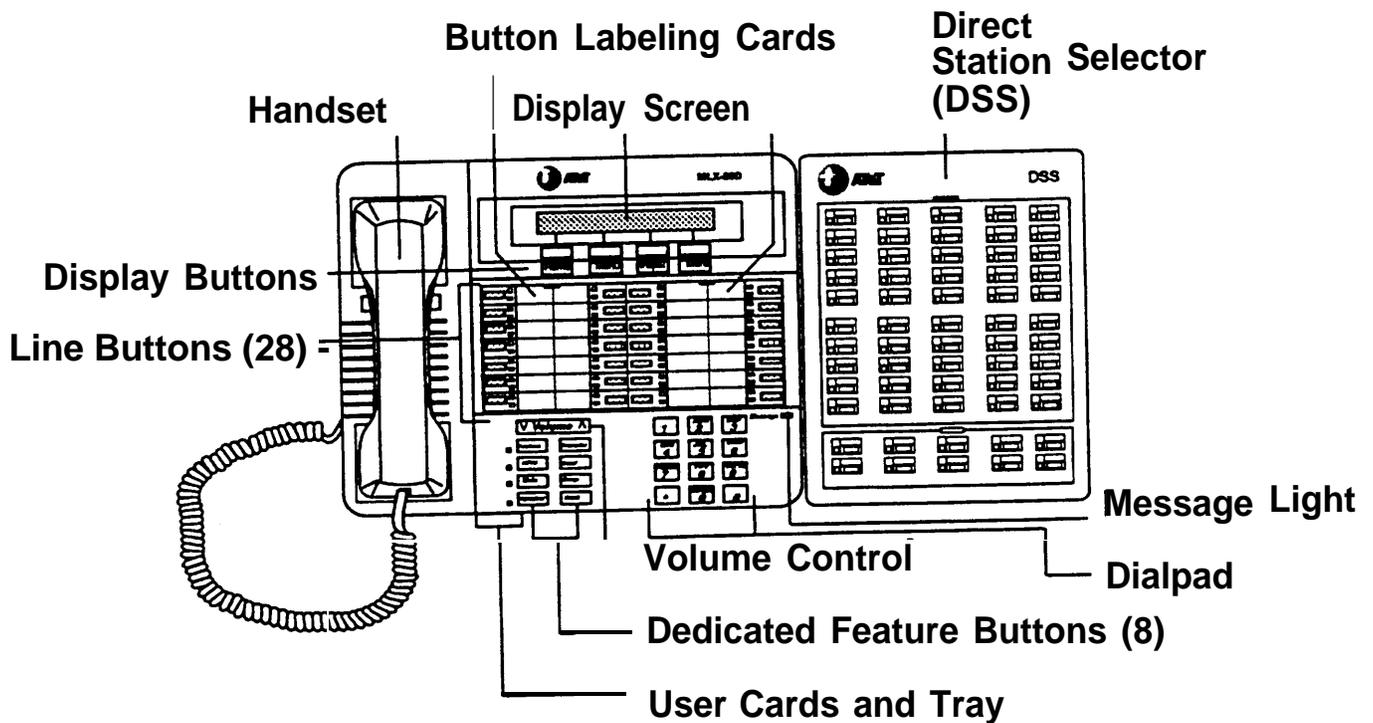
- answer inside and outside calls
- transfer calls to an extension or an outside number
- make inside and outside calls (especially for co-workers whose phones are not set up to make outside calls)
- set up conference calls
- monitor the calling activity of other operators
- monitor the room status in hotels and motels (if your console is set up for this)

You can use a DLC with a headset, speakerphone, modem (a device for sending computer data over phone lines), fax machine, or answering machine. To use a modem, fax machine, or answering machine, your console must have special equipment. See your system manager for more information.

Illustrations of the DLCS and headset follow. A list of terms that describe each piece of equipment follows each illustration. A separate illustration and description of the DSS is included.

Procedures for using the DLCS (with or without headsets) are in Chapter 2, “Handling Calls,” and Chapter 4, “Using Features.”

# MLX-28D with Direct Station Selector



# Understanding Your Equipment

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## Desk Stand (not shown)

An adjustable stand on the console and the DSS that allows a 20- or 30-degree viewing angle

## Button Labeling Cards

Cards labeled with the number or feature assigned to each line button

## Dedicated Feature Buttons

Eight imprinted buttons for the features used most often

- Feature for viewing the Feature screen and selecting features

- HFAI (Hands Free Answer on Intercom) for answering voice-announced calls without the handset

- Mute for turning the speakerphone's microphone on and off

- Speaker for talking on a call (through the speakerphone) without lifting the handset

- Transfer for sending a call to another phone

- Conf for adding a line or extension to a conference call

- Drop for disconnecting an extension or line from a conference call

- Hold for putting a call on hold

## Dialpad

The area on the console used to dial phone numbers

## Direct Station Selector (DSS)

A device that adds extension buttons or other inside and outside calling buttons to the console

## Display Buttons

Four imprinted buttons and four unlabeled buttons used to view the different screens and select names, features, and options on each screen

## Display Screen

The 2-line by 24-character screen that shows call information, features, prompts, and the date and time

## Handset

The hand-held part of the console you pick up, talk into, and listen from

## Line Buttons

28 buttons used to make and receive calls; unlabeled buttons can be programmed for one-step feature use.

## Message Light

A red light that goes on when a message is waiting to be displayed

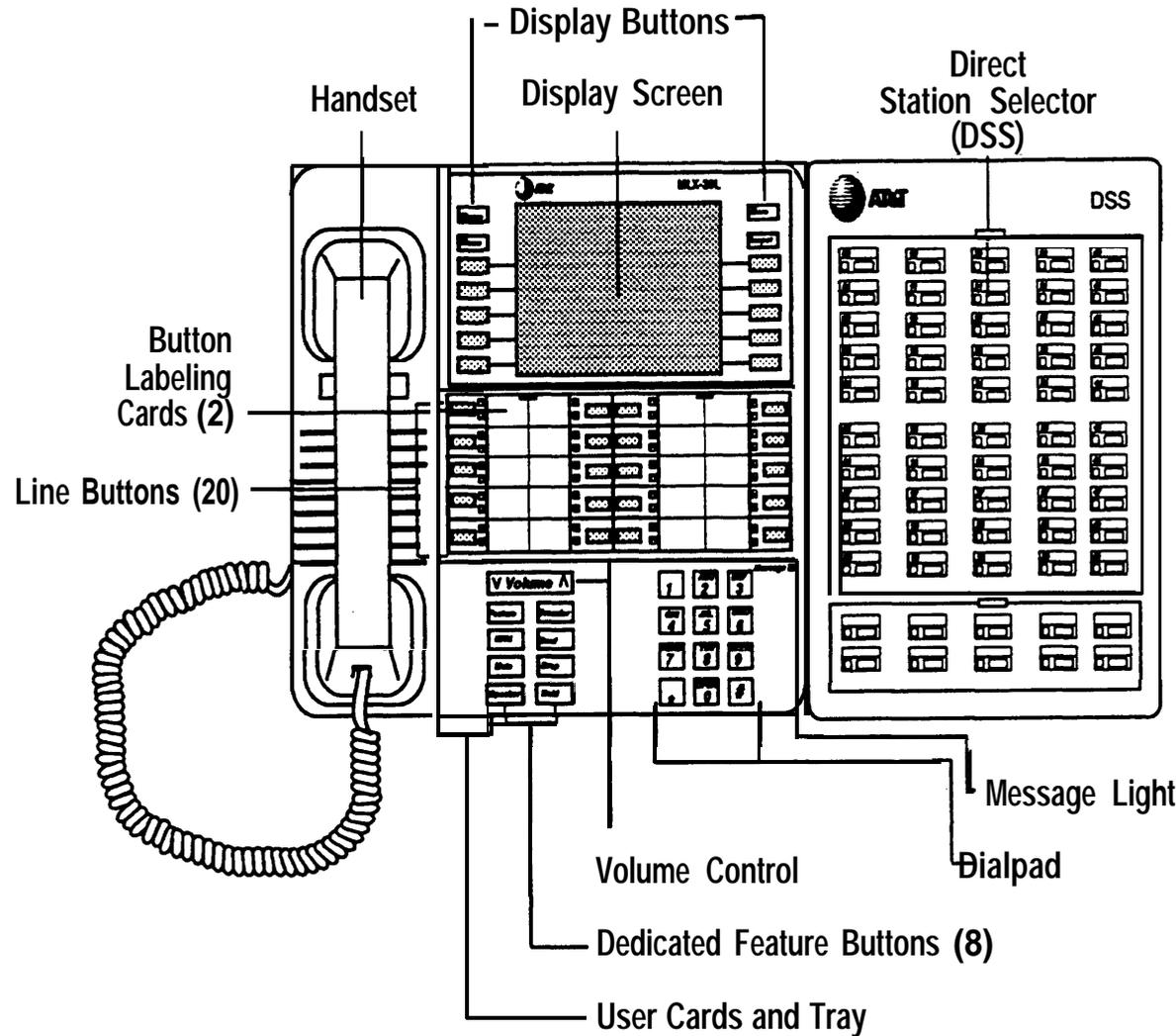
## User Cards and Tray

A slide-out drawer with erasable user cards for noting phone numbers and feature codes

## Volume Control

A button used for adjusting the volume of the speaker, handset, headset, and ringer

# MLX-20L with Direct Station Selector



## Understanding Your Equipment

---

Desk Stand (not shown)

An adjustable stand on the console and the DSS that allows a 20- or 30-degree viewing angle

Button Labeling Cards

Cards labeled with the number or feature assigned to each line button

Contrast Control (not shown)

A sliding control at the top of the console used to brighten or dim the display screen

Dedicated Feature Buttons

Eight imprinted buttons for the features used most often

- Feature for viewing the Feature screen and selecting features

- HFAI (Hands Free Answer on Intercom) for answering voice-announced calls without the handset

- Mute for turning the speakerphone's microphone on and off

- Speaker for talking on a call (through the speakerphone) without lifting the handset

- Transfer for sending a call to another phone

- Conf for adding a line or extension to a conference call

- Drop for disconnecting an extension or line from a conference call

- Hold for putting a call on hold

Dialpad

The area on the console used to dial phone numbers

Direct Station Selector (DSS)

A device that adds extension buttons and other inside and outside calling buttons to the console

Display Buttons

Four imprinted buttons and ten unlabeled buttons used to view the different screens and select names, features, and options on each screen

Display Screen

The 7-line by 24-character screen that shows call information, features, prompts, and the date and time

Handset

The hand-held part of the console you pick up, talk into, and listen from

Line Buttons

20 buttons used to make and receive calls; unlabeled buttons can be programmed for one-step feature use.

Message Light

A red light that goes on when a message is waiting to be displayed

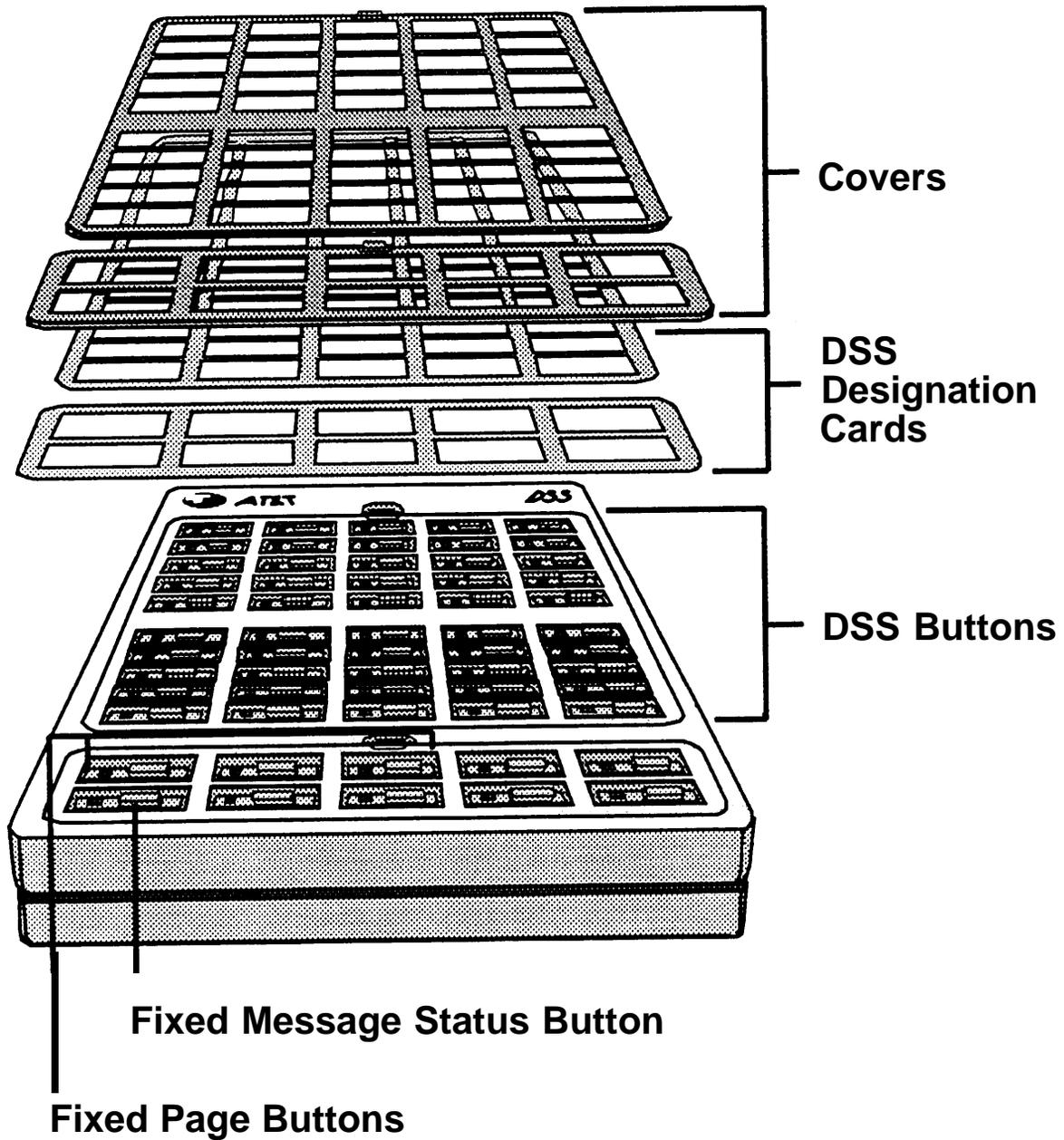
User Cards and Tray

A slide-out drawer with erasable user cards for noting phone numbers and feature codes

Volume Control

A button used for adjusting the volume of the speaker, handset, headset, and ringer

## Direct Station Selector



## Understanding Your Equipment

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### Covers

Removable plastic covers to protect the designation cards. The top cover protects the 50 DSS button labels. The lower cover fits over the feature button labels.

### DSS Designation Cards

Cards for labeling the extension or feature assigned to each button

### DSS Buttons

50 buttons used for one-touch dialing of co-workers' extensions to make or transfer calls. DSS buttons are also used to page co-workers over speakerphones or loudspeaker systems and to park calls. They can also be used to handle outside calls.

### Fixed Buttons

Ten additional buttons, including Message Status and three Page buttons. The six remaining buttons on the first DSS are not used. If a second DSS is connected to the console, the ten buttons at the bottom of the second DSS are not used.

#### Fixed Message Status Button

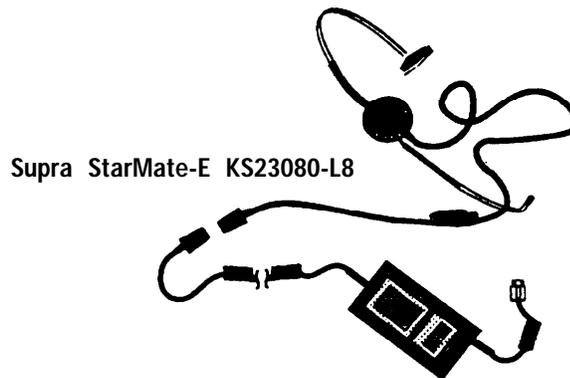
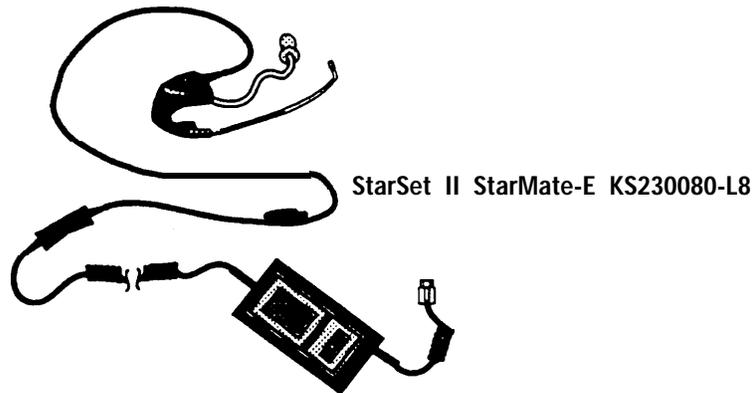
A button used with the fixed Page buttons to see which phones have message-lights on

#### Fixed Page Buttons

Three buttons used to select the "pages" of extensions the 50 DSS buttons represent

## Operator's Headsets

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### Headset

An ultralight earpiece and microphone that connects to the handset outlet on your console.

### Notes:

- Not all consoles allow you to use headset, handset, and speakerphone at the same time. Check with your system manager before trying to do this.
- For information on headset features, see Chapter 4, "Using Features."

## **Line and DSS Buttons**

---

Your console's line buttons and/or DSS buttons are already programmed and labeled for specific functions.

### **Line Buttons**

---

The MLX-20L has 20 line buttons and the MLX-28D has 28 line buttons. These buttons are used to make and receive calls. They can also be programmed for one-step feature use.

Two or more of your line buttons are either ICOM (Intercom) or SA (System Access) buttons. You cannot have both.

If you have ICOM buttons, use them for inside calls only. Use buttons labeled with phone numbers for outside calls. You can also use buttons labeled with special service names (such as WATS) to make outside calls.

If you have SA buttons, use them for inside and outside calls. You must enter a dial-out code to make an outside call on an SA button. You can also use buttons labeled with Pool or special service names (such as WATS) to make outside calls.

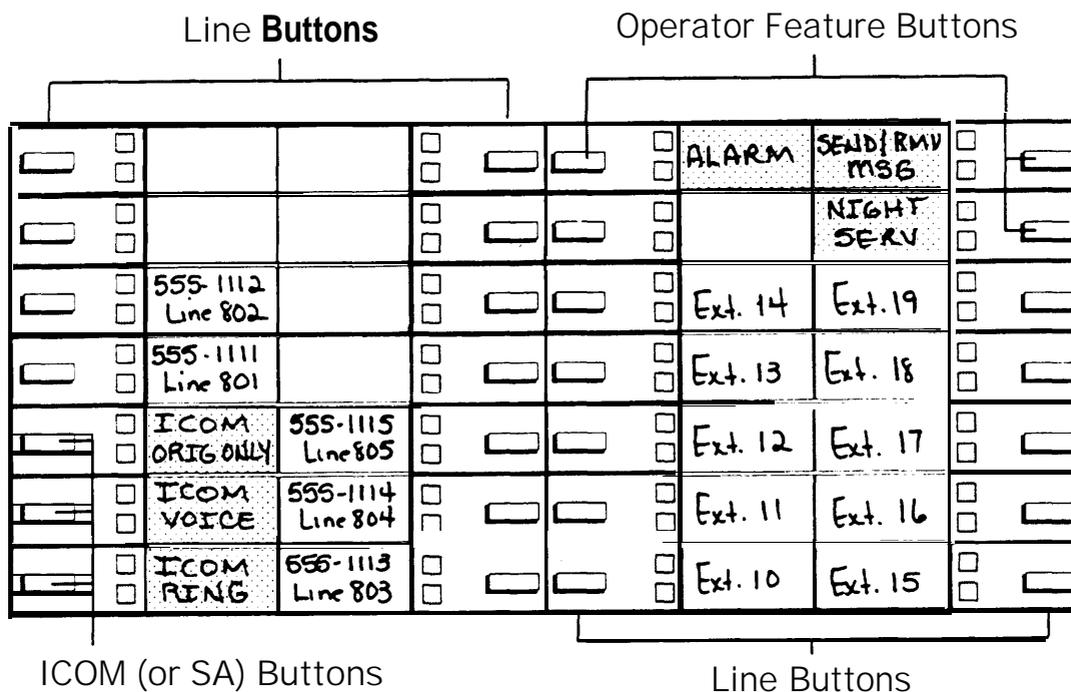
ICOM or SA buttons are labeled Ring, Voice, or Orig (Originate) Only. Ring means that co-workers hear their phones ringing when you call. Voice means that co-workers hear your voice over the speakerphone. Orig Only means that you can only make calls with this button. (You may not have this button on your console.)

## Understanding Your Equipment

Line buttons can also be labeled with co-workers' names and/or extensions and programmed as inside Auto Dial buttons to provide one-touch dialing of co-workers' extensions.

Operator feature buttons, used for operator-specific features your Company may select, are also programmed onto line buttons. These features are Night Service, Send/Remove Message, and Alarm. You can program any remaining unlabeled line buttons with additional features. See Chapter 4, "Using Features."

The illustration that **follows shows** how an MLX-28D console's line buttons may be programmed and labeled.



### 1-12 Line and DSS Buttons

### **DSS Buttons**

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Your DLC can have one or two DSSs attached to it. The DSS has 50 buttons arranged in 5 columns of 10 buttons. The DSS buttons are assigned numbers in consecutive order, starting with the button on the top left corner. Each button can have three numbers assigned to it. These numbers can be

- co-worker extension numbers for transferring or making inside calls.
- extension numbers for paging co-workers (over speakerphones or loudspeaker systems) and for parking calls (putting calls on hold for pickup at another extension). Chapter 4 tells you more about Paging, Park, and Pickup.
- dial-out codes for selecting pools of lines (line groups) for making and handling outside calls.

Ask your system manager for the numbers assigned to your DSS and for instructions on using them.

Three fixed Page buttons and a fixed *Message Status* button are located on the bottom section of the DSS.

Press the fixed Page buttons to reach the 3 “pages” of phone numbers assigned to your DSS.

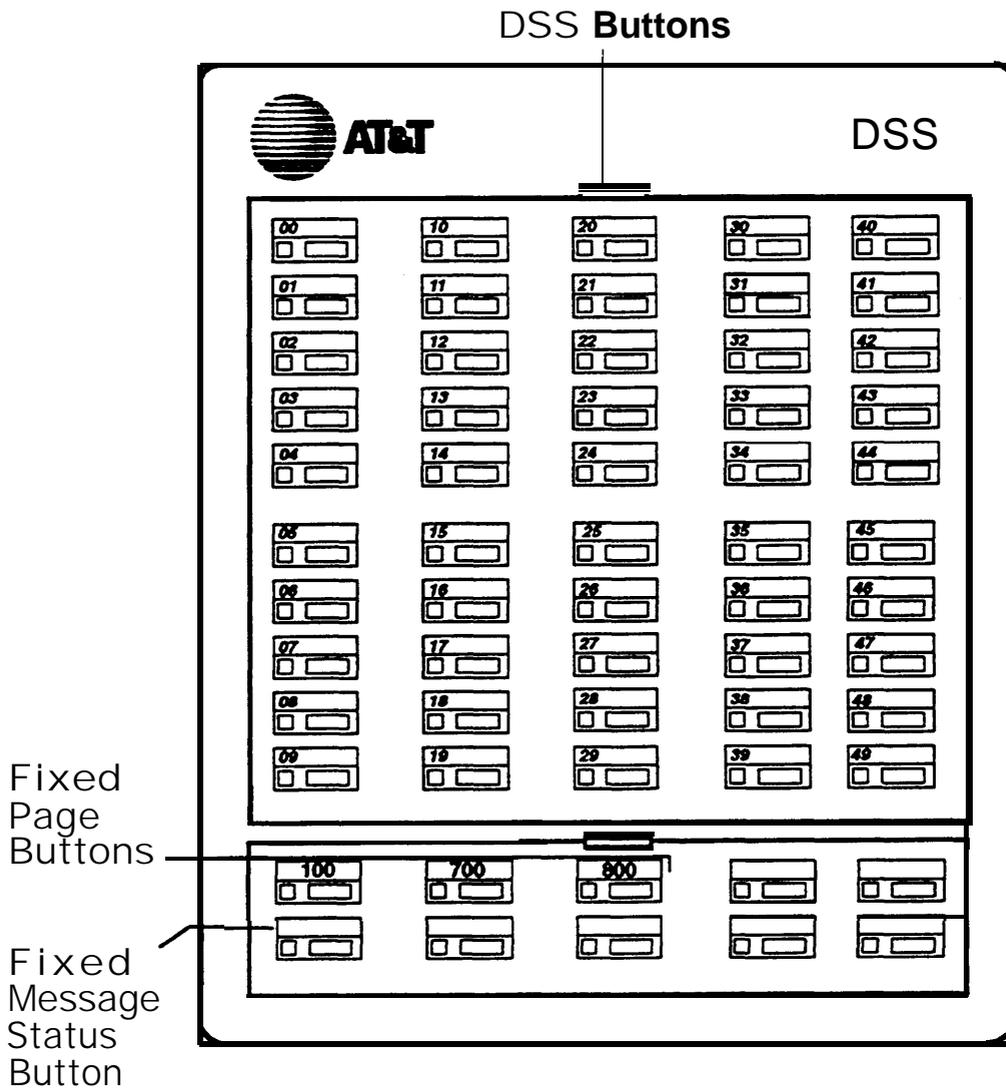
- Page 1 is used to reach the first number on each DSS button and the first 50 extensions on the DSS.
- Page 2 is used to reach the second number on each DSS button and the second 50 extensions on the DSS.

# Understanding Your Equipment

- Page 3 is used to reach the third number on each DSS button and the third 50 extensions on the DSS.

The fixed *Message Status* button is used (with Page buttons) to check the status of co-worker's message lights.

The following shows how DSS buttons maybe programmed.



## 1-14 Line and DSS Buttons

### **Lights**

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Your line buttons and DSS lights provide the visual cues you need to handle calls.

You use the lights next to the line and DSS buttons differently, depending on the purpose of the button and the task.

### **Line Button Lights**

---

Each line button has a red light and a green light next to it. These lights provide the following information.

<b>Light</b>	<b>Meaning</b>
Steady red	You are automatically connected to this line when you lift the handset.
Steady green	A co-worker is using this line, or the feature on this button is in use.
Steady red and green	You are using this line.
Flashing green	An incoming call is on this line.
Fast flashing green	You put a call on hold on this line.
Slow flashing green	Another co-worker put a call on hold on this line.

### **DSS Button Lights**

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Each DSS button has a red light next to it. This light provides the following important information. The Message Status light must be off when you check this information.

<b>Light</b>	<b>Meaning</b>
off	
■ Extensions	This co-worker is not on the phone and is not using Do Not Disturb. (For more information about Do Not Disturb, see the <i>MLX-10D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide.</i> )
■ Pool	At least one line in the pool is available.
■ Line	This line is available.
■ Group Page and Page All	These features are not in use.
Steady	
■ Extensions	This co-worker is on the phone or is using Do Not Disturb. (For more information about Do Not Disturb, see the <i>MLX-10D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide.</i> )
■ Pool	All lines in the pool are busy.
■ Line	This line is in use.
■ Group Page and Page All	These features are in use.

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<b>Light</b>	<b>Meaning</b>
Fast Flashing ■ Extensions	This co-worker is calling you.
Slow Flashing ■ Extensions	A call you transferred to this extension is returning to you.
■ Line	A call is ringing on this line.

Note: If an extension button has a dial-out code assigned to it, the button's light is always off.

### **Message Status Lights**

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To alert a co-worker when they have a message, you and other operators can use Send/Remove Message to turn on a message light on the co-worker's phone. If a co-worker's message light is already on, sending a second message may turn off the message light.

To help you avoid errors, your DSS has a *Message Status* button that lets you check the status of co-workers' message lights before you use Send/Remove Message. When the light next to the *Message Status* button is on, the DSS extension button lights show message status: if the DSS button light is on, your co-worker has an operator message.

You can also check message status if your console has Auto Dial buttons programmed with co-workers' extensions. The red light next to an Auto Dial button is on when your co-worker has an operator message.

## The Display

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Your console's display:

- provides calling information
- acts as an alarm clock, timer, phone book, and message center
- lists available features and prompts you as you program and use them

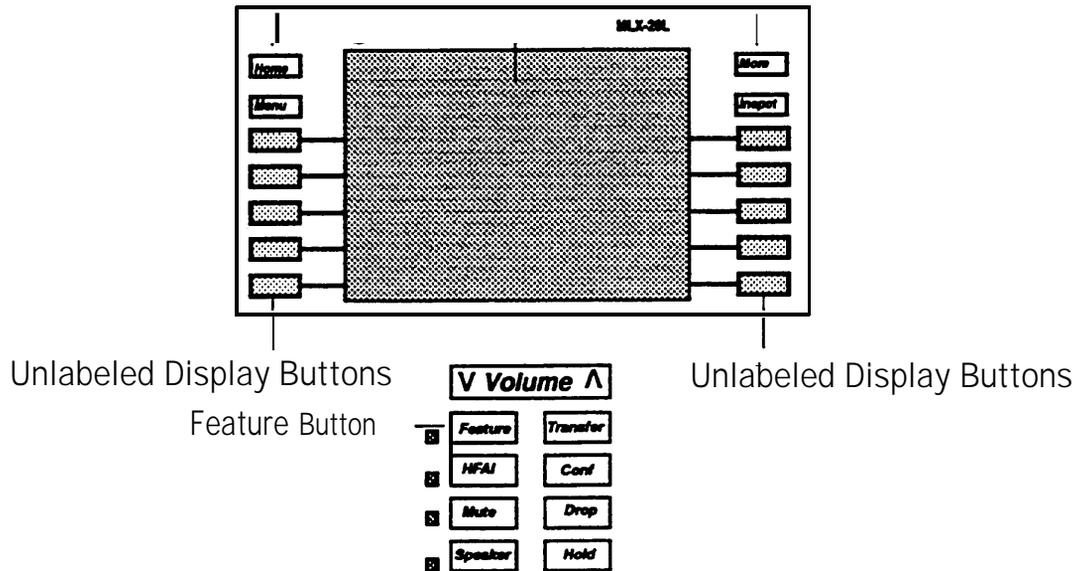
If you have an MLX-20L console, you have a 7-line by 24-character display screen and 14 display buttons (4 imprinted buttons and 10 unlabeled buttons).

If you have an MLX-28D console, you have a 2-line by 24-character display screen and 8 display buttons (4 imprinted buttons and 4 unlabeled buttons).

Chapter 2, "Handling Calls," tells you how to use the display to identify calls. The display screen options and buttons are explained next.

## 7-Line Display Screen and Display Buttons

Imprinted Display Buttons      7-Line Display      Imprinted Display Buttons



### 4 Imprinted Display Buttons

Used to select specific display screens. The buttons are: Home, Menu, More, and Inspct (Inspect).

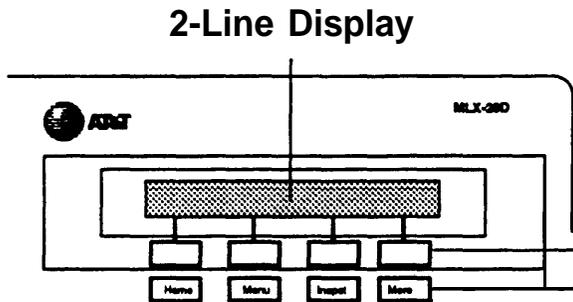
### 10 Unlabeled Display Buttons

Used to select the corresponding features and options shown on each screen.

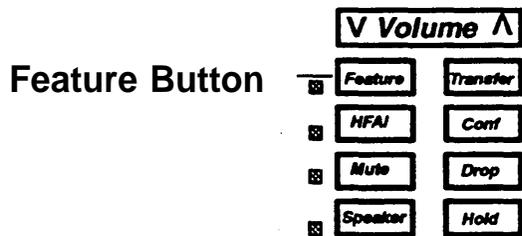
### Feature Button

Used to view the Feature screen and quickly select features you use often.

## 2-Line Display Screen and Display Buttons



**Unlabeled Display Buttons  
Imprinted Display Buttons**



### 4 Imprinted Display Buttons

Used to select specific display screens. The buttons are: Home, Menu, More, and Inspt (Inspect).

### 4 Unlabeled Display Buttons

Used to select the corresponding features and options on each screen.

### Feature Button

Used to view the Feature screen and quickly select features you use often.

Because the imprinted and unlabeled display buttons function similarly on both consoles, the explanations are combined in this book. Separate explanations and illustrations are included as needed.

### **Home Screen**

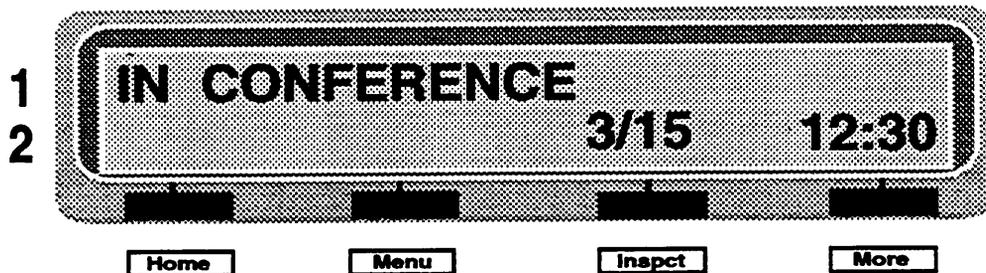
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The Home screen is displayed when you're not using your console's features (shown in the following illustration for both consoles). The information on this screen changes when you receive or make a call and when you use features.

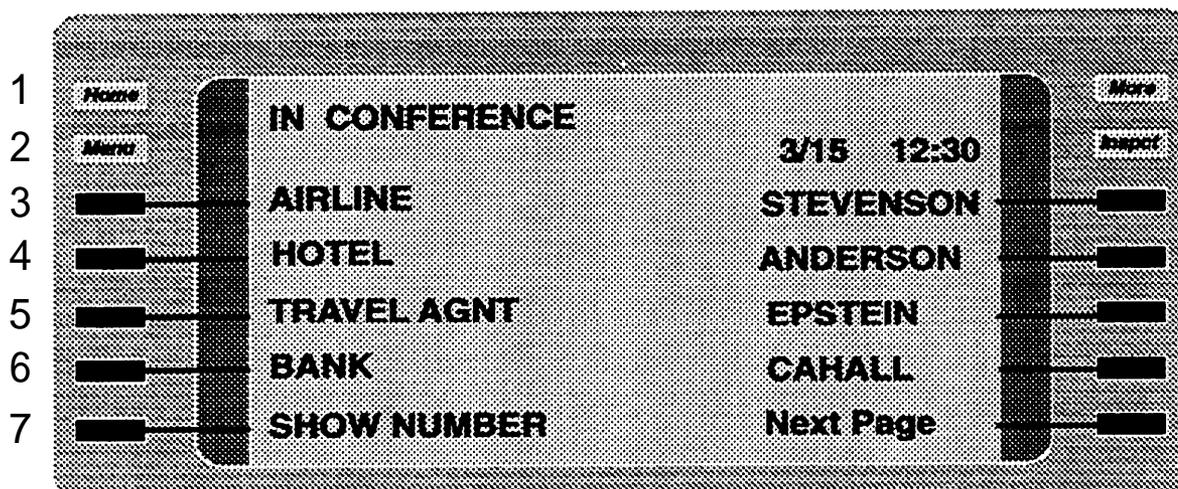
To return to this Home screen at any time, press the Home button.

In the following illustrations, the lines on the Home screen are numbered to help you identify information. Refer to this illustration as you read the next pages.

#### **2-Line Display Home Screen**



## 7-Line Display Home Screen



Line 1 shows calling information.

- When you're not on the phone, line 1 is blank. However, if you're using a Posted Message (to alert others with display phones), the message you selected appears as a reminder. For more on Posted Message, see Chapter 4.
- When you're receiving a call, line 1 shows the call type-inside, outside, or returning (a call you transferred is returning to you) and who is making the call (name or extension for inside calls, or the line the call is on for outside calls).

If your company subscribes to AT&T's INFO2 automatic number identification (ANI) service, the caller's phone number is shown for outside calls. The availability of the caller identification information may be limited by local-serving (caller's) jurisdiction, availability, or central office equipment.

To see who transferred a call to you, press More.

- When you're making a call, line 1 shows the number you're dialing (on an inside call, the co-worker's name shows).
- When you're using a feature, line 1 shows the feature name and may prompt you to enter information.

Line 2 shows the date and time and reminds you of held waiting calls.

If the > symbol is shown, press More to see additional features or information.

Lines 3 through 7 (on the MLX-20L 7-line display only) are Personal Directory listings. Personal Directory is a feature available to you and your co-workers. (For more information, see the *MLX-10D*,<sup>TM</sup> *MLX-28D*,<sup>TM</sup> and *MLX-20L*<sup>TM</sup> *Digital/ISDN Display Telephones User's Guide*.)

## Menu Screen

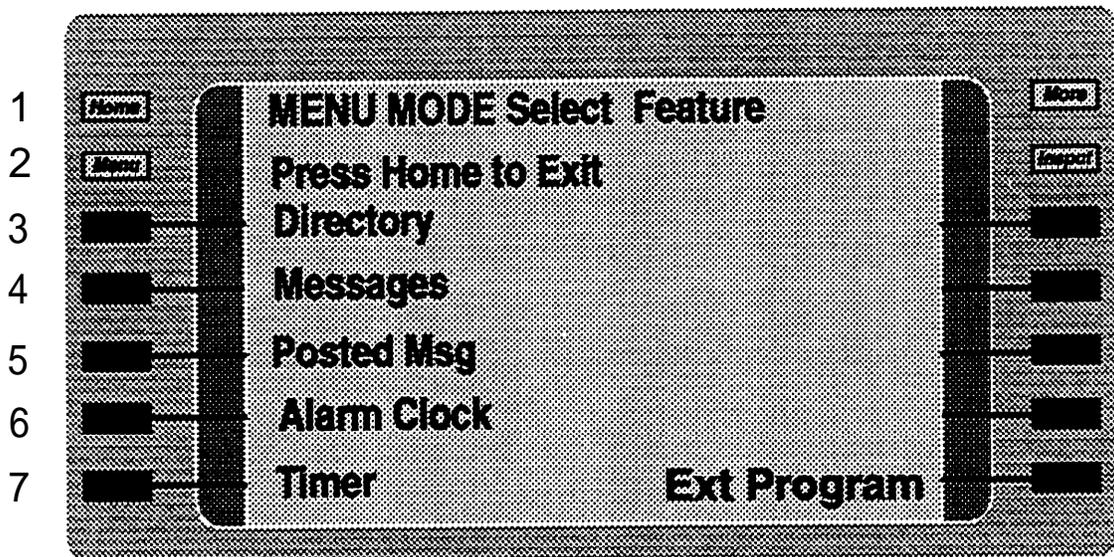
---

The Menu screen (shown in the following illustrations for both consoles) lists features and functions you can use through your display.

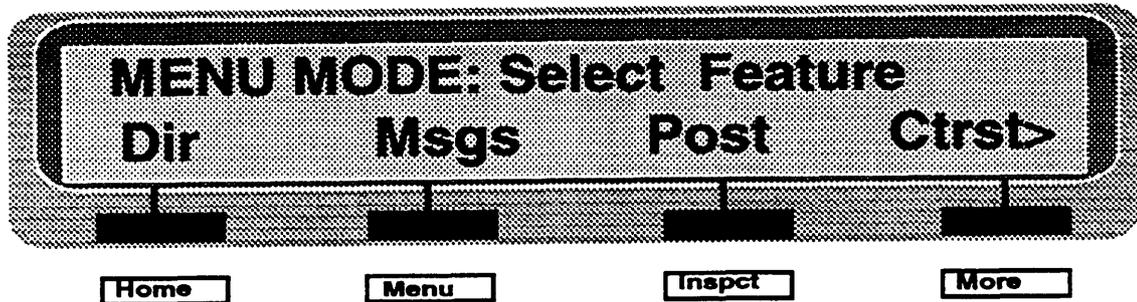
Feature names are sometimes abbreviated, especially on the 2-line display. For example, **Alarm Clock** (which appears on line 6 of the 7-line display) is shown as **AlClk Clock** on the 2-line display. For a listing of feature names as they appear on the display, see Appendix D.

To select a feature from the Menu screen, press the unlabeled display button closest to it.

### 7-Line Display Menu Screen



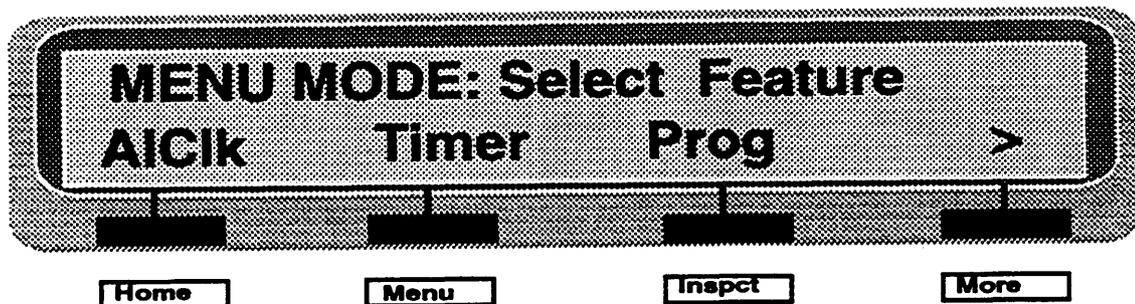
## 2-Line Display Menu Screen



To adjust the brightness (contrast) on the 2-line screen, select Ctrst from the first Menu screen. **Then select** Down or Up **to** decrease or increase the contrast. (On an MLX-20L console, adjust the contrast with the sliding control on the top.)

To see additional information (> symbol), press More. A screen similar to the one in the following illustration is shown.

## 2-Line Display Menu Screen



## **Inspect Screen**

---

The Inspect screen (shown on the next page for both consoles) has three functions:

- to preview incoming calls

If you're on a call and another call comes in, press **Inspct** for information on the new caller.

Line 1 of the Inspect screen shows the same calling information as the Home screen. For more information, see "Home Screen" earlier in this chapter.

- to display existing feature programming

To see what feature is programmed on a line button, press **Inspct** and then the line button.

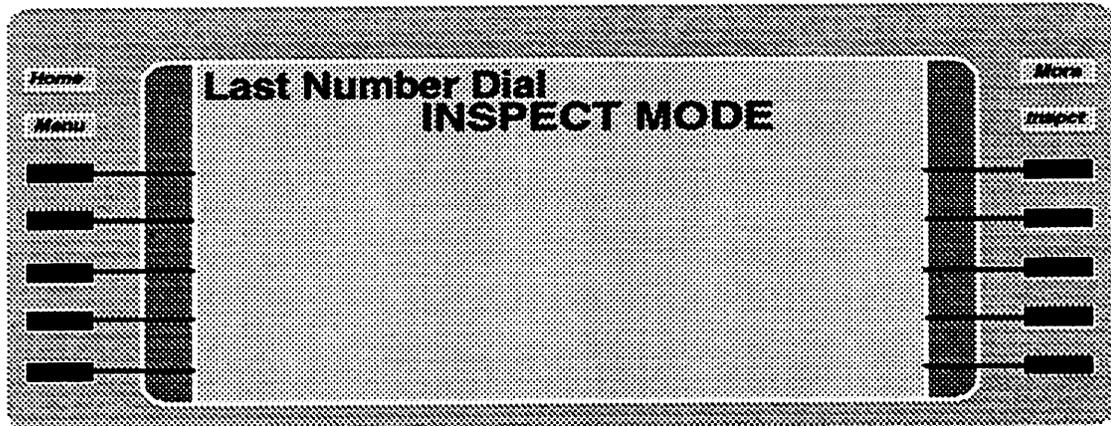
Line 1 shows the name of the feature, such as **Last Number Dial.**

- to display DSS button information

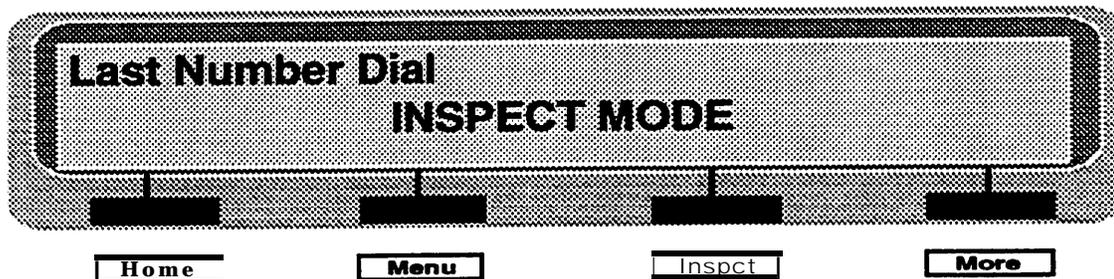
To see the extension and message status of a DSS button, press **Inspct** and then the DSS button.

For more information, see "Inspect" in the *MLX-10D,™* *MLX-28D,™* and *MLX-20L™ Digital/ISDN Display Telephones User's Guide.*

## 7-Line Display Inspect Screen



## 2-Line Display Inspect Screen



## Feature Screen

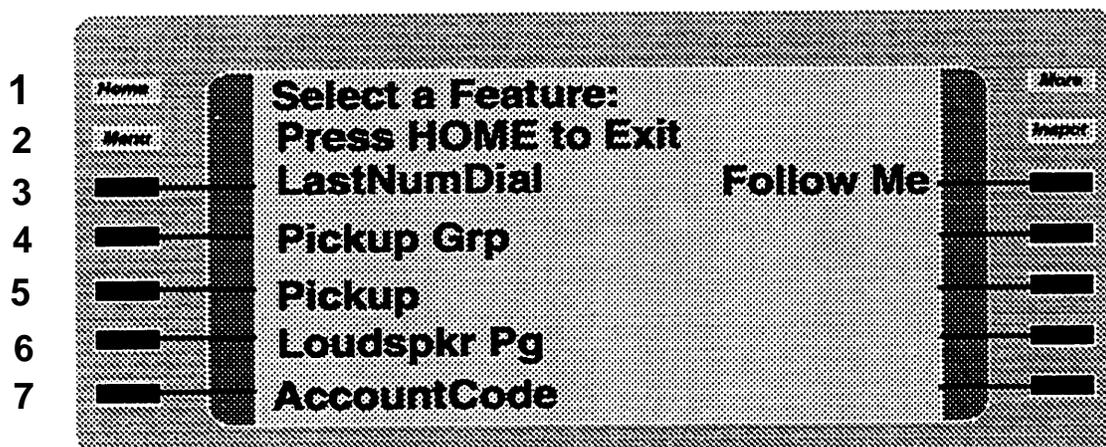
---

The Feature screen (shown in the following illustrations for both consoles) provides quick access to the features used most often. As you handle calls, the Feature screen can tell you which features are available to you. The features on this screen change depending on how you are using your console.

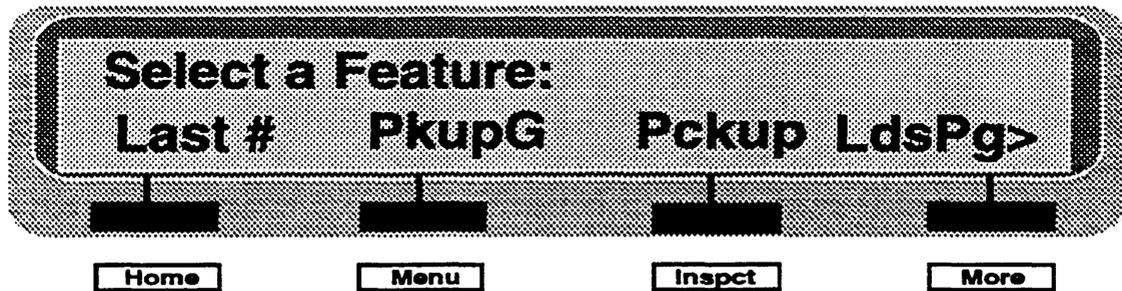
Unlike the other display buttons, the Feature button is under the Volume button.

To see the feature options available to you, press **Feature**.

### 7-Line Display Feature Screen



## 2-Line Display Feature Screen



To select a feature, press the display button next to or below the feature name.

As an example of information you may see on your feature screen, the following table lists calling conditions and results, and the corresponding features.

## Your Display Telephone

---

<b>Your console</b>	<b>Feature Displayed</b>	<b>7x24 Display</b>	<b>2x24 Display</b>
is on hook or has a dial tone on an inside line	Last Number Dial Pickup Group Pickup Loudspeaker Page Account Code Entry Follow Me	<b>LastNumDial</b> <b>Pickup Grp</b> <b>Pickup</b> <b>Loudspkr Pg</b> <b>AccountCode</b> <b>Follow Me</b>	<b>Last#</b> <b>PkupG</b> <b>Pckup</b> <b>LdsPg</b> <b>Acct</b> <b>FlwMe</b>
has reached a busy extension	Selective Callback Barge-In Leave Message Camp-On	<b>Cback Sel</b> <b>Bargeln</b> <b>MsgLeave</b> <b>CampOn</b>	<b>CbckS</b> <b>Barge</b> <b>LvMsg</b> <b>Camp</b>
is ringing at an extension or connect. ed to an inside call	Leave Message Barge-In Park Camp-On	<b>Msg Leave</b> <b>Bargeln</b> <b>Park</b> <b>CampOn</b>	<b>LvMsg</b> <b>Barge</b> <b>Park</b> <b>Camp</b>
is connect- ed to an outside line	Last Number Dial Park Camp-On Account Code Entry Follow Me	<b>LastNumDial</b> <b>Park</b> <b>CampOn</b> <b>AccountCode</b> <b>Follow Me</b>	<b>Last#</b> <b>Park</b> <b>Camp</b> <b>Acct</b> <b>Flwme</b>

### Notes:

- When your phone has no dial tone and no lights are on, features are not shown on the display.
- Group Pickup and Loudspeaker Page are shown on your display only if these features have been programmed by your system manager.

---

# Handling Calls

# 2

---

This chapter explains how to

- identify call types
- answer calls
- make calls
- transfer calls
- make conference calls

Before you begin handling calls, you need a basic understanding of the features previewed on the next page.

### **Feature Preview**

---

Auto Dial allows you to program console line buttons for one-touch dialing. (DSS buttons also provide one-touch dialing.)

Barge-In allows you to interrupt a co-worker's call in an emergency or if you're instructed to interrupt.

Camp-On allows you to transfer a call to a busy extension and hold the call there ("camp-on") for a preset time. When the co-worker's extension is free, the waiting call rings.

Paging allows you to make announcements over your co-workers' speakerphones or over a loudspeaker system.

Park allows you to put a call on hold and page a co-worker to pick up the call.

Messaging (send/Remove Message) allows you to turn a co-worker's message light on or off.

System Speed Dial allows you to use three-digit codes to quickly dial outside numbers.

### **Identifying Call Types**

Before you lift the handset, you can identify the call type by

- listening for a distinctive ring or, for inside voice-announce calls, the caller's voice
- scanning the lights on your console or DSS
- looking at your display

The following table shows examples of the types of distinctive rings you hear and the information you see on your display and console when you receive calls.

## Handling Calls

---

<b>You hear (Distinctive Ring) . . .</b>	<b>You see. . .</b>	<b>Display shows...</b>	<b>Call Type</b>
2 rings	Green flashing light next to line button	<b>OUTSIDE 810</b> or <b>CUSTOMER 810</b> <i>The number 810 is the line number assigned by the system (not the phone number).</i>	outside
1 ring or caller's voice	Green flashing light next to ICOM or SA button and fast flashing light next to DSS button	<b>x23</b> or <b>Wayne X23</b> <b>Oper X24</b> or <b>Oper MARY X24</b>	inside

### 2-4 Identifying Call Types

## Handling Calls

---

<b>You hear (Distinctive Ring) . . .</b>	<b>You see. . .</b>	<b>Display shows . . .</b>	<b>Call Type</b>
3 rings	Green flashing light next to line button and slow flashing red light next to DSS button for extension you transferred a call to	<b>Return x25</b> or <b>Return</b> <b>SUSAN X25</b>  <b>CampRet</b> <b>x23</b> or <b>CampRet</b> <b>JOHN</b>  <b>ParkRet</b> <b>881</b> or <b>ParkRet</b> <b>CUST</b>	returning transfer   returning Camp-On call   returning parked call

---

Note: If the person you transferred a call to is unavailable, the call returns to your console for further handling. Unanswered Camp-On calls and parked calls also return to your console.

# Answering Calls

---

When you can identify call types, you're ready to answer calls.

If you plan to use a headset

- make sure you have the correct headset for your console. If you have questions, see your system manager and Chapter 4, "Using Features."
- make sure your headset is set up correctly and you know how to receive calls through it. The steps you follow to handle calls through a headset are slightly different from the steps you follow to handle calls with the handset. For headset details, see your system manager and Chapter 4.

## To Answer a Ringing Call

---

1. If the red light is not on next to the line with the call, press the button next to the flashing green light.  
*The red light shifts to that line.*
2. Lift the handset, press **Speaker**, or use the headset.  
*You are automatically connected to the line with the steady red light.*

## To Answer a Voice-Announced Call

---

You can answer a voice-announced call (a call from a co-worker that comes in over your speakerphone) in any of the following ways:

- Use the headset.
- Press the **Mute** button to talk over your speakerphone.
- Use HFAI. If HFAI is on before the call comes in, you can talk directly into the speakerphone without doing anything else.
- Lift the handset.

### **Making Calls**

---

Before making a call, look at your console's line buttons. A steady red light means a free line. When you lift the handset, you are connected to a free line automatically. If you want to use a line other than the one with the red light, press the line button before you lift the handset.

### **To Make Inside Voice-Announced Calls**

---

1. Press *ICOM Voice* or *SA Voice*.
2. Lift handset, press *Speaker*, or use the headset.
3. Press *DSS* or *Auto Dial* for the extension, or dial extension.  
*Call beeps on co-worker's phone.*
4. If you hear a beep, begin talking.  
If you hear ringing or busy tone, the co-worker is unavailable: hang up, press *Speaker*, or use the headset.

Note: Your co-workers' phones may allow voice-announced calls even if they are on the phone using the handset. See the *MLX-10D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide* for more on Voice Announce.

### **To Make Inside Ringing Calls**

---

1. Press *ICOM Ring* or *SA Ring*.
2. Lift handset, press *Speaker*, or use headset.
3. Press *DSS* or *Auto Dial* for the extension, or dial extension.  
*Your co-worker's phone rings.*

### **To Make Outside Calls**

---

1. If the red light next to the line or SA button you want to use is not on, press the button.
2. Lift handset, press Speaker, **or use headset.**
3. Dial phone number (include dial-out code, if necessary), or press programmed outside Auto Dial button. See Note.

Note: To make calls, you can use the System Directory (if it is programmed), or if you have an MLX-20L console, you can use your Personal Directory. See the *MLX-20D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide* for more on these features.

### **To Make Outside Calls for Co-workers**

---

1. If the red light next to the line or SA button you want to use is not on, press the button.
2. Lift handset, press Speaker, or use headset.
3. Dial phone number or press programmed outside Auto Dial button.
4. When the person answers, announce the call.
5. Press Transfer.  
*The outside call is put on hold.*
6. Press DSS or Auto Dial button for co-worker's extension, or dial extension.
7. When the co-worker answers, announce the call.
8. Hang up.  
*The two calls are connected automatically.*

# Transferring Calls

---

You can transfer calls to inside extensions and outside numbers. When a call you transferred to an extension goes unanswered, the call rings back at your console after a preset length of time (programmed by your company). Unanswered calls transferred to outside numbers do not ring back at your console.

There are two basic ways to transfer calls:

- You can call a co-worker to announce the transfer.
- You can transfer the call unannounced.

How you transfer calls depends on

- the system setup—if the system is programmed for One-Touch Transfer with either automatic or manual completion, you can press a DSS or Auto Dial button to quickly transfer to an extension. Ask your system manager if you have this feature and if it is programmed for automatic or manual completion. See “To Transfer With One-Touch Transfer” in this chapter.
- the console setup—if you have DSS or Auto Dial buttons and your system is set up for One-Touch Transfer, see “To Transfer With One-Touch Transfer” in this chapter. If you do not have DSS or Auto Dial buttons or your system is not set up for One-Touch Transfer, see “To Transfer Without One-Touch Transfer” in this chapter.

- the number you are transferring the call to — if it's an extension or outside number. See "To Transfer With One-Touch Transfer" and "To Transfer Without One-Touch Transfer" for inside transfers, and "To Transfer to Outside Numbers" for outside transfers.
- the features you choose to handle unsuccessful transfers —if the co-worker receiving the transferred call is on another call or not in, you can use Camp-On, Barge-In, or Park and Paging. See "Handling Unsuccessful Transfers" in this chapter.

### **To Transfer With One-Touch Transfer**

---

With automatic completion:

1. Check the light next to the DSS or Auto Dial button for co-worker's extension. (Use Page button, if necessary.)
  - If the light is on, the co-worker is unavailable. See Notes.
  - If the light is off, go to step 2.
2. Press the DSS or Auto Dial button for the extension.  
*The call is transferred automatically.*

## Handling Calls

---

With manual completion:

1. Check the light next to the DSS or Auto Dial button for the extension.
  - If the light is on, co-worker is unavailable. See Notes.
  - If the light is off, go to step 2.
2. Press the DSS or Auto Dial button for the extension.
3. For an unannounced transfer, hang up, press Speaker, or use the headset.

*The call is transferred.*

For an announced transfer, announce the call.
  - If co-worker can take the call, hang up, press Speaker, or use the headset.

*The call is transferred.*
  - If co-worker cannot take the call, press the line button with the held call (flashing green light) to return to the caller. See Notes.

Notes:

- If your console does not have DSS or Auto Dial buttons or your system is not programmed for One-Touch Transfer, see “To Transfer Without One-Touch Transfer.”
- If co-worker is unavailable, see “Handling Unsuccessful Transfers’ in this chapter.
- If your console has SA buttons, you must have a free SA button to transfer an outside call using a DSS or Auto Dial button.

### **To Transfer Without One-Touch Transfer**

---

1. If your console has DSS or Auto Dial buttons, check the light next to the button for co-worker's extension.
  - If the light is on, co-worker is unavailable. See Notes.
  - If the light is off, go to step 2.
2. Press Transfer.

*The call put on hold automatically (line shows fast flashing green light).*
3. Dial co-worker's extension, or press DSS or Auto Dial button.
4. For an unannounced transfer, hang up, press Speaker, or use the headset.

For an announced transfer, announce the call.

  - If co-worker can take a call, hang up, press Speaker, or use headset.

*The call is transferred.*
  - If co-worker cannot take the call, press the line button with the held call (flashing green light) to return to the call. See Notes.

#### Notes:

- If co-worker is unavailable, see "Handling Unsuccessful Transfers" in this chapter.
- If your console has SA buttons, you need a free SA button to transfer an outside call with a DSS or Auto Dial button.
- If your co-worker's phone has the same line buttons as your console, you can transfer outside calls by pressing the Auto Dial or DSS button for your co-worker's extension to automatically put the call on hold and place a call to your co-worker. When your co-worker answers, announce the line that the call is on and hang up. Your co-worker can answer the call by pressing the line button with the call.

### **To Transfer to Outside Numbers**

---

Before you transfer calls to outside numbers, check with your system manager. Your communications system may have restrictions on outside transfers.

1. Press Transfer.

*The call is put on hold automatically (line with held call shows fast flashing green light).*

2. Press an SA or line button to get an outside line.

*You hear dial tone.*

3. If using an SA button, dial dial-out code or press DSS button with dial-out code.

4. Dial outside number.

- If person is available, hang up, press Speaker, or use headset.

*Call is transferred.*

- If person is unavailable, press SA or line button with held call and take a message.

Notes:

- Calls transferred to outside numbers may vary in transmission quality.
- If your system has One-Touch Transfer, a transfer is automatically set up when you press a DSS button for a dial-out code while on an outside call. (You do not need to press Transfer or an SA button first.) If you do not want to transfer the call, press the Hold button before you press the DSS button.

### **Handling Unsuccessful Transfers**

Unsuccessful transfers result when the extension you're calling is busy or unanswered. The call returns to your console for further handling.

You can take a message from the caller and use *Send/Remove Message* to turn on your co-worker's message light. Or you can continue trying to connect the call with

- Barge-In for an emergency or if you have been instructed to interrupt
- Camp-On to put a transferred call on hold for a preset time (If the call is unanswered, it rings back at your console.)
- Paging to broadcast announcements over co-workers' speakerphones or over a loudspeaker system
- Park and Paging to put a call on hold and page a co-worker to pick up the call from another phone

For more on these features, see Chapter 4.

### **Making Conference Calls**

---

Use the Conf button on your console to connect up to five people in the same conversation. You can conference one or two outside numbers and up to three extensions, including your own.

Anyone who shares a line with you can join the conference on that line and is counted as one of the five participants. You can consult privately with each participant before adding him or her to the conference. You can also drop any participant from the conference by pressing the Drop button and then the line or SA button that the person is on.

If you originated the conference and then decide to drop out, the entire conference call is disconnected. However, you can put the call on hold while the conference continues and still receive calls.

Note: The transmission quality may vary when you are conferencing outside lines.

### To Set Up a Conference

---

1. Make a call to the first outside number or extension.
2. Press Conf after the person answers.  
*The green light next to the line button flashes, signaling that the call is on hold for the conference; the display prompts you to add another person.*
3. If the next call is inside, press an ICOM or SA button. If it's outside, press an SA or line button.
4. Make call to the next outside number or extension.
5. Confirm participation:
  - If participant is available, announce conference and press Conf.  
*All participants, including you, are connected. The display shows the number of people on the call.*
  - If participant is unavailable, hang up, press Speaker, or use the headset.
6. Press Conf again to add another person.  
*You are separated from the conference while you add the next person, but participants still can talk. The display prompts you to add the next participant.*
7. Repeat steps 3-6 to add more participants.
8. While on a conference
  - Disconnect yourself without ending the call by pressing Hold.  
*Participants are able to converse, and you can continue to receive calls.*
  - Rejoin conference by pressing any line button for a conference participant.
  - Disconnect a conference participant by pressing Drop and then pressing participant's line button. See Notes.
9. To end conference, hang up, press Speaker, or use headset.

#### Notes:

- If you make a dialing error while adding a participant to a conference, hang up and start over.
- You cannot use Drop when the conference is on hold.

---

# Feature Finder

# 3

---

This chapter helps you find and use features for these operator tasks:

- Handling Console Basics
- Answering and Transferring Calls
- Making Calls

For information on the standard features you and your co-workers can use, see the *MLX-10D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide*.

Chapter 4 lists features alphabetically with descriptions and step-by-step instructions for programming and use.

## Handling Console Basics

---

<b>If you want to . . .</b>	<b>See</b>
Handle calls through your headset	Headset Features
Prepare your console for calls	Night Service
Use your console as an alarm clock	Alarm Clock
Monitor the status of phones connected to your console	Extension Status
Monitor the status of hotel/motel housekeeping services -	Extension Status
Set up your system to cover outside calls after business hours	Night Service
Respond to a system alarm	Alarm
Set a wake-up call	Reminder Service
Post a message to inform co-workers (with display phones) that you're temporarily unavailable	Messaging
Remind yourself and co-workers of appointments	Reminder Service
Time calls, meetings, or breaks with your console	Timer

## Answering and Transferring Calls

---

<b>If you want to . . .</b>	<b>See</b>
Interrupt a co-worker's call in an emergency or if you're instructed to interrupt	Barge-In
Enter account codes when answering or transferring a call	Account Code Entry
Use a programmed button for one-touch dialing of inside and outside calls	Auto Dial
Use a code to quickly dial outside numbers you call often	System Speed Dial
Transfer a call to a busy extension and hold the call there for a preset time	Camp-On
Page co-workers over their speakerphones or a loudspeaker system	Paging
Broadcast an announcement	Paging
Put a call on hold and page a co-worker to pickup the call at another phone	Park Paging
Notify co-workers that they have messages	Messaging

## Making Calls

---

If you want to . . .	See
Enter account codes when making an outside call.	Account Code Entry
Use a programmed button for one-touch dialing of inside and outside calls	Auto Dial
Use a code to quickly dial outside numbers you call often	System Speed Dial

---

# Using Features

# 4

---

As a system operator you use many features to help you handle calls. These features are listed alphabetically with instructions for when and how to use them.

You or your system manager maybe responsible for programming buttons on your phone. However, some buttons can be programmed only by your system manager.

There are three ways to use features:

- Select the feature from your display. Several features are available from your display. Some features are offered on the Menu screen and others on the Feature screen.

Features you choose by using the display, such as *Account code*, are shown in this special type.

To use a feature from the display:

- Press the imprinted Feature or Menu display button.
- If the feature name you need is not shown, press More.
- Press the display button next to or below the feature you need.
- Dial a feature code. Many features have a 1-, 2-, or 3-digit feature code. If all your line buttons are programmed, or a feature does not appear on the Menu or Feature screen, you can still use additional features by dialing their feature codes (listed on the user cards in the card tray and in Appendix B).

To use a feature code:

- Press the imprinted Feature button.
- Dial the feature code.

- Press a button programmed with a feature. Some features can be programmed onto a line button for one-touch use or to turn features on and off. Your console may already have features such as Night Service programmed onto a button. You can program any unlabeled line buttons with additional features. When a feature is programmed on a button, just press that button to use the feature.

To program features onto line buttons, you can select the feature from your display or you can dial a programming code on your dialpad. Use the following instructions to program features from the display or with programming codes.

Before you begin programming, remove the clear plastic that covers the button labeling card and write in the names of the features next to the buttons to be programmed. Replace cover with textured side up.

Some features require that you respond to display prompts with additional entries. For example, Auto Dial requires you to dial a phone number. Whenever you respond to a display prompt, you need to select **Enter** to confirm your entry or selection.

If you are unable to program your console, someone may be programming the system. See your system manager.

### **To Program Features By Using the Display**

---

1. Label button to be programmed with the feature name.
2. Press Menu to begin programming.
3. Select **Ext Program[Prog]**.  
*On MLX-28D consoles, press More.*
4. Select Start.
5. Press button you labeled.
6. Select **ListFeature[List]**.
7. Press button next to or below feature you want to program.  
*If this feature is not displayed, press More, or select **FindFeature[Find]** and select a letter range with first letter of feature you want to program.*
8. Respond to display prompts, if necessary, and select Enter.
9. Repeat steps 5-8 for any other buttons you want to program.
10. Press Home.

### **To Program Features By Using Programming Codes**

---

1. Label button to be programmed with the feature name.
2. Press Feature and dial 00.
3. Press button you labeled.
4. Dial programming code.
5. Press Feature again and dial \*00.

Use the following table to find each feature by page number. The letter F means you can choose that feature from the Feature screen. The letter M means you can choose that feature from the Menu screen. The check mark (✓) tells you whether you must have a programmed line button for that feature.

For information on additional features you can use, see the *MLX-10D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide*. Feature and programming codes are in the appendices at the back of this book.

Feature	Display Console	Programmed Line Button	Page
Account Code Entry	F		4-7
Alarm		✓	4-10
Alarm Clock	M		4-11
Auto Dial		✓	4-12
Barge-In	F		4-14
Camp-On	F		4-15
Extension Status			4-17
Headset Features			4-20
■ Headset Auto Answer		✓	4-20
■ Headset/Handset Mute		✓	4-20
■ Headset Hang Up		✓	4-20
■ Headset Status		✓	4-20
Messaging			4-23
■ Leave Message	F		4-23
■ Send/Remove Message			4-24
■ Posted Message	M		4-27
Night Service		✓	4-29
Paging			4-31
■ Speakerphone Paging			4-31
■ Loudspeaker Paging	F		4-31
Park	F		4-34
Reminder Service			4-37
■ Missed Reminder		✓	4-37
■ Reminder Set			4-37
■ Reminder Cancel			4-38
System Speed Dial			4-41
Timer	M		4-42

## **Account Code Entry**

---

Account codes help your company track phone use to bill clients, and to forecast and budget costs. You can use account codes for incoming as well as outgoing calls, if your system is programmed for both.

If your system has this feature, it is programmed as either required or optional:

- **Required.** You must enter an account code before making an outside call. You can enter an account code for an incoming call.
- **Optional.** If you choose to use account codes, you can enter them on both incoming and outgoing calls, either before or during the call.

If you make an error when entering an account code, whether required or optional, you can change the code while the call is in progress. The caller cannot hear you enter the account code.

Must have account codes and instructions on how and when to use them.

## To Program an Account Code Entry Button

---

1. Label button to be programmed as *Account Code*.
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **start**.
5. Press button you labeled **Account Code**.
6. Select **ListFeature[List]**.
7. Select **AccountCode[Acct]**.  
*If this feature is not displayed, use FindFeature[Find] or press More.*
8. Press Home.

## To Enter an Account Code Before a Call

---

1. Press programmed *Account Code* button, or press Feature and select **AccountCode[Acct]**. See Notes.  
*The display prompts you to enter an account code.*
2. Dial account code, followed by #. See Notes.
3. Press any SA or line button.
4. Lift handset, press Speaker, or use headset.
5. Dial phone number (including dial-out code if using SA button).

Notes:

- For step 2, program an outside Auto Dial button with an account code followed by a #, and press the button whenever you need to enter the code. See “Auto Dial.”
- If using account codes on a conference call, follow steps 1–5 and press Conf. When adding participants, repeat steps 1, 2, 3, and 5 and press Conf again.

## **To Enter or Change Account Codes During a Call**

1. Press programmed *Account Code* button, or press Feature and select **AccountCode[Acct]**.
2. Dial account code followed by #.

Notes:

- If you make an error, you can correct the code by using the instructions above.
- You can also use Account Code Entry by dialing a feature code instead of pressing a programmed button or selecting it from the display.

## **Alarm**

---

If something is wrong with the system, the red light next to your Alarm button goes on. Report the alarm immediately.

The red light stays on until the problem is cleared by your system manager, an AT&T representative, or an authorized dealer.

Must have programmed line button on console

## **Alarm Clock**

---

You can use your console as an alarm clock, and set it to beep at a particular time to remind you of a meeting, appointment, or other important event. Your phone beeps every day at the same time until you cancel the alarm.

Alarm Clock is available from your display's Menu screen.

### **To Set the Alarm**

---

1. Press Menu.
2. Select **AlarmClock[AIClk]**.  
*The display shows the alarm status (On/Off) and the time set.*
3. Dial 4-digit time from 1159 to 1200.  
*If you make an error, select **Reset[Reset]** and redial the time.*
4. Select **AM** or **PM**.
5. Select **On**.
6. Press Home.  
*A bell appears on the Home screen.*

### **To Cancel the Alarm**

---

1. Press Menu.
2. Select **AlarmClock[AIClk]**.
3. Select **off**.
4. Press Home.  
*The bell disappears from the Home screen.*

## **Auto Dial**

---

Auto Dial offers one-touch dialing and can be programmed for

- inside numbers, including co-workers' extensions, Park zone extensions, calling group extensions, or speaker-phone paging group extensions.
- outside numbers
- account codes

The green light next to an Auto Dial button programmed with a co-worker's extension goes on when your co-worker is on the phone or using Do Not Disturb. The red light next to the Auto Dial button goes on when your co-worker has an operator message.

For instructions on using Auto Dial buttons to make and transfer calls, see Chapter 2. For instructions on using Auto Dial buttons to enter account codes, see "Account Code Entry" in this chapter.

Must program a line button on console for each number you want to dial with one touch.

## To Program Auto Dial Buttons

---

1. Label button to be programmed with person's name or other identifier.
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **Start**.
5. Press button you labeled.
6. Select **ListFeature[List]**.
7. Select **Auto Dial[AutoD]**.  
*If this feature is not displayed, use FindFeature[Find] or press More.*
8. Select **Inside[In]** or **Outside[Out]**.
9. Select **Enter**.
10. Dial extension or phone number (including dial-out code, long-distance carrier code, area code, and any special characters).  
See Notes.
11. Select Enter.
12. Repeat steps 5-11 to program additional numbers.
13. Press Home.

Notes:

- Account codes, access codes, and outside phone numbers can be programmed as outside Auto Dial buttons.
- Special characters may be needed when programming an outside Auto Dial button. For more on special characters, see Appendix A.

## **Barge-In**

---

If a co-worker is on the phone or using Do Not Disturb, use Barge-In to reach him or her in an emergency or if you have special instructions to interrupt. When your co-worker's extension is busy, Barge-in connects you to the call; if your co-worker is using Do Not Disturb, the phone rings.

Barge-In is not activated on

- a conference call if the conference already has the maximum number of participants
- phones that have forwarded calls by using Coverage, Forward, or Follow Me (You hear ringing.)
- phones that have Privacy in use (You hear a fast busy signal.)
- phones that are being programmed by co-workers (You hear ringing.)

### **To Use Barge-In**

---

1. Place call to co-worker.
2. Press Feature.
3. Select **Barge In** [**Barge**].

Note: If your console has a programmed **Barge-In** button, place the call and then press the button to activate the feature. Barge-In must be programmed onto a line button by your system manager.

# Camp-On

---

Use Camp-On to transfer a call to a busy inside phone and put the call on hold for a preset length of time (for example, 90 seconds).

The person you transferred the call to hears a tone, signaling there's another call waiting. If the call remains unanswered, it returns to you for further handling and you hear three rings. You can use Camp-On with either a programmed line button or a feature code, or by selecting it from the Feature screen.

## To Program a Camp-On Button

---

1. Label button to be programmed as *Camp-On*.
2. Press Menu.
3. Select **Ext Program[Prog]**.
4. Select **Start**.
5. Press button you labeled *Camp-On*.
6. Select **ListFeature[List]**.
7. Select **CampOn[Camp]**.
8. Press Home.

## To Use Camp-On with Manual Dial

---

1. Press Transfer.
2. Dial extension.
3. Press Feature and select **CampOn[Camp]** or dial **57**, or press programmed *Camp-On* button.
4. Hang up, press Speaker, or use the headset.

## **To Use Camp-On with One-Touch Transfer with Manual Completion**

---

1. While active on a call, press DSS or Auto Dial button for the extension.
2. Press Feature and select **CampOn**[**Camp**] or dial **57**, or press programmed *Camp-On* button.
3. Hang up, press Speaker, or use the headset.

Note: See “To Use Camp-On with Manual Dial” if your system is programmed for One-Touch Transfer with automatic completion.

## **Extension Status**

---

Extension Status lets you monitor the status of phones connected to your console. In some companies, Extension Status is used with calling groups to monitor the availability of agents; or, in a business with housekeeping or health care services, it might be used to monitor the status of rooms.

You can change status either at the console or at the extension, using either programmed line buttons or feature codes, but you can monitor status only from a console.

- Must be programmed system-wide and assigned to console.
- Must know meanings your company has assigned to each status.

## **To Program Extension Status Buttons**

---

1. Label buttons to be programmed as
  - **ES Off**
  - **ES 1**
  - **ES 2**
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **Start**.
5. Press one of the buttons to be programmed.
6. Select **ListFeature[List]**.
7. Select **Operator ES[OpES]**.
8. Select **ES1, ES2, or ESOff**.
9. Select **Enter**.
10. Repeat steps 5-9 for additional buttons you want to program.
11. Press Home.

## **To Change Extension Status from Your Console**

---

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

*Light next to ES button goes off.*

Note: You can change to *ES Off* only from a DLC that has been programmed with this capability. Status cannot be changed to *ES Off* from the extension, except in calling groups.

## **To Change Extension Status on Single-Line Telephones**

---

1. Lift handset.
2. Dial # 45 for *ES1*, or # 44 for *ES2*.
3. Hang up.

## **To Change Extension Status on Multiline Telephones**

---

1. Press Feature. See Note.
2. Dial 45 for *ES1*, or 44 for *ES2*.

Note: Analog multiline phones have a programmed Feature button and Digital/ISDN phones have an imprinted Feature button.

## **Headset Features**

---

If you want to use a headset, you need two feature buttons programmed on your console: *Headset Status*, to turn the headset on and off, and *Headset Hang Up*, to disconnect calls. You do not need to program a Headset Status button unless you are going to use both the headset and the handset. You can program *Headset Status* but the *Headset Hang Up* button must be programmed by your system manager.

You can program the console with a *Headset Auto Answer* button to automatically deliver calls to the headset, so that you don't need to press line buttons to answer calls. As each call comes in, you hear atone and you can begin speaking immediately after it.

*Headset/Handset Mute* temporarily turns off the microphone in your headset or handset so that you can talk with someone in your office without being heard by a caller.

Must have a programmed Headset Hang Up button on console.

### **To Program Headset Feature Buttons**

---

1. Label buttons to be programmed as *Headset Status*, *Headset Auto Answer*, or *Headset/Handset Mute*.
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **start**.
5. Press button you labeled.
6. Select **ListFeature[List]**.
7. Select **Hdset**.  
*If this feature is not displayed, use FindFeature[Find] or press More.*
8. Select **Auto Answer [Auto]** for Headset Auto Answer, select **Mute** for Headset/Handset Mute, or select **Status [Stat]** for Headset Status.
9. Select **Enter**.
10. Repeat steps 5-9 to program the other buttons.
11. Press Home.

### **To Use Headset Feature Buttons**

---

1. Unplug handset.
2. Plug headset into console.
3. Press programmed *Headset Status* button, to change from handset to headset.  
*Green light goes on. You can talk and be heard through the headset.*
4. Press line button to answer calls or press programmed *Headset Auto Answer* button to activate automatic call delivery.  
*When using Headset Auto Answer, begin talking after you hear the tone.*
5. Press programmed *Headset Hang Up* button to disconnect a call.

Notes:

- Automatic call delivery cannot be activated during a call. You must complete the call before pressing the *Headset Auto Answer* button.
- If you are using Headset Auto Answer and you share a line with other operators, use Privacy to prevent other operators from answering the same calls.
- To delete Headset Status from a programmed line button, you must first switch to the handset.

### **To Turn off the Headset**

You can turn off the headset during a call by using

- *Headset/Handset Mute*. Press once and you can't be heard through the headset. Press again to resume conversation.
- *Speaker*. Press once to transfer the call from your headset to the speakerphone. Press again to return the call to the headset.

Note: If the call is disconnected while the speakerphone is in use, automatic call delivery turns off. You must press *Speaker* again to turn it on again.

## **Messaging**

---

When co-worker's can't be reached, you can use either Leave Message or Send/Remove Message to notify them they have a message waiting. Use Leave Message by choosing it from your display; use Send/Remove Message by pressing a programmed *Send/Remove Message* button or dialing a feature code.

Use Posted Message to let co-workers with display phones know when you're unavailable.

Co-workers can also leave messages on your display. For more on receiving messages, see the *MLX-70D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide*.

### **Leave Message**

---

Use Leave Message to

- leave a message for co-workers with display phones
- leave a voice-mail message for co-workers with voice mail

Your co-worker's message light goes on after you leave the message. (To use Leave Message you must be on a call listening to ringing or a busy tone.) if your co-worker does not have a display or voice-mail, you will see **Cannot Send Message** on your display. In this case, use Send/Remove Message instead.

### **To Use Leave Message**

---

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

1. Press Feature.
2. Select **MsgLeave [LvMsg]**.  
*If this feature is not displayed, press More.*
3. Read status of message on display
  - **Message Sent To...** if message was delivered.
  - **Message Box Full** if co-worker's message box is full.
  - **Cannot Send Message** if message was not delivered for any other reason.

### **Send/Remove Message**

---

When you have a message for a co-worker who does not have voice-mail and has a non-display phone, use Send/Remove Message to turn on his or her message light. Only system operators can turn on a message light on a non-display phone.

The *Send/Remove Message* button also turns off a co-worker's message light (on a phone without a display) and cancels the operator message delivered to a display phone.

The red light next to a co-worker's Auto Dial button shows the status of the co-worker's message light. If you have a DSS, use the *Message Status* button to check your co-worker's message light (look at the red light next to the DSS button for the co-worker's extension).

If your DSS is set up with additional extensions (pages) on each DSS button, you must press the appropriate *Page* button to see the message status of these extensions.

You cannot check the status of your co-worker's message light without a DSS or Auto Dial button for that person.

### **To Program a Send/Remove Message Button**

---

1. Label button to be programmed as *Send/Remove Message*.
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **Start**.
5. Press button you labeled *Send/Remove Message*.
6. Select **ListFeature[List]**.
7. Select **Send/RmvMsg[SdMsg]**.  
*If this feature is not displayed, use FindFeature[Find] or press More.*
8. Press Home.

## **To Use Send/Remove Message with a DSS**

---

1. Press Message *Status* button.  
*The green light next to the button goes on.*
2. Check red light next to DSS button for the extension.  
*If red light is on, co-worker has an operator message. If red light is off co-worker does not have an operator message.*
  - To leave message light unaffected and return to call handling, press *Message Status* button.
  - To turn message light on or off, press *Send/Remove Message* button, or press *Feature* and dial 38, and then press DSS button for the extension. Press *Message Status* button to return to call handling.  
*If co-worker's message light was on, it goes off. If co-worker's message light was off, it goes on.*

## **To Use Send/Remove Message with Auto Dial**

---

1. Check the red light next to Auto Dial button for extension.  
*If red light is on, co-worker has an operator message. If red light is off, co-worker does not have an operator message.*
2. To turn message light on or off, press *Send/Remove Message*, or press *Feature* and dial 38, then press Auto Dial button for extension.  
*If co-worker's message light was on, it goes OK If co-worker's message light was off, it goes on.*

## **To Use Send/Remove Message Without a DSS or Auto Dial**

---

1. Press *Send/Remove Message*, or press *Feature* and dial 38.
2. Dial co-worker's extension.

### **Posted Message**

---

Use Posted Message to let co-workers with display phones know when you're unavailable. When a co-worker calls your extension, the Posted Message you've chosen appears on his or her display.

Co-workers can also post messages from their phones—when you dial their extensions, the message shows on your display.

You can post 1 of 20 programmed messages. The 10 messages shown below are provided by your company (they may have been changed by the system manager or additional messages may have been programmed).

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

Must be programmed system-wide.

### **To Post a Message**

---

1. Press Menu.
2. Select **Posted Msg[Post]**.
3. Select message you want to post.  
*If message you want is not shown, press More. (Select **Next** or **Prev** on MDL-28D console.)*
4. Select **Post**.  
*Message will appear on caller's display phone when your console is not answered.*
5. Press Home.

### **To Cancel a Posted Message**

---

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

## **Night Service**

---

Night Service is used to cover phones after business hours by sending incoming calls to a specific phone, such as the security office, or by having them ring a night bell or other alert. Also, to prevent unauthorized after-hours use of phones, Night Service can be setup so that you have to enter a password to make an outside call.

Night Service can be programmed to automatically turn on and off at preset times. If your system is not programmed this way, you must turn Night Service on when you leave for the night and off when you start your day.

- Must be programmed system-wide.
- Must have a programmed line button on console.
- May require passwords.
- May be set up for automatic on/off.

### **To Program a Night Service Button**

---

1. Label button to be programmed as *Night Service*.
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **Start**.
5. Press button you labeled *Night Service*.
6. Select **ListFeature[List]**.
7. Select **Night Srvc[Night]**.  
*If this feature is not displayed, use FindFeature[Find] or press More.*
8. Press Home.

### **To Use Night Service**

---

1. Press *Night Service* button.  
*When a password is not required, the green light next to the button goes on when Night Service is on, and off when Night Service is off. When a password is required, the green light flashes.*
2. Dial password, if required. See Note.

Note: You must complete password within 60 seconds or start procedure again. If you make a mistake when entering a password, the green light returns to its previous state.

## Paging

---

Paging is using your console to broadcast an announcement. You can page over your co-workers' speakerphones or over the building's loudspeaker system, if one is available.

- Speakerphone Paging is heard on all speakerphones in the system or, if programmed that way, by selected groups such as departments or work areas. Extension numbers can be assigned for paging all speakerphones (Page All) or for paging just the speakerphones in certain groups (Group Page).
- Loudspeaker Paging is heard by everyone in the building or a particular area (called a "zone"), depending on how the loudspeaker system is set up. Loudspeaker paging may be used by pressing Feature and selecting Loudspeaker Page from your display. Or your console may have a system-programmed *Loudspeaker Page* button.

- Paging feature(s) must be programmed system-wide
- Speakerphone Paging extension numbers and/or Loudspeaker paging access codes are required and can be assigned to DSS buttons.

### **To Program Speakerphone Paging Buttons**

1. Label button you want to program with *Group Page-(name)* or *Page All*.
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **Start**.
5. Press button you labeled *Group Page-(name)* or *Page All*.
6. Select **ListFeature[List]**.
7. Select **Group Page[GrpPg]**.  
*If this feature is not displayed, use FindFeature[Find] or press More.*
8. Dial Group Page extension or Page All extension, then select **Enter**.
9. Press Home.

### **To Use Speakerphone Paging**

1. Press ICOM or SA button.
2. Lift handset. See Notes.
3. Press programmed *Group Page-(name)* or *Page All* button, or dial Group Page or Page All extension, or press DSS button.
4. Make announcement after beep.

Notes:

- Using the speakerphone can create a feedback tone.
- Co-workers who are using their speakerphones will not hear a Speakerphone Page.

## **To Use Loudspeaker Paging from the Display**

1. Press ICOM or SA button.
2. Lift handset. See Notes.
3. Press Feature.
4. Select **Loudspkr Pg[LdsPg]**.
5. Dial the code for the page zone (if necessary). See Notes.
6. Make announcement.

Notes:

- Using the speakerphone can create a feedback tone.
- If the loudspeaker system has more than one zone, you will hear a beep or dial tone after selecting Loudspeaker Page. Then dial the code number provided by your system manager for the zone you want to page.

### **Park**

---

When transferring a call, you may find that your co-worker can't be located. Use Park to hold the call and use Paging to announce the call over your co-worker's speakerphone or over the building's loudspeaker system. (For more information, see Paging earlier in this chapter.)

When you park a call, you put it on hold so it can be answered from any phone in the system. Calls can be parked at your extension or at a specific Park zone. (You cannot park a call at a Park zone where another call is parked.)

Your co-worker can then pick up the call from the nearest phone by using Pickup and dialing the extension you announced. If the call is not picked up after a set time, it returns to your console.

Park can be used with a programmed *Park* or *Park Zone* button.

- Park zone extensions and Paging must be programmed system-wide.
- Must have Park zone extensions, Speakerphone Paging group numbers and/or Loudspeaker Paging access code numbers.

## **To Program a Park Button or Park Zone Button**

---

1. Label line button to be programmed as *Park* or *Park-(zone)*.
- 2 Press Menu.
- 3 Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
- 4 Select Start.
- 5 Press button you labeled *Park* or *Park-(zone)*.
6. Select **ListFeature[List]**.
7. Select Park or select **Park Zone [PrkZn]** and dial Park zone extension.  
*If this feature is not displayed, use FindFeature[Find] or press More.*
8. Press Home.

### **To Use Park and Paging**

---

1. Park the call.  
To park the call at your extension:
  - press programmed *Park* button, or
  - press Transfer, dial your extension, and press Transfer again, or
  - press Feature and select **Park**.To park the call at a Park zone:
  - press programmed *Park-(zone)* button, or
  - press Transfer, dial Park Zone extension, and press Transfer again, or
  - press DSS button for the Park zone. If manual completion is programmed, hang up.
2. Set up page.
  - For Speakerphone Page, press DSS button, or press programmed *Group Page-(name)* or Page All button, or dial Group Page or Page All number.
  - For Loudspeaker Page, press programmed *Loudspeaker Page* button or press Feature and select **Loudspkr Pg[LdsPg]**. If necessary, dial the code for the page zone.
3. Announce call and extension where call is parked.

## **Reminder Service**

---

Use Reminder Service to automatically place calls to phones in the system at preset times—for example, to remind co-workers of meetings or appointments or to provide guests in hotels and motels with a wake-up call.

Your co-workers can set and cancel their own reminders or you can set and cancel reminders for them. You can set a reminder to ring several phones at the same time.

When you set a reminder, a call is placed to the phone at the preset time. If the call is not answered within 30 seconds, the phone stops ringing and the reminder is identified as a “missed” reminder. Missed reminders also result when the extension is busy. A set reminder will ring at the same time every day until you cancel it. Your system can be set to automatically cancel all reminders at a certain time each day.

You can program line buttons as *Reminder Set* and *Reminder Cancel* or use feature codes to set and cancel reminders.

You can also program a *Missed Reminder* button. When a reminder call is missed, the green light next to the *Missed Reminder* button flashes. Pressing this button displays a message that tells you the time, the name, and the extension of the missed reminder.

To clear a Missed Reminder message, press the programmed *Reminder Cancel* button or dial the feature code. You cannot set or cancel a reminder when the Missed Reminder light is steady.

- System time must be set before Reminder Service can be activated.
- System may be programmed to cancel all outstanding reminders at a preset time every day.

### To Program Reminder Service Buttons

---

1. Label button to be programmed as *Reminder Set*, *Reminder Cancel*, or *Missed Reminder*.
2. Press Menu.
3. Select **Ext Program[Prog]**.  
*If this feature is not displayed, press More.*
4. Select **Start**.
5. Press button you labeled *Reminder Set*, *Reminder Cancel*, or *Missed Reminder*.
6. Select **ListFeature[List]**.
7. Select **Reminder[Rmind]**.  
*If this feature is not displayed, we FindFeature[Find] or press More.*
8. Select **Set[Set]**, **Cancel[Cancel]**, or **Missed[Missd]**.
9. Select **[Enter]**.
10. To program another button, repeat steps 5-9.
11. Press Home.

### To Set a Reminder

---

1. Press *Reminder Set* button or press *Feature* and dial 81.
2. Press *DSS* or *Auto Dial* button for the extension, or dial the extension.
3. Dial a 4-digit time from 0100 to 1259.
4. Dial 2 (A) for *AM* or 7 (P) for *PM*.  
*The light goes on next to the Reminder Set button.*
5. Repeat steps 2-4 for each additional phone.
6. Hang up, press *Speaker*, use headset, or press *Reminder Set* button.

### To Read Reminder Messages on the Display Console

---

1. Press *Reminder Set* button or press *Feature* and dial 81.
2. Press *DSS* or *Auto Dial* button for the extension, or dial the extension.
3. Look at display:
  - If reminder call was answered you see (**extension: X time AM/PM**).
  - If reminder call was missed you see (**extension: X time AM/PM**).
  - If reminder is set you see (**extension: time AM/PM**).
4. Hang up, press *Speaker*, use headset, or press *Reminder Set* button.

### **To Cancel Set and Answered Reminders**

---

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

### **To Clear a Missed Reminder**

---

1. Press *Missed Reminder* button.  
*Display shows time of missed call along with name or extension.*
2. Press programmed *Reminder Cancel* button, or press *Feature* and dial \*81.
3. To see next missed reminder, press *Feature* and dial \*28.
4. Repeat steps 2 and 3 until there are no more missed reminders.
5. Press *Missed Reminder* button.

## System Speed Dial

---

Three-digit System Speed Dial codes can be assigned to outside numbers you and your co-workers call often. Use these codes to quickly dial outside numbers. Record your codes on the System Speed Dial card in the card tray under your phone. You can also program line buttons with System Speed Dial codes; just press the buttons to dial the codes.

- Must be programmed system-wide.
- Must have codes and numbers from system manager.

### To Program System Speed Dial Buttons

---

1. Label button to be programmed with name or other identifier.
2. Press **Menu**.
3. Select **Ext Program[Prog]**.
4. Select **Start**.
5. Press button you labeled.
6. Select **ListFeature[List]**.
7. Select **SysSpeedDi[SpdDi]**.  
*If feature is not displayed, use **Find Feature[Find]** or press **More**.*
8. Dial the 3-digit System Speed Dial code.
9. Press **Home**.

### To Use System Speed Dial

---

1. Lift handset, press **Speaker**, or use the headset.
2. Press programmed System Speed Dial button, or press **Feature** and dial three-digit Speed Dial code.  
*Call is placed automatically.*

### **Timer**

---

Your console has a built-in timer to time calls, meetings, or breaks. When activated, the timer appears at the top of the display next to the date and starts counting. It counts to 59 minutes and 59 seconds, then resets to zero and continues counting.

#### **To Turn Timer On**

---

1. Press Menu.
2. Select **Timer**.

*If this feature is not displayed, press **More**. The display returns to the Home screen, and the timer starts counting automatically.*

#### **To Turn Timer Off**

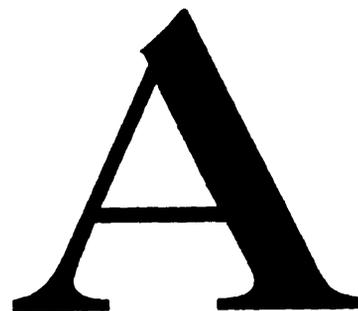
---

1. Press Menu.
2. Select **Timer**.

*If this feature is not displayed, press **More**. The display returns to the Home screen, and the timer is no longer displayed.*

---

# Programming Special Characters



When you program Auto Dial buttons or Personal Directory listings, you are storing a sequence of numbers to be dialed automatically. Some sequences need special characters—for example, press # # to signal the end of a dialing sequence, or press Hold to insert pauses after a dial-out code.

The chart beginning on the next page provides a description of special characters.

Ask your system manager which special characters are needed and when to use them.

## Programming Special Characters

---

<b>Press</b>	<b>You See</b>	<b>F o r</b>	<b>Description</b>
<b>Drop</b>	<b>s</b>	<b>Stop</b>	Inserts a Stop within a sequence of automatically dialed numbers. For example, if you enter a credit card number, authorization code, or password that needs a response from the system, you insert a Stop to allow time for a response and then enter the next numbers in the sequence. Or, an outside Auto Dial button might be programmed with a password, then a Stop, followed by a phone number. To use Auto Dial with a Stop in the sequence: press the button to dial the password, listen for the dialing and connection, and press the button again to dial the phone number.

---

## Programming Special Characters

---

<b>Press</b>	<b>You see</b>	<b>F o r</b>	<b>Description</b>
Conf	£	Flash	Sends a switchhook flash needed for some custom calling features. The flash must be the first entry in the sequence of programmed numbers.
Hold	P	Pause	Inserts a brief pause (1.5 seconds) to allow a computer to respond after a set of numbers has been dialed. For example, press Hold between programming a long-distance phone number and a calling card number. You can insert as many pauses as needed.
##	##	End of Dialing	Speeds call processing by the system. Use at the end of a programmed sequence of numbers to indicate you have finished dialing or to separate one group of dialed digits from another.

---

## Feature Codes

# B

---

Feature codes are used to activate features that are not programmed on line buttons. To use a feature code, press the dedicated Feature button (in the same group as the red Hold button), then dial the code for the feature you want to use.

Not all features can be activated by a code. Some features, like Do Not Disturb, require programming onto a line button so the light next to the button can provide a visual reminder when the feature is in effect.

This appendix lists the features you can use with feature codes. The features explained in this book are checked (✓). For more on features you can use that are not explained in this book, see the MLX-10D,<sup>™</sup> MLX-28D,<sup>™</sup> and MLX-20L<sup>™</sup> *Digital/ISDN Display Telephones User's Guide*.

## Feature Codes

---

Feature	Code
✓ Account Code Entry	82 + code
Call Waiting—pickup †	87
Callback—Selective	55
✓ Camp-On	57
✓ Extension Status Off (Operator)	760 + DSS
✓ Extension Status 1	45
✓ Extension Status 1 (Operator)	761 + DSS
✓ Extension Status 2	44
✓ Extension Status 2 (Operator)	762+ DSS
Follow Me	34 + extension
Forward	33 + extension or phone number
Forward and Follow Me	
cancel all †	* 34 *
cancel one †	* 34 + extension
cancel from your phone	33 + your extension
Last Number Dial	84
Messaging	
✓ cancel message †	* 53 + extension
delete message	26
✓ Leave Message	25
next message	28
✓ Send/Remove Message	38 + extension

† Features must be used via a feature code.

✓ Feature is explained in this guide.

## B-2 Feature Codes

## Feature Codes

---

Feature	Code
✓ Paging	
✓ Loudspeaker Paging	9 + line + zone
Personal Speed Dial†	code (01–24)
Pickup	
group	88
inside	9 + extension
outside	9 + line
Privacy	
off	* 31
on	31
Recall	775
Reminder Service	
✓ cancel reminder	* 81 + extension
✓ set reminder	81 + ext. + time+A or P
✓ System Speed Dial	code (600-729)

† Feature must be activated with a feature code.

✓ | Feature is explained in this guide.

---

# Programming Codes

# C

---

Use the programming codes in this appendix to program features onto unlabeled line buttons for one-touch feature use or to turn features on and off. You can use any unlabeled line button to program features. See Chapter 4 for instructions on programming features.

You can program features using the console display or with the programming codes that follow.

The following list includes programmable features you and co-workers can use. The features explained in this book are checked (✓). For information on the features that are not explained in this book, see the *MLX-10D,™ MLX-28D,™ and MLX-20L,™ Digital/ISDN Display Telephones User's Guide*.

## Programming Codes

---

<b>Feature</b>	<b>Code</b>
✓ Account Code Entry	* 82
Auto Dial	
✓ inside ‡	* 22+ extension
outside ‡	* 21+ number
Callback	
Automatic callback Off †	** 12
Automatic callback on †	* 12
Selective callback	* 55
Call Waiting	
Off †	** 11
on †	* 11
✓ Camp-On	* 57

‡ Feature must be programmed on line button.

✓ Feature is explained in this guide.

† Denotes features that setup how your phone works; a programmed button is not needed to use them.

Feature	Code
Coverage	
Group Coverage ‡	* 42 + group
inside and outside †	* 48
off ‡	* 49
outside only †	** 48
primary Individual Coverage ‡	* 40+ extension
secondary Individual Coverage‡	* 41 + extension
Do Not Disturb ‡	* 47
✓ Extension Status Off (Operator)	* 760
✓ Extension Status 1	* 45
✓ Extension Status 1 (Operator)	* 761
✓ Extension Status 2	* 44
✓ Extension Status 2 (Operator)	* 762
Forward	* 33
Headset Features	
✓ Headset Auto Answer‡	* 780
✓ Headset/Handset Mute‡	* 783
✓ Headset Status‡	* 782
Last Number Dial	* 84

‡ Feature must be programmed on line button.

✓ Feature is explained in this guide.

† Denotes features that set up how your phone works; a programmed button is not needed to use them.

## Programming Codes

---

Feature	Code
Messaging	
✓ Leave Message	* 25
✓ Posted Message	* 751
✓ Send/Remove Message	* 38
✓ Night Service ‡	* 39
Notify	
Notify Receive ‡	* 758 + extension
Notify Send ‡	* 757 + extension
Paging	
✓ Group Paging	* 22 + group ext.
Park	
✓ Park	* 86
✓ Park zone	* 22 + zone
Personalized Ring †	* 32 + ring (1-8)
Personal Speed Dial	# + (01-24)+ * 21 + number
Pickup	
general	* 9
group	* 88
inside†	* 9 + extension
outside†	* 9 + line
Privacy	* 31
Recall	* 775

‡ Feature must be programmed on line button.

✓ Feature is explained in this guide.

† Denotes features that setup how your phone works; a programmed button is not needed to use them.

## C-4 Programming Codes

## Programming Codes

---

Feature	Code
Reminder Service	
✓ cancel reminder	** 81
✓ missed reminder ‡	* 752
✓ set reminder	* 81
Ringing Options	
Abbreviated Ring off†	* 342
Abbreviated Ring on†	* 341
delayed all lines†	* 346
delayed one line†	* 36
immediate all lines†	* 347
immediate one line†	* 37
no ring all lines†	* 345
no ring one line†	* 35
Saved Number Dial‡	* 85
Signaling‡	* 23 + extension
✓ System Speed Dial button	* 24 + code
Voice Announce	
Off†	** 10
on†	* 10

---

‡ Feature must be programmed on line button.

✓ Feature is explained in this guide.

† Denotes features that set up how your phone works; a programmed button is not needed to use them.

---

## Feature Name Display Abbreviations

# D

---

Your phone's display simplifies programming by guiding you through the steps to program a feature. In addition, some features can be used from the Feature or Menu screens. Feature names that do not fit into the character limits of the display screen are abbreviated.

This appendix lists the features that you can use on your console. For more on features, see the *MLX-10D,™ MLX-28D,™ and MLX-20L™ Digital/ISDN Display Telephones User's Guide*.

**Notes:**

- "F" denotes features that can be used by selecting them from the display's Feature screen.
- "M" denotes features that can be used by selecting them from the display's Menu screen.

## Feature Name Display Abbreviations

---

Feature Name	Abbreviation	
	7-Line Display	2-Line Display
F Account Code Entry	Account Code	Acct
Alarm	Alarm	Alarm
M Alarm Clock	Alarm Clock	AlClk
Auto Dial	Auto Dial	Auto D
inside	Inside	In
outside	Outside	out
F Barge-In	Barge In	Barge
Callback		
Automatic Callback	Cback Auto	CbckA
F Selective Callback	Cback sel	CbckS
Call Waiting	Call Waiting	CWait
F Camp-On	Camp On	Camp
Conference	Conference	Conf
M Contrast	—	Ctrst
Coverage	Coverage	Cover
Group	Group	Group
inside	Cover Inside	CvIns
off	Cover age Off	Cvoff
primary Individual	Primary	Prmry
secondary Individual	Secondary	Secnd
M Directory	Directory	Dir
M Extension	Ext Dir	Ext Dir
M Personal	Personal Dir	—
M System	System Dir	Sys Dir
Do Not Disturb	DoNot Distrb	DND

## Feature Name Display Abbreviations

---

Feature Name	Abbreviation	
	7-Line Display	2-Line Display
Drop	Drop	Drop
Extension Status	ES Status	ES
Extension Status Off	ES Off	ES Off
Extension Status 1	ES1	ES1
Extension Status 2	ES2	ES2
F Follow Me	Follow Me	FlwMe
Forward	Forward	Forwd
Headset	Hdset	Hdset
Auto Answer	Auto Answer	Auto
Hang Up	Hang Up	
Mute	Mute	Mute
Status	Status	Stat
F Last Number Dial	LastNumDial	Last#
Messaging		
M delete message	Delete Msg	Dlete
F Leave Message	MsgLeave	LvMsg
M next message	Next Msg	Next
M Posted Message	Posted Msg	Post
M retrieve message	Messages	Msgs
M return call	Return Call	Call
Send/Remove Message	Send/RmvMsg	SdMsg
Night Service	Night Srvc	Night
Notify	Notify	Ntfy
Notify Receive	Receive	Recv
Notify Send	Send	Send

## Feature Name Display Abbreviations

---

Feature Name	Abbreviation	
	7-Line Display	2-Line Display
Paging		
Group Page	Group Page	GrpPg
F Loudspeaker Page	Loudspkr Pg	LdsPg
F Park	Park	Park
Personalized Ring	PersonalRng	PRing
F Pickup	Pickup	Pkup
general	General	Genrl
F group	Pickup Grp	PkupG
inside (extension)	Extension	Ext
outside (line)	Line	Line
Privacy	Privacy	Prvcy
Reminder Service	Reminder	Rmind
Cancel	Cancel	Cancel
Missed	Missed	Missd
Set	Set	Set
Ringling Options	RingOptions	RngOp
all lines	All Lines	AllLn
one line	One Line	1Line
delayed ring	Delay Ring	Delay
immediate ring	Immed Ring	Immed
no ring	No Ring	No
Abbreviated Ring	Abbreviated	Abbrv
Saved Number Dial	SaveNumDial	Save#

Feature Name Display Abbreviations,

---

<b>Feature Name</b>	<b>Abbreviation</b>	
	<b>7-Line Display</b>	<b>2-Line Display</b>
Signaling	<b>Signal</b>	<b>Signl</b>
System Speed Dial	<b>SysSpeedDl</b>	<b>Spd Dl</b>
M Timer	<b>Timer</b>	<b>Timer</b>
Transfer	<b>Transfer</b>	<b>Trans</b>
Voice Announce	<b>Voice Annce</b>	<b>Voice</b>

---

## System Specifics

# E

---

Use the following list to verify that you have the codes and special instructions you need to use the console features.

If several operators will use the same console, your system manager should complete this list.

## System Specifics

---

Account Code Entry

- No
- Yes, codes \_\_\_\_\_

- Required
- Optional

Calling Groups

- No
- Yes

DSS extensions

Shift 1 range \_\_\_\_\_ to \_\_\_\_\_

Shift 2 range \_\_\_\_\_ to \_\_\_\_\_

Shift 3 range \_\_\_\_\_ to \_\_\_\_\_

Extension Status

- No
- Yes

Loudspeaker Paging

- No
- Yes, code \_\_\_\_\_

Night Service

- No
- Yes

Automatic On/Off

- No
- Yes

Password

- No
- Yes, \_\_\_\_\_

Operator Alarm

- No
- Yes, report to \_\_\_\_\_

One-Touch Transfer

- No
- Yes

Automatic Completion

- No
- Yes

Park

- No
- Yes, codes \_\_\_\_\_

Posted Message

- No
- Yes

Reminder Service -- Automatic Cancel

- No
- Yes, time of day \_\_\_\_\_

Send/Remove Message

- No
- Yes

Speakerphone Paging

- No
- Yes, extensions \_\_\_\_\_

System Speed Dial

- No
- Yes

---

# Index/Glossary

---

## A

### **account code**

A code used by your company to associate incoming and outgoing calls with corresponding accounts, employees, projects, and clients.  
4-7 , 4-8 , 4-9

### **Account Code Entry**

A feature you use to enter account codes. 4-7

### **Alarm button**

A button with a light that goes on to signal something is wrong with the system. 4-10

### **Alarm Clock**

A feature you use to set a display phone to signal (beep) at a certain time to remind you of an appointment or meeting. 4-11

### **announced transfer**

A call you announce to your co-worker before the call is transferred.  
2-9 , 2-11

### **answering machine**

Equipment you can connect to your phone to record messages from callers and leave messages for callers when you are not available to answer the phone. 1-3

### **Auto Dial**

A feature you use to automatically dial an inside or outside number by pressing a programmed button. 2-2 , 4-12

**automatic completion**

See *One-Touch Transfer*.

---

**B**

**Barge-In**

A feature you use to reach a co-worker who is on the phone or using Do Not Disturb. **2-2 , 4-14**

---

**C**

**Camp-On**

A feature you use to hold a transferred call at a busy extension and put the call through automatically when the extension is free. **2-2 , 4-15 , 4-16**

**Conf button**

A button you press to set up a conference call. **1-5 , 1-7 , 2-15**

**Conference**

A feature you use to set up a single call with up to four other people. **2-15**

**Ctrst**

A selection on the Menu screen of MLX-10D and MLX-28D phones that you use to adjust the brightness of the display. **1-25**

---

## **D**

### **dedicated feature buttons**

The imprinted feature buttons on your console, for example, Transfer and Hold. **1-4 , 1-5, 1-6, 1-7**

### **desk stand**

An adjustable stand on the phone and the DSS that allows a 20 or 30 degree viewing angle. **1-5, 1-7**

### **dial-out code**

A code (usually a 9) you must dial when using an SA (System Access) button to make an outside call. **1-11, 1-13**

### **dialpad**

The numbered buttons and the asterisk ( \* ) and pound sign (#) on your console. **1-4, 1-5, 1-6, 1-7**

### **digital/ISDN (MLX) telephone**

A style of phone that is compatible with the system and includes the MLX-10™, MLX-10D™, MLX-20L™, and MLX-28D™ phones. **1-2, 1-4, 1-6**

### **direct-line console (DLC)**

A console setup for operators. **1-1**

### **Direct Station Selector (DSS)**

An adjunct with buttons that you use to place calls to extensions and check their status. A DSS can be attached to your console. **1-4, 1-5, 1-6, 1-7, 1-8**

### **direct station selector (DSS) buttons**

The buttons you use to place calls to extensions and check their status. **1-8, 1-9, 1-14, 1-15, 1-16, 1-17**

### **DSS designation cards**

Cards for labeling the extensions and features assigned to each button. **1-8, 1-9**

### **display screen**

The area on your console where you view instructions for using features and programming the phone. **1-4, 1-5, 1-6, 1-7, 1-18**

### **display buttons**

The Home, Menu, More, and Inspct buttons you press to view the display screens, and the unlabeled buttons that activate features on the screens. **1-5, 1-6, 1-7, 1-19, 1-20, 1-24**

### **distinctive rings**

Three different ways your console rings identify an inside, outside, or returning call. **2-3, 2-4, 2-5**

### **Drop button**

A button you use to disconnect a participant from a conference call or to cancel a Callback call. **1-5, 1-7, 2-15, 2-16**

---

## **E**

### **Extension Status**

A feature you use in businesses like hotels and health care facilities to show the status of occupied and unoccupied rooms and to restrict callers from making outside calls. **4-17, 4-18**

---

## **F**

### **fax machine**

Equipment that can be connected to a console to produce an exact likeness of a document and send it instantaneously to similar equipment at another location. **1-3**

### **Feature button**

An imprinted button that you press to use features via their feature code and to display the Feature screen. **1-19, 1-20, 4-2, 4-4**

### **feature code**

A 1-, 2-, or 3-digit code you dial to use features. **4-2, B-1**

### **Feature Finder**

A table in this book that helps you find features by function instead of by name. **3-1**

### **Feature screen**

A display screen that provides quick access to features you use often. **1-28, 1-29, 1-30, 4-2**

### **Fixed Message Status button**

A button on the DSS that you press to see which users' phones have Message lights on. **1-8, 1-9, 4-26**

### **Fixed Page buttons**

Buttons you use to select the "pages" of extensions on the Direct Station Selector (DSS) and other features assigned to DSS buttons. **1-8, 1-9, 1-13**

## G

### **Group Page**

See *Paging*.

---

---

## H

### **handset**

The hand-held part of the console that you pick up, talk into, and listen from. A handset is also called a “receiver.” **1-5, 1-7**

### **headset**

An ultralight earpiece and microphone for hands-free phone use. **1-10, 4-20**

### **Headset Auto Answer**

A feature you use to send calls to the headset automatically. **4-20, 4-21, 4-22**

### **Headset/Handset Mute**

A feature you use to mute the microphone in either your handset or headset so you can speak privately with someone in your office without your caller hearing you. **4-20, 4-21, 4-22**

### **Headset Hang Up button**

A button you use to manually disconnect a headset call. **4-20, 4-21**

### **Headset Status button**

A button you press to use your handset instead of your headset. and vice versa, **4-20, 4-21**

**HFAI button**

(Hands Free Answer on Intercom.) A button you press to set up your console so you can answer voice-announced calls without picking up the handset. **1-5, 1-7**

**Hold button**

A button you use to put a call on hold. **1-5, 1-7**

**Home button**

A button you use to display the Home screen. **1-21**

**Home screen**

The “home base” of your display screen, which displays call information, the time and date, and shows when a feature is in use. **1-21, 1-22, 1-23**

---

## I

**ICOM (Intercom) buttons**

Three buttons you use to make only inside calls. **1-11, 2-4, 2-7**

ICOM Ring --- used to make or receive inside ringing calls. **1-12, 2-7**

ICOM Voice --- used to make or receive voice-announced inside calls. **1-12, 2-7**

ICOM Originate Only --- used only to make inside calls. This button can be used for either voice-announced or ringing calls. **1-12**

**inside calls**

Calls to and from co-workers, **2-3, 2-4, 2-7**

ringing --- inside calls that ring. **2-6, 2-7**

voice-announced --- inside calls that do not ring but are heard over speakerphones instead. **2-6, 2-7**

**Inspct button**

A button you press to display the Inspect screen. **1-26**

**Inspect screen**

The display screen you use to preview incoming calls and see what features are programmed on your line buttons. **1-26, 1-27**

---

**L**

**Leave Message**

A Messaging feature you use to leave messages for co-workers with display or non-display phones. **4-23, 4-24**

**line buttons**

The rows of buttons above and/or to the right of the dialpad, which you or your company can program with lines or features. **1-4, 1-5, 1-6, 1-7, 1-11, 1-12**

**Loudspeaker Paging**

*See Paging.*

---

**M**

**Menu button**

A button you use to display the Menu screen. **1-24, 1-25**

**Menu screen**

A screen that shows a list of features and functions that you can use only via your display. **1-24, 1-25**

**Message light**

A light that goes on when you have a fax or a voice-mail message. The message light also goes on when you have a message from a co-worker on your display. **4-23, 4-24, 4-25**

**Messaging**

A feature you use to turn co-worker's message lights on and off and to send and cancel display messages to co-workers. You can also use Messaging to let co-workers with display phones know when you are unavailable. **4-23**

**Missed Reminder**

A programmed button you use to display a missed reminder message that tells you the name, extension, and time of the missed reminder. **4-37, 4-38, 4-40**

**modem**

Equipment you can connect to your phone to convert digital data to analog data to send it over phone lines. The analog data is converted back to the original digital data by another modem at the other end of the line. **1-3**

**More button**

A display button you use to view additional screens. **1-19, 1-20, 1-23, 1-25**

**Mute button**

A button you press to mute your speakerphone so you can speak privately with someone in your office without your caller hearing you. **1-5, 1-7**

---

## N

### **Night Service**

A feature programmed by your company to provide coverage for calls received after business hours. **4-29**

---

## O

### **One-Touch Transfer**

A feature you use to put a call on hold and transfer it to an extension. **2-9**

***One-Touch Transfer with automatic completion*** — A feature you use to automatically transfer a call to an inside phone by pressing an Auto Dial button or a DSS button. **2-9, 2-10**

***One-Touch Transfer with manual completion*** — A feature you use to transfer a call to an inside phone by pressing an Auto Dial button or DSS button and then hanging up or pressing Transfer. **2-9, 2-11**

### **operator feature buttons**

Buttons programmed for the operator features your company uses, including Night Service, Send/Remove Message, and Alarm. **1-12, 1-13, 4-10, 4-24, 4-25, 4-29**

### **operator features**

Features used specifically by system operators. **1-12, 4-10, 4-23, 4-29**

### **outside call**

A call to or from a phone outside the system. **2-4, 2-8**

## **P**

### **Page All button**

See *Paging*.

### **Paging**

A feature you use to broadcast announcements through your co-workers' speakerphones or over a loudspeaker system. **2-2, 4-31**

*Loudspeaker Paging* — A feature you use to broadcast announcements over a loudspeaker system. **4-31, 4-33**

*Speakerphone Paging* — A feature you use to broadcast announcements through your co-workers' speakerphones. You can use Speakerphone Paging with Page All to page all speakerphones and Group Paging to page certain groups of speakerphones. **4-31, 4-32**

### **Park**

A feature you use to put a call on hold so it can be picked up from any extension. **2-2, 4-34**

### **park zone**

A specific extension where a call is parked so it can be answered from any phone in the system. **4-34, 4-35, 4-36**

### **Pool button**

A line button you use to make and receive outside calls on SA (System Access) button consoles. The pool button appears only on SA button consoles. **1-11**

### **Posted Message**

A Messaging feature you use to post a message on co-workers' phones when you are unable to answer your phone. **4-27**

**programming code**

A 1-,2-, or 3-digit code, preceded by an asterisk ( \* ), that you use to program features on your console. **4-3, C-1**

---

**R**

**Reminder Cancel button**

A programmed button you press to cancel previously set reminder times. **4-37, 4-38, 4-40**

**Reminder Service**

A feature you can set to automatically ring your console or co-workers' phones at specific times. **4-37, 4-38**

**Reminder Set button**

A programmed button you press to set reminder times. **4-37,4-38, 4-39**

---

**S**

**SA (System Access) buttons**

Three buttons you use to make inside and outside calls: **1-11, 2-11, 2-12**

SA Ring --- used to make and receive inside and outside calls. **1-11**

SA Voice --- used to make voice-announced inside calls, receive inside voice-announced and ringing calls, and make and receive outside calls. **1-11**

SA Originate Only --- used only to make inside and outside calls. This button can be used for either voice-announced or ringing calls. **1-11**

**Send/Remove Message**

An operator feature you use to turn co-workers' Message lights on to notify them of messages to be picked up from the system operator and to send and cancel display messages. **2-2, 4-24, 4-25, 4-26**

**Speaker button**

A button you press to talk on a call without lifting the handset. **1-5, 1-7**

**speakerphone**

A part of your console that allows you to make and receive calls without using the handset. **1-5, 1-7**

**Speakerphone Paging**

See *Paging*.

**special character**

A pause, stop, or end-of-dialing signal you need to include when you program some dialing sequences such as an Auto Dial button. **A-1**

**system manager**

A co-worker who was involved with the planning and programming of the system and is responsible for managing it. **vii**

**System Speed Dial**

A feature you use to dial 3-digit codes programmed for outside numbers you and your co-workers call often. **2-2, 4-41**

---

**T**

**Timer**

A built-in mechanism on your display console for timing events. **4-42**

### **Transfer**

A feature you use to send calls to inside and outside phones. **2-9**

### **Transfer button**

A button you press to transfer calls to other phones. **1-5, 1-7**

---

## **U**

### **user cards**

Instruction cards stored in the card tray under your console. **1-5, 1-7**

---

## **V**

### **Volume control**

A button for controlling the volume of your console's ring, handset, headset, and speakerphone. **1-5, 1-7**

---

## **W**

### **WATS (wide area telephone service)**

A service that allows you to make calls to or from certain areas for a flat-rate charge based on expected usage. **1-11**