



MERLIN LEGENDTM

Communications System

Release 2.0

**Analog Multiline Telephones
User's Guide**

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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 class A prescribes dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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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, electrical 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

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 during electrical storms in your immediate area. There is a remote risk of electrical 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 on the telephone.
 - Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.
 - 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.
 - To reduce the risk of electrical 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 electrical shock when the telephone is used.
 - Call your sales representative or authorized dealer when service or repair work is needed.

SAVE THESE INSTRUCTIONS



About This Guide

This guide gives you the information you need to use your analog multiline phone with the MERLIN LEGEND™ Communications System. If you have questions about using your phone's features, contact your system manager. He or she is a co-worker who is responsible for managing the system.

Conventions

The following typographical conventions are used in this guide:

- **Bold type** is used for phone buttons.
Press **Transfer** to send a call to another phone.
- `Constant width type` is used for information on telephone display or on a PC screen. Your phone posts the message:
`Do Not Disturb`
- **Bold constant width type** indicates information that you enter exactly as shown.
Dial * 3 4
- A smaller italic font is used for additional information provided after the step of a procedure:
The green light flashes.

How to Comment on This Guide

We welcome your feedback on this guide. 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.

Your Analog Multiline Telephone

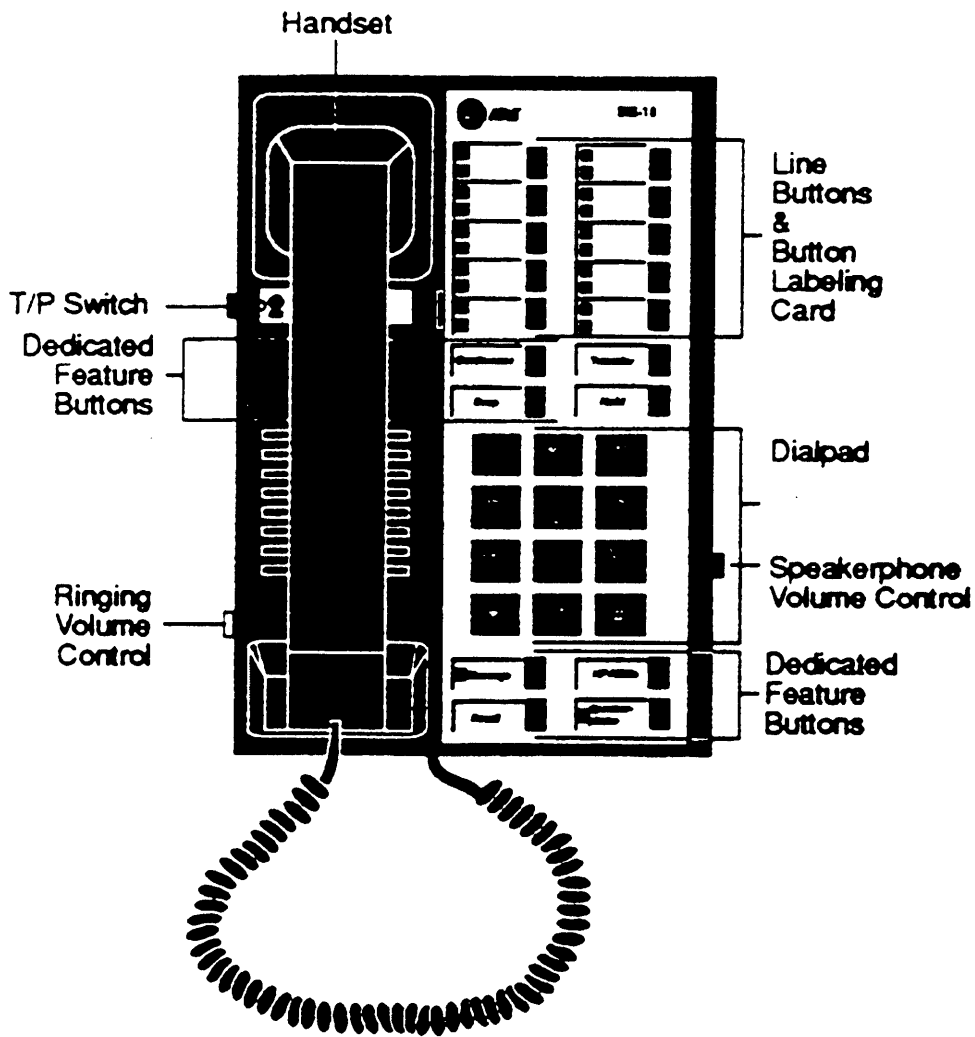
1

Your analog multiline phone is one of several phones that can be used with your communications system. These phones have from 5 to 34 line buttons for making and receiving calls and for programming features.

The six models of analog multiline phones covered in this guide are the BIS-10; the BIS-22 and its display model, the BIS-22D; the BIS-34 and its display model, the BIS-34D; and the MLC-5 cordless phone.

Each of these phones is illustrated on the following pages. The buttons on the phones are explained later in this chapter.

BIS-10 Telephone



Button labeling card

A card you can label with the line or feature assigned to each line button

Dedicated feature buttons

The 8 imprinted buttons for the features used most often

Desk stand (not shown)

A support that adjusts to two angles and can be removed for wall mounting

Dialpad

The numbered buttons, including * and # that are used to dial phone numbers and feature codes

Handset

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

Line buttons

The 10 buttons with red and green lights used to make and receive calls. You can program any unlabeled buttons for feature use

Ringling volume control

A sliding control used to adjust the volume of the phone's ring

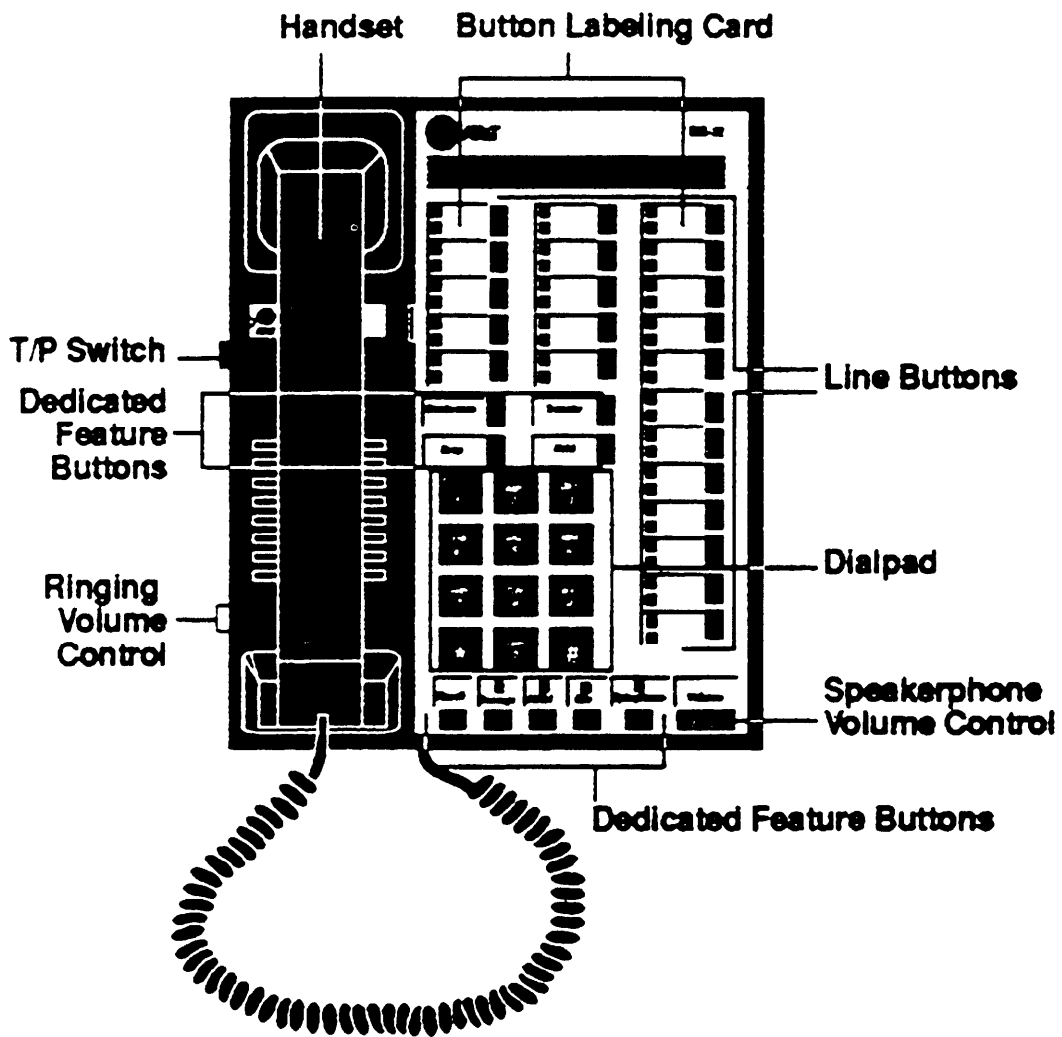
Speakerphone volume control

A sliding control used to adjust the volume of the speakerphone

T/P switch

A switch used to test and program the phone

BIS-22 Telephone



Button labeling card

A card you can label with the line or feature assigned to each line button

Dedicated feature buttons

The 9 Imprinted buttons for the features used most often

Desk stand (not shown)

A support that adjusts to two angles and can be removed for wall mounting

Dialpad

The numbered buttons, along with * and #, that are used to dial phone numbers and features codes

Handset

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

Line buttons

The 22 buttons with red and green lights used to make and receive calls. You can program any unlabeled buttons for feature use

Ringling volume control

A sliding control used to adjust the volume of the Phone's ring

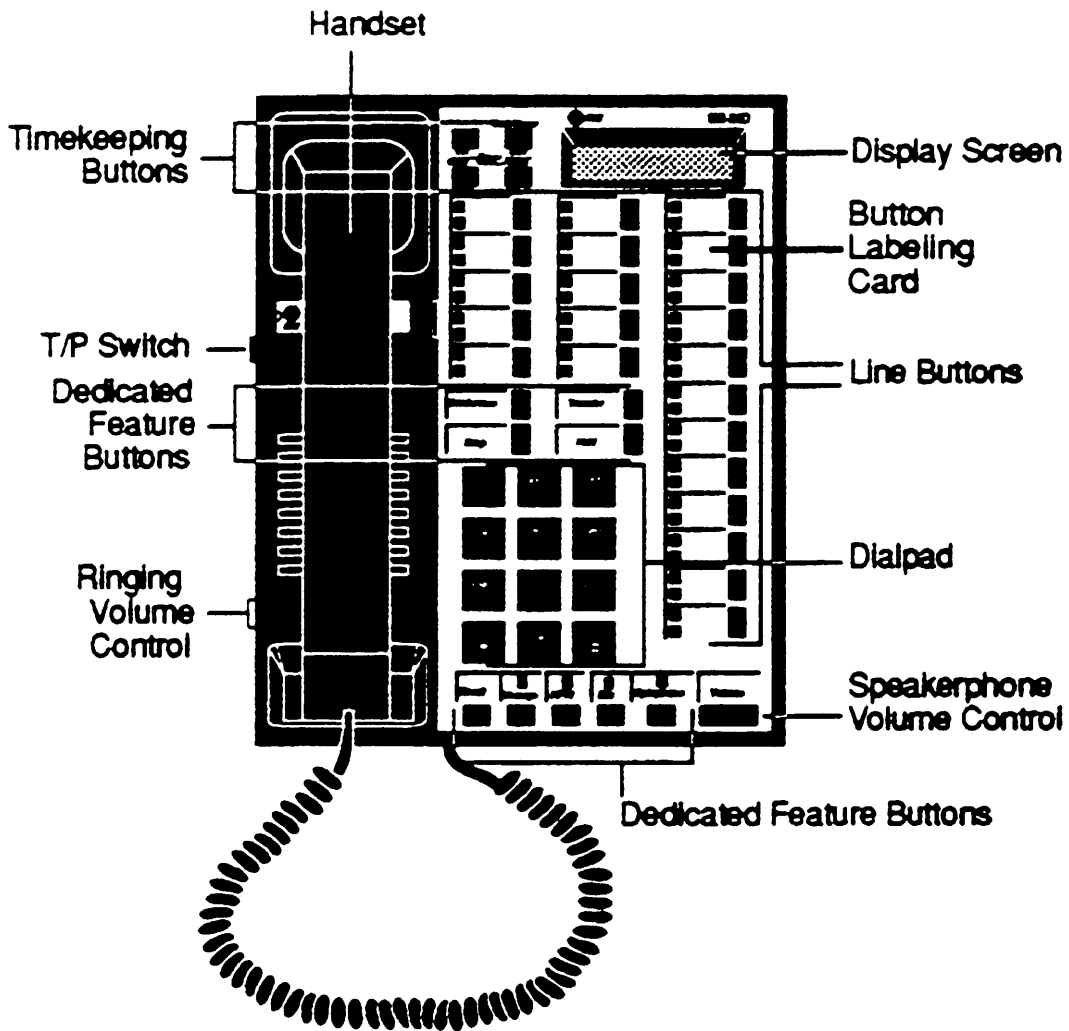
Speakerphone volume control

A dial used to adjust the volume of the speakerphone

T/P switch

A switch used to test and program
The phone

BIS-22D Telephone



Button labeling card

A card you can label with the line or feature assigned to each line button

Dedicated feature buttons

The 9 imprinted buttons for the features used most often

Desk stand (not shown)

A support that adjusts to two angles and can be removed for wall mounting

Dialpad

The numbered buttons, along with ★ and #, that are used to dial phone numbers and feature codes

Display Screen

A 1-line by 16-character display that provides call information and timekeeping functions

Handset

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

Line buttons

The 22 buttons with red and green lights used to make and receive calls. You can program any unlabeled buttons for feature use

Ringling volume control

A sliding control used to adjust the volume of the phone's ring

Speakerphone volume control

A dial used to adjust the volume of the speakerphone

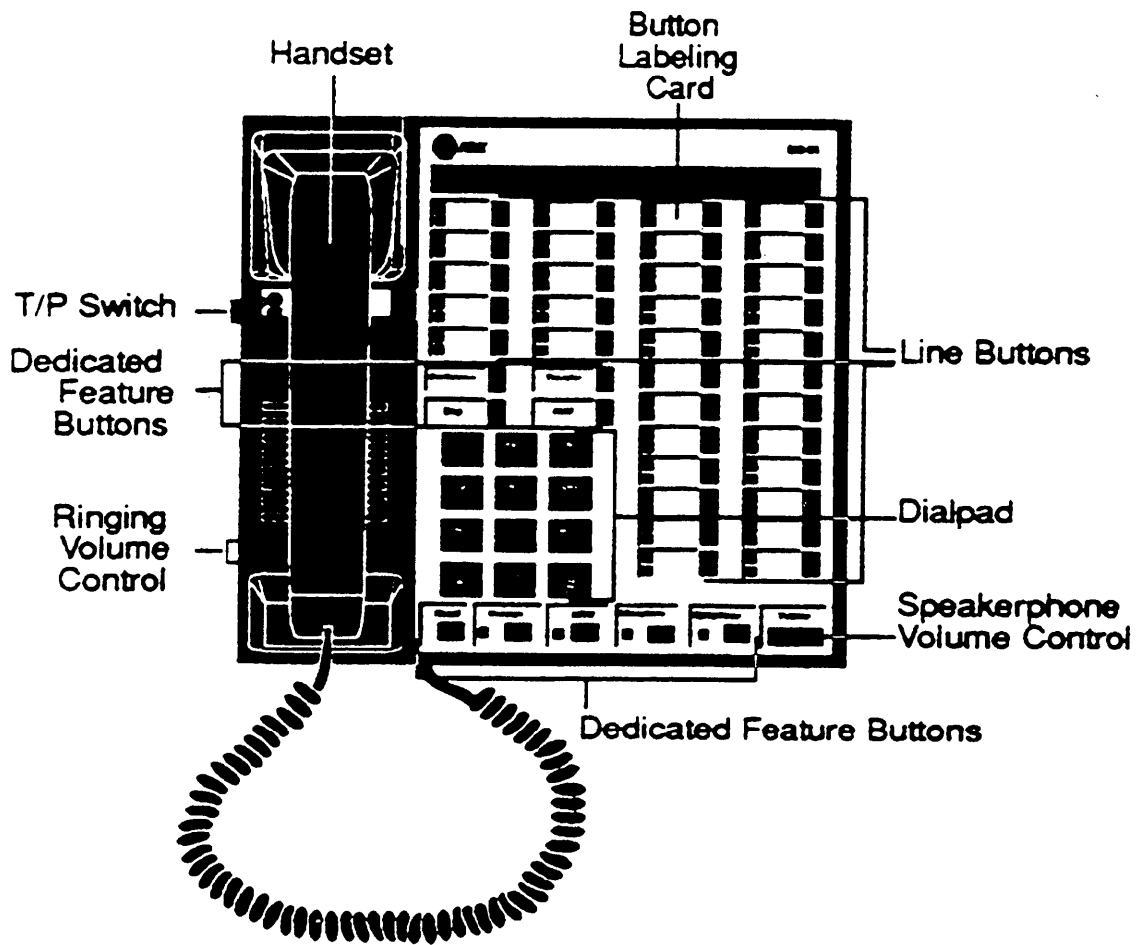
Timekeeping buttons

The 4 buttons used to control display timekeeping functions

T/P switch

A switch used to test and program the phone

BIS-34 Telephone



Button labeling card

A card you can label with the line or feature assigned to each line button

Dedicated feature buttons

The 9 imprinted buttons for the features used most often

Desk stand (not shown)

A support that adjusts to two angles and can be removed for wall mounting

Dialpad

The numbered buttons, along with and * and #, that are used to dial phone numbers and feature codes

Handset

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

Line buttons

The 34 buttons with red and green lights used to make and receive calls. You can program any unlabeled buttons for feature use

Ringling volume control

A sliding control used to adjust the volume of the phone's ring

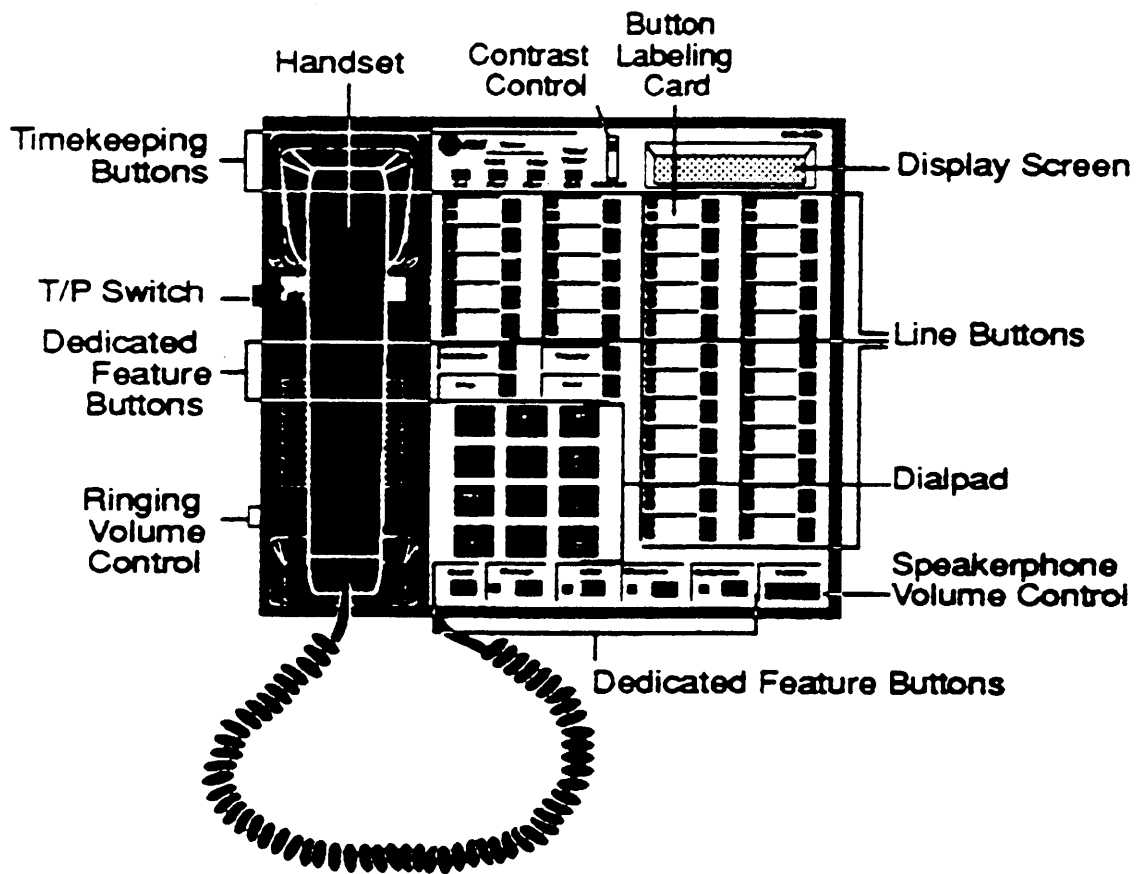
Speakerphone volume control

A dial used to adjust the volume of the speakerphone

T/P switch

A switch used to test and program the phone

BIS-34D Telephone



Button labeling card

A card you can label with the line or feature assigned to each line button

Contrast control

A dial used to control the contrast of the display

Dedicated feature buttons

The 9 Imprinted buttons for the features used most often

Desk stand (not shown)

A support that adjusts to two angles and can be removed for wall mounting

Dialpad

The numbered buttons, along with * and #, that are used to dial phone numbers and feature codes

Display Screen

A 1-line by 16-character display that provides call information and timekeeping functions

Handset

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

Line buttons

The 34 buttons with red and green lights used to make and receive calls. You can program any unlabeled buttons for feature use

Ringling volume control

A sliding control used to adjust the volume of the phone's ring

Speakerphone volume control

A dial used to adjust the volume of the speakerphone

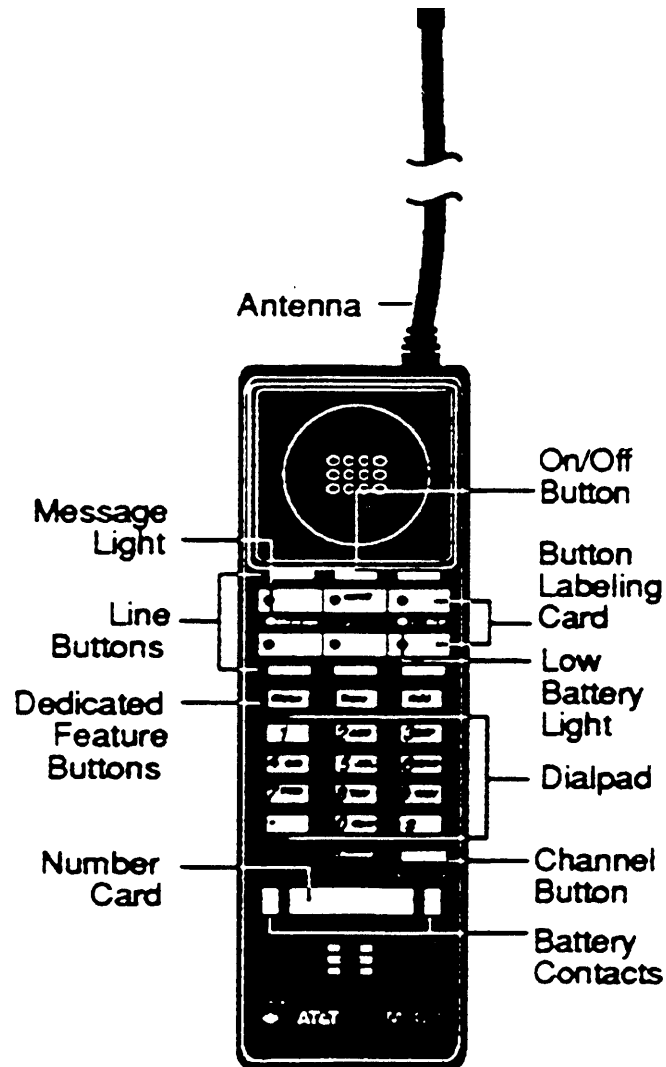
Timekeeping buttons

The 4 buttons used to control display timekeeping functions

T/P switch

A switch used to test and program the phone

MLC-5 Cordless Phone Handset



Antenna

A retractable (or flexible) antenna that must be fully extended for clear reception

Battery contacts

Metal contacts that recharge the handset. The contacts may need to be cleaned periodically with a soft pencil eraser

Button labeling card

A card you can label with the line or feature assigned to each line button

Channel button

A button used to change channels for improved reception

Dedicated feature buttons

The 3 imprinted buttons for the features used most often

Dialpad

The numbered buttons, along with and * and #, that are used to dial phone numbers and feature codes

Line buttons

The 5 buttons with red lights used to make and receive calls. You can program any unlabeled buttons for feature use

Low battery light

A light that blinks when the batteries have fewer than 15 minutes of use remaining (tone is also heard)

Message light

A light that goes on when you have a voice-mail message, a fax, or a message from the system operator

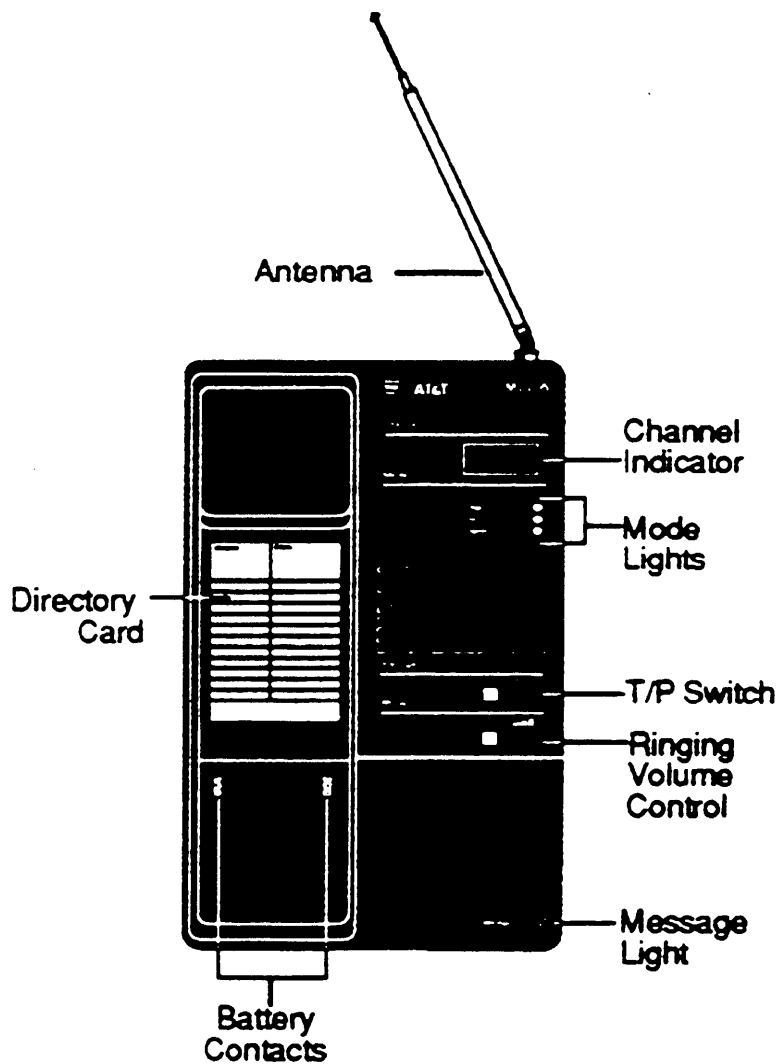
Number card

An erasable card you label with a phone number to match the handset with its base unit

On/Off button

A button used to make or answer a call, and to hang up

MLC-5 Cordless Phone Base Unit



Antenna

A retractable antenna that must be fully extended for clear reception

Battery contacts

Metal contacts used to recharge the handset. The contacts may need to be cleaned periodically with a soft pencil eraser

Channel indicator

An electronic display of the channel currently being used or programmed. A P is displayed when the phone is being programmed

Directory card

An erasable card used to record the phone number assigned to the cordless phone and to list feature codes

Message light

A light that goes on when you have a voice-mail message, a fax, or a message from the system operator

Mode lights**Charge**

A light that goes on whenever the handset is in the base unit and the batteries are charging

Talk

A light that goes on whenever the handset is removed from the base unit and is turned on with its On/Off button

Program

A light that goes on when the T/P switch is set to P for programming

Ringling volume control

A sliding control used to adjust the volume of the base unit's ring

T/P switch

A switch used to test and program the phone

The Display Area

The display gives you the following information to help you handle calls and messages and program your phone.

Caller and Feature Identification

When you receive inside calls, you see the name of the caller, if programmed by your company, or the extension of the caller. You also see `Ext R`, indicating the call is on your **ICOM** or **SA Ring** button or `Ext V`, indicating the call is on your **ICOM** or **SA Voice** button.

The display also shows whether a button has a feature programmed onto it. When you program a new feature onto a button, the feature name appears on the screen as a confirmation. When you use certain features, the screen prompts you to enter information.

Messaging

Before you leave your desk or work area, you can post a message that appears on co-workers' display phones when they call you. When you return to your desk, you can use the display to read messages left by co-workers. See Chapter 5 for more on Messaging.

Timekeeping The display shows the time and date. It also has an alarm clock you can set to remind you of important meetings or events, and a timer that can be used to keep track of the duration of your calls or work periods. See Chapter 5 for more information on Alarm Clock, Calendar, and Timer.

Dedicated Feature Buttons

Imprinted (dedicated) feature buttons are located directly above and below the dialpad.

BIS Phones

On BIS phones, four of the dedicated feature buttons — **Message**, **HFAI**, **Microphone**, and **Speakerphone** — have a light next to them to indicate on or off.

- | | |
|-------------------------|--|
| Confer-
ence | Press to add another person to a call for conferencing with up to five people. |
| Drop | Press Drop and a line button to disconnect a person from a conference call. |
| HFAI | Press to respond to voice-announced calls without lifting the handset or using the speakerphone. You must press HFAI (Hands Free Answer on Intercom) button and leave it on; you cannot press it to respond to a call after the call comes in. |
| Hold | Press to put a call on hold. The green light next to the line button with the call on hold flashes until the call is resumed or the person hangs up. As a reminder, the phone beeps once every 60 seconds. (The interval may vary depending on how your system is administered.) More than one call at a time can be put on hold. |

Message Press to read your messages when the light is on next to the message button on a display phone. On display and non-display phones, the light is on when you have a voice-mail message, a fax, a message from a co-worker, or a message from the system operator.

**Micro-
phone** Press to turn the speakerphone microphone on and off. By pressing **Microphone** during a conversation, you can speak privately with someone in your office without being heard by the caller.

Press to disconnect from one call and get a dial tone to make another call without hanging up. Recall operation may vary however, depending on how your system is configured.

**Speaker-
phone** Press to turn on the speakerphone, so you can make or answer a call without using the handset.

- Press **Speakerphone** before dialing to get a dial tone.
- Press **Speakerphone** when your phone rings to answer a call.
- Press **Speakerphone** while the handset is in use to turn off the handset and turn on the speakerphone. (You can hang up the handset and the call remains on the speakerphone.)

- Press **Speakerphone** while the speakerphone is in use to hang up the phone.

Transfer Press to send a call to another phone or to an outside number.

NOTE:

Depending on how your system is set up, Recall, Transfer, Conference, Drop, and Hold may not work as described in this guide. Ask your system manager if these features work differently.

MLC-5 Cordless Phone

On the MLC-5 cordless phone, there are five imprinted buttons, as described below.

- Hold** Press to put a call on hold. The red light next to the line button with the call on hold flashes until the call is resumed or the person hangs up. As a reminder, the phone beeps once every 60 seconds. (The interval may vary depending on how your system is administered.) More than one call at a time can be put on hold.
- Status** Press to show the status of the handset button lights (except On/Off, Low Battery, and Message), which turn off after 20 seconds to save power.
- Transfer** Press to send a call to another phone.
- Channel** Press to change the channel to improve reception.
- On/Off** Press to activate the handset to make or answer a call. The light next to this button is lit when the handset is on.

NOTE:

Depending on how your system is set up, Transfer and Hold may not work exactly as described in this guide. Ask your system manager if these features work differently.

Line Buttons

There are 10 or more line buttons on your BIS phone, located in the center on the BIS-10, and above and along the right side of the dialpad on the BIS-22, BIS-22D, BIS-34, and BIS-34D. On the cordless phone, there are 5 line buttons at the top of the phone just above the dedicated feature buttons. Use these buttons to make inside calls (calls to and from other extensions) and outside calls.

Two or more line buttons are labeled either **ICOM** (Intercom) or **SA** (System Access). You have either **ICOM** or **SA** buttons, but never both.

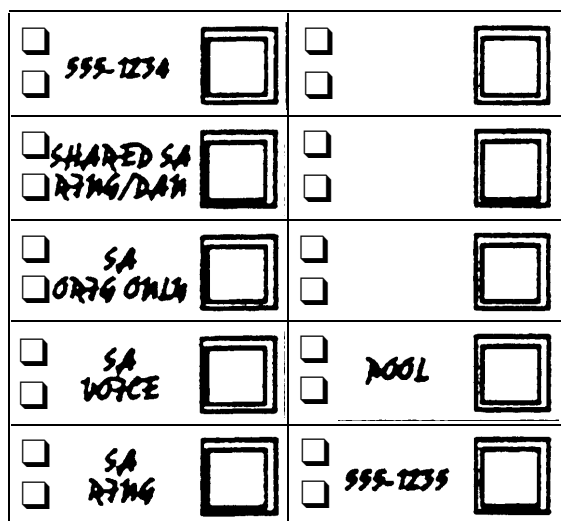
If you have **ICOM** buttons, use them to place inside calls only. Use buttons labeled with phone numbers to place outside calls.

If you have **SA** buttons, use them for both inside and outside calls. You must enter a dial-out code (usually a 9) to make an outside call on a **SA** button.

You can program a feature onto any unlabeled line button. See Chapter 3, “Using and Programming Features,” for more on programming unlabeled line buttons.

Depending on your company, you may not have all the buttons described next. If your phone has **SA** buttons, see the following section. If your phone has **ICOM** buttons, turn to the section “Phones with ICOM Buttons.”

Phones with SA Buttons



SA Ring. Use this button to **make and receive both inside and outside calls**. To call an inside number, dial only the extension. For outside calls, dial a dial-out code (usually a 9) before the phone number.

SA Voice. Use this button to **make inside voice-announced calls and outside calls**, and to **receive both inside and outside calls**. Voice-announced inside calls do not ring — your co-worker hears your voice over the speakerphone instead. To make outside calls, enter a dial-out code (usually a 9) before the phone number.

SA Originate Only. Use this button **only to make calls**; calls do not come in on this button. To make an outside call on this button, enter a dial-out code (usually a 9) before dialing the phone number. This button is set up by your company to make either inside ringing or voice-announced calls (not both).

Shared SA. Use these buttons to answer calls for coworkers and to join their conversations. Each button is linked to a specific **SA** button on a co-worker's phone. Shared **SA** buttons are labeled either **Shared SA Ring** or **Shared SA Voice**, depending on which type of inside calls the button allows you to make. You can use these buttons to make and receive inside and outside calls, just like your own **SA Voice** and **SA Ring** buttons. These buttons are set up by your company.

555-1234. Use any button labeled with a phone number to **make or receive outside calls only**. This is called a "personal line" because it appears only on your phone or a specific group of phones. It is a direct outside line that does not need a dial-out code.

Pool. Use this button to **make and receive outside calls**. You may have a different label on one or more of these buttons; consult your system manager for an explanation of their purpose and use.

Phones with ICOM Buttons

<input type="checkbox"/> 555-1235	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 555-1234	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ICOM ORING ONLY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ICOM VOICE	<input type="checkbox"/>	<input type="checkbox"/> 555-1237	<input type="checkbox"/>
<input type="checkbox"/> ICOM RING	<input type="checkbox"/>	<input type="checkbox"/> 555-1236	<input type="checkbox"/>

ICOM Ring. Use this button to **make inside ringing calls** and to **receive both inside ringing and voice-announced calls**. You cannot use this button for outside calls, but outside calls can be transferred to you.

ICOM Voice. Use this button to **make inside voice-announced calls** and to **receive both inside ringing and voice-announced calls**. Voice-announced calls do not ring — your co-worker hears your voice over the speakerphone instead. You cannot use this button for outside calls, but outside calls can be transferred to you.

ICOM Originate Only. Use this button to **make Inside calls**; calls do not come in on this button. This button is set up by your company to make either inside ringing or voice announced calls.

555-1234. Use any button labeled with a phone number to **make or receive outside calls only**. This is called a “personal line” because it appears only on your phone or a specific group of phones. It is a direct outside line that does not need a dial-out code.

Line Button Lights on BIS Phones

On BIS phones, each line button has two lights next to it, a red one and a green one, showing whether the line is available, in use, or on hold.

Light	Meaning
Steady red	You are automatically connected to this line when you lift the handset.
Steady green	The line or the feature programmed onto the line button is in use.
Steady red and green	You are using this line button or the Line Request feature is in use.
Steady red and flashing green	An incoming call is ringing on this line button or a call you transferred is returning to this line button.
Fast flashing green	You have put a call on hold on this line button.
Slow flashing green	Someone else has put a call on hold on this line button.

Line Button Lights on MLC-5 Cordless Phones

On MLC-5 cordless phones, there are five line buttons, each with a red light indicating whether the line is available, in use, or on hold.

Light	Meaning
Steady red	The line or the feature programmed onto the line button is in use.
Flashing red	An incoming call is ringing on this line button.
Fast flashing red	You have put a call on hold on this line button.
Slow flashing red	Someone else has put a call on hold on this line button.

Caring for Your Phone

First unplug the phone from the wall jack, then use a soft cloth *lightly* dampened with water or a mild soap solution to clean the phone.



CAUTION:

To prevent permanent damage, do not immerse the phone in water or any other liquid, or use aerosol cleaners directly on the phone.

Additional Equipment

For detailed information about the actual use of the following equipment, refer to the documentation packaged with each item.

Headsets

For hands-free operation of the telephone, four headsets are available:

- The **StarSet® Headset** — has a single ear tip and is worn without a headband.
- The **Mirage® Headset** — has a single disk-shaped receiver worn without a headband.
- The **Supra® Headset** — has a single disk-shaped receiver and headband.
- The **Supra NC® Headset** — has two disk-shaped receivers and a headband.

Amplifiers

The headsets described in the previous section will work with any phone connected to the system when combined with one of the following amplifiers:

- **Modular Amplifier** — connects the StarSet, Mirage, Supra, and Supra NC headsets to a phone equipped with a modular handset.
- **Plug Prong Amplifier** — connects the StarSet, Mirage, Supra, and Supra NC headsets to a phone equipped with a headset adapter and to many automatic call distributors.

Both amplifiers have volume and mute controls.

Quick Start

2

Quick Start helps you begin using the basic features of your phone immediately. To use features not addressed in this chapter, see Chapter 5, “Features.”

Identifying Call Types

Your phone provides distinctive rings to identify ringing calls. It also provides tones to assist you in using system features or making calls.

To Identify Ringing Calls

Your phone uses three distinctive ringing patterns to help you identify different types of incoming calls.

Ring	Meaning
One long ring	An inside call
One short ring and one long ring	An outside call
Two short rings and one long ring	An outside call transferred to you, a returning transferred call, or a returning Callback call. See “Callback” in Chapter 5.

To Identify Tones

When making a call or using a feature, you may hear a tone. Each tone has a different meaning.

Tone	Meaning
Dial tone (steady tone)	You can make a call.
Busy (slow repeating tone)	The phone you are calling is busy.
Fast busy (fast repeating tone)	No lines are available.
Alternating high and low tones	You dialed a number incorrectly or misused a feature.
Confirmation tone (double break in dial tone followed by steady tone)	You used a feature properly.
Callback tone (five short beeps)	The outside line or the extension is busy and your phone is programmed for Callback. See "Callback" in Chapter 5.
Call Waiting tone (one or two beeps while you are on another call)	You have an Inside call (one beep) or an outside call (two beeps) waiting.

Making Calls

A steady red light beside a line button indicates a free line. When you lift the handset to make a call, you are automatically connected to this line.

To Make Inside Calls

Inside calls are either voice-announced or ringing.

When you make a voice-announced call, your co-worker's phone does not ring; your voice is heard over the speakerphone if your co-worker's phone is programmed to receive voice announcements. When your co-worker is on another call using the handset, your voice still comes over the speakerphone.

NOTE:

Voice-announced calls to phones without speakerphones are received as ringing calls.

If the co-worker you dialed is already using the speakerphone or Voice Announce is turned off for that phone, your call rings instead. If the co-worker is using Do Not Disturb or all the **ICOM** or **SA** buttons assigned to receive calls are in use, you hear a busy signal. See "Voice Announce" and "Do Not Disturb" in Chapter 5.

NOTE:

If you have difficulty hearing the other person while using your speakerphone, background noise may be interfering with the reception and transmission. Lowering the volume of the speakerphone reduces the interference. Also, do not place anything in front of the microphone.

On BIS Phones

1. If the red light next to the **ICOM** or **SA** button is not on, press the button.
The red light goes on.
2. Lift the handset or press **Speaker**.
The green light next to the line button goes on.
3. Dial the extension number.
4. For voice-announced calls, begin talking when you hear a beep.

On MLC-5 Cordless Phones

1. Extend the antenna on both the handset and the base unit.
2. If the red light next to the **SA** or **ICOM** button is not on, press the button.
The red light goes on.
3. Press **On/Off**.
The red light next to it goes on. The Talk light on the base unit also goes on.
4. Dial the extension number.
5. For voice-announced calls, begin talking when you hear a beep.
6. To disconnect the call, press **On/Off** or place the handset in the base unit.
The handset turns off automatically when placed in the base unit.

NOTE:

Voice-announced calls can be made from, but not received on, MLC-5 cordless phones.

To Make Outside Calls

Use any **SA** or **Pool** button or any line button labeled with a phone number to make an outside call. **ICOM** buttons are reserved for inside calls.

Only **SA** buttons need a dial-out code (usually a 9) before dialing the phone number.

On BIS Phones

1. If the red light next to the line button you want to use is not on, press the button.
The red light goes on.
2. Lift the handset or press **Speaker**.
The green light next to the line button goes on.
3. If you are using an **SA** button, dial the dial-out code.
4. Dial the phone number.

On MLC-5 Cordless Phones

1. Extend the antenna on both the handset and the base unit.
2. Press **Status** to see which lines or features are in use.
3. Press **On/Off**.
The red light next to it goes on. The Talk light on the base unit also goes on.
4. If the red light next to the line button you want to use is not on, press the button.
The red light goes on.
5. If you are using a **SA** button, dial the dial-out code.
6. Dial the phone number.
7. To disconnect the call, press **On/Off** or place the handset in the base unit.
The handset turns off automatically when placed in the base unit.

Answering Calls

Your phone alerts you to an incoming call in several ways. The phone can ring or you can receive a voice-announced call over the speakerphone. If you are using your phone, you may hear a Call Waiting signal (a beep) during your call. This beep indicates that you have another call. See “Call Waiting” in Chapter 5.

On the BIS phones, you can prevent voice-announced calls by turning off Voice Announce or prevent both voice-announced and internal ringing calls by using Do Not Disturb. See “Do Not Disturb” and “Voice Announce” in Chapter 5.

You can make a voice-announced call to an MLC-5 cordless phone. However, the call is received as a ringing call.

To Answer Voice-Announced Calls

Answer a voice-announced call in one of the following ways:

- Lift the handset.
- Press **Microphone** to talk over your speakerphone.
- Use **HFAI**.
HFAI must be on before the call comes in. To answer a call, simply talk directly into the speakerphone.

To Answer Ringing Calls on BIS Phones

If You Are Not on the Phone:

1. A flashing green light next to a line button indicates a call is ringing on that line button. If the red light next to the button with the call is not on, press that line button.
The red light goes on.
2. Lift the handset or press **Speaker**.
Both the red and green lights next to the line button stay on while you are on the call.

If You Are on the Phone:

1. To put a call on hold, press **Hold**.
2. To answer the ringing call, press the line button next to the flashing green light.
3. To return to a call on hold, press the line button for the held call.

To Answer Ringing Calls on MLC-5 Cordless Phones

If You Are Not on the Phone:

1. Press **On/Off**.
The red light next to it goes on. The Talk light on the base unit and the light next to the line button with the call also go on.
2. To disconnect the call, press **On/Off** or place the handset in the base unit.
The handset turns off automatically when placed in the base unit.

If You Are on the Phone:

1. To put a call on hold, press **Hold**.
2. To answer the ringing call, press the line button next to the flashing red light.
3. To return to a call on hold, press the line button next to the fast flashing red light.

Transferring Calls

You can transfer a call from your extension to another inside extension or outside number. The following procedure provides the basic steps for transferring a call. To use One-Touch transfer and other system features available during transfer, see “Transfer” in Chapter 5.

To Transfer to an Inside Extension

1. If your phone has **Auto Dial** buttons, check the light next to the button for the person’s extension.
 - If the light is off, the person is unavailable. Consider using Camp-On, Paging, or Park and Paging.
 - If the light is on, go to Step 2.
2. Press **Transfer**.

*The call is put on hold automatically and the system selects an **SA** or **ICOM** button. If an **SA Ring** or **ICOM Ring** button is selected, your display prompts you with Transfer to: If an **SA Voice** or **ICOM Voice** button is selected, your display prompts you with Announce to:*
3. Press the **Auto Dial** button or dial the person's extension.
 - If the person is available, announce the call and hang up.

The call is transferred.
 - If the person is unavailable, return to the caller by pressing the **SA** or line button with the held call.

On MLC-5 cordless phones, disconnect from the transfer after connecting two parties by doing one of the following:

- Press **On/Off**.
- Place the handset unit in the base unit to disconnect automatically.

To Transfer to an Outside Number

1. Press **Transfer**.
The call is put on hold automatically.
2. Press a line button to get an outside line, or press an **SA** button and dial the dial-out code.
You hear a dial tone.
3. Dial the outside number.
 - If the person is available, hang up.
The call is transferred.
 - If the person is unavailable, return to the caller by pressing the **SA** or line button with the held call.

On MLC-5 cordless phones, disconnect from the transfer after connecting two parties by doing one of the following:

- Press **On/Off**.
- Place the handset unit in the base unit to disconnect automatically.

Setting Up a Conference

A conference can have up to three inside participants, including yourself, and up to two outside participants. When using an MLC-5 cordless phone, you can participate in a conference but you cannot initiate the conference call.

1. Make a call to the first extension or outside number.
2. Press **Conference** after the person answers and you have announced the call.

The green light next to the the button flashes, signaling that the call is on hold for the conference.

3. If the next call is an inside extension, press an **ICOM** or **SA** button; if it is an outside number, press an **SA** or line button.

NOTE:

If you have **SA** buttons and any are available, the system selects one automatically for you.

4. Dial the next extension or outside number.

NOTE:

If you make a dialing error while adding a participant to a conference, you must hang up and restart the procedure to add a participant, beginning with Step 3.

5. Confirm participation:

- If the person is available, announce the conference and press **Conference**.
All participants, including you, are connected.
- If the person is unavailable, hang up.
- If this is the case, select a new line and make another call or return to the original call.



CAUTION:

*If the system selects an **SA Voice** button when adding a conference participant, you hear a beep instead of ringing after you dial the extension to be included in the conference. If the call is not answered, and you press **Conference** to complete the call, your conversation with other parties on the conference is broadcast on that extension's speakerphone. Be sure to **Drop** an unanswered extension on an **SA Voice** button to prevent an unintentional broadcast from happening.*

6. Press **Conference** again to add another person.

You are separated from the conference while you add the next person, but the participants who are already on can still talk.

7. Repeat Steps 3 through 5 to add more participants.

8. While on a conference:
 - Disconnect yourself without ending the call by pressing **Hold**.
 - Rejoin the conference by pressing the line button for any participant.
 - Disconnect a participant by pressing **Drop** and then pressing participant's line button. (Do not use **Drop** to disconnect a participant when the conference is on hold. Do not use **Drop** to disconnect yourself from a conference you initiated.)
9. To end the conference, hang up.

To Leave a Conference Temporarily

1. Press **Hold**.
Conference participants are still able to talk.
2. To rejoin the conference, press the line button of any participant.

To Drop a Conference Participant

1. Press **Drop**.
The Drop feature does not work when conference is on hold.
2. Press the line button of participant to be dropped.

Using and Programming Features

3

You can use most of your phone's features either by pressing programmed line buttons or by dialing feature codes, depending on the following:

The number of unlabeled line buttons. If all the line buttons have lines assigned to them, you can use features only by dialing feature codes. If there are unlabeled line buttons, you can program features onto them. You can then use the feature by pressing that button instead of dialing the feature code.

Whether the feature needs a programmed line button.

Some features, such as Last Number Dial, cannot be used with feature codes. You need to program a button to turn the feature on and off. The light next to the button provides a visual reminder when the feature is in use. The following features require programmed buttons. For more information on Programming codes, see Appendix C.

- Auto Answer All
- Auto Dial
- Coverage
 - Coverage Off
 - Primary Individual Coverage
 - Secondary Individual Coverage
 - Group Coverage
 - Coverage VMS Off
- Do Not Disturb
- Messaging
 - Posted Message
- Saved Number Dial
- Signaling and Notify

Whether the feature can be used only by dialing a feature code. Some features are meant to be used by dialing a 1-, 2-, or 3- digit code. For example, Personal Speed Dial allows you to dial phone numbers quickly by using codes instead of programming separate Auto Dial buttons for each number. The following features require feature codes. For more information on Feature codes, see Appendix B.

- Call Waiting — Pickup
- Follow Me
 - activate
 - cancel sending from
 - cancel sending from
- Messaging — cancel

- Messaging — cancel
- Personal Speed Dial

General instructions for using and programming features follow. Specific instructions for using and programming each feature are in Chapter 5.

Using Features

There are two ways to use your phone's features:

- **Press a programmed button.** You can program some features on line buttons for one-touch use or to toggle the feature on and off. Your phone may already have features programmed. You can program any unlabeled line buttons with additional features.
- **Press a Feature button and dial a feature code.** You must program a **Feature** button on your phone so that you can use feature codes.

Many features have a one-, two-, or three-digit code. If you have no more available line buttons for programming a feature, you can access additional features by dialing their feature codes. All feature codes are listed in Appendix B.

NOTE:

Using a **Feature** button or a button with a specific feature programmed on it are the recommended access methods. However, you can press **#** instead of pressing the **Feature** button in some instances:

- When you have lifted the handset (or used **Speakerphone** or **Speaker** or a headset) on an **ICOM** or **SA** button and hear dial tone. *You must not be on an outside line* — that is, you must be listening to the system's dial tone, *not* the phone company's dial tone.
- When you are connected to another party on an inside or outside call.

The following sections describe how to program a **Feature** button, how to use a feature code with a **Feature** button, and how to program a feature on an unlabeled button.

In addition, you can program some features to setup the way you want your phone to work. Once one of these features is programmed, you don't need to press a programmed button to use it. For example, you can program your phone with Ringing Options to change how your phone rings, or you can turn on Call Waiting to make sure important calls get through. See "Ringing Options" and "Callback" in Chapter 5.

Programming a Feature Button

1. Label the button you want to program as **Feature**.
2. Slide the **T/P** switch to the **P** position.
You hear a tone every 20 seconds to remind you that you are in programming mode.
3. Press the button you labeled **Feature**.
4. Dial * 20 .
5. Slide the **T/P** switch to the center position.

Using a Feature Code

1. Press the programmed **Feature** button.
2. Dial the feature code. See Appendix B for more information on feature codes.

Programming a Feature on a Button

1. Remove the clear label cover from the phone.
2. Write the feature name next to the button to be programmed.
3. Replace the cover.
4. Slide the **T/P** switch to the **P** position.
You hear a tone every 20 seconds to remind you that you are in programming mode.
5. Press the button you labeled.

6. Dial the programming code. See Appendix C for more information on programming codes.
Some features require additional entries. For example, you must enter an extension for inside Auto Dial.
7. Repeat Steps 5 and 6 for any other button you want to program.
8. Slide the **T/P** switch to the center position.

To use this feature, press the programmed button.

NOTE:

Using this procedure reprograms a previously programmed button.

Feature Finder

4

The Feature Finder on the next few pages helps you easily identify and find features by function instead of by name:

- Calling Basics
- Covering Calls
- Messaging and Paging
- Privacy
- Ringing
- Timekeeping

Chapter 5 lists features alphabetically with descriptions and step-by-step instructions for programming and use.

Calling Basics

If you Want to...	See...
Dial numbers with the touch of a button	Auto Dial
Quickly dial numbers you call often	Personal Speed Dial
Quickly dial numbers programmed by your company	System Speed Dial
Automatically redial a number you dialed previously	Last Number Dial Saved Number Dial
Connect automatically to a busy extension or outside line when it's free	Callback Line Request
Quickly disconnect one call and dial another without pressing the switchhook	Recall
Enter an account code before or during a call	Account Code Entry
Add as many as four others to the same call	Conference
Transfer a call	Transfer
Transfer a call to a busy extension and hold the call there for a preset time (Camp-On)	Transfer

Covering Calls

If you want to...	See ...
Answer a co-worker's ringing phone from your phone	Pickup and Coverage
Have a co-worker answer your calls	Coverage
Forward your calls to another phone	Forward and Follow Me

Messaging and Paging

If you want to...	See ...
Let a co-worker know you called or find out if you have a fax or message	Messaging
Broadcast an announcement	Paging
Put a call on hold while you page a co-worker	Park Paging
Signal a co-worker to contact you	Signaling and Notify
Use an answering machine to record messages while you are away	Auto Answer All
Know if someone is calling while you are on a call	Call Waiting

Privacy

If you want to...	See...
Prevent your phone from ringing	Do Not Disturb
Prevent co-workers from joining your calls	Privacy
Choose if you want to receive voice-announced calls	Voice Announce

Ringling

If you want to ...	See ...
Have your phone ring differently from other phones	Ringling Options — Personalized Ring
Set your phone to ring immediately, after a delay, or not at all	Ringling Option — Ring Timing
Set your phone to ring once or repeatedly while you're on the phone	Ringling Options — Abbreviated Ring
Remind yourself of meetings or appointments	Reminder Service

Timekeeping

If you want to...	See...
Remind yourself of meetings or appointments	Alarm Clock Reminder Service
Change the time, day, and date on your display	Calendar
Keep track of the duration of calls or meetings	Timer

Features

5

This chapter describes features alphabetically with instructions for programming and using them. Some features have to be programmed on your phone before you can use them. Others are built into the system and do not need programming.

You use most features by dialing a feature code or pressing a programmed line button.

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, your choices are:

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

You can change a code you have entered (either required or optional) by entering a new one, even after the call is answered.

To obtain a list of account codes for your organization, contact your system manager for information on who in your company is responsible for generating the list.

To Program an Account Code Entry Button

1. Label the button to be programmed as **Account Code**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Account Code**.
4. Dial * 82.
5. Slide the **T/P** switch to the center position.

To Enter an Account Code Before Calling

1. Press the programmed **Account Code** button, or press the programmed **Feature** button and dial 82.
2. Dial the account code, followed by #. See Notes.
3. Press an outside line or **SA** button.
4. Lift handset or press **Speakerphone** or press **On/Off** on cordless phones.
5. Dial the phone number (including dial-out code if necessary).

NOTE:

- For Step 2, if you have programmed an outside **Auto Dial** button with a specific account code followed by **#**, you can press the button whenever you need to enter the code. (See Auto Dial.)
- If you are using account codes on a conference call, follow Steps 1 through 5 above and press **Conference**. When adding participants, repeat steps 1, 2, 3, and 5 and press **Conference** again. This associates an account code with each participant.

To Enter or Change an Account Code During a Call

1. Press the programmed **Account Code** button, or press the programmed **Feature** button and dial **82**.
2. Dial the account code followed by **#**.

NOTE:

- If you make a mistake, you can correct the code by repeating this procedure.
- For Step 2, if you have programmed an outside **Auto Dial** button with a specific account code followed by #, you can press the button whenever you need to enter the code. (See Auto Dial.)
- If an account code was already entered for a call that is transferred to you, it cannot be changed.

Alarm Clock

If you have a display phone, you can use your phone as an alarm clock and set it to beep at a particular time to remind you of an appointment, meeting, or other important event. Until canceled, the alarm sounds every day at the set time.

To Use the Alarm

1. Press **Set**.
ALARM Off begins to flash.
2. Press **Fwd**.
ALARM On begins to flash.
3. Press **Set**.
Hour and am/pm begin to flash.
4. Press **Fwd** or **Rev** until the setting you want appears on the display.
5. Press **Set**.
Minutes start to flash.
6. Press **Fwd** or **Rev** until the setting you want appears on the display.
7. Press **Exit**.
A bell appears on the display next to the date.

To Cancel the Alarm

1. Press **Set**.
ALARM On begins to flash
2. Press **Fwd**.
ALARM Off begins to flash.
3. Press **Exit**.
The bell disappears from the display.

Auto Answer All

To answer calls using a headset, an answering machine, a modem, or a fax machine, you must program an Auto Answer All button on your phone. You must also turn off Voice Announce on your phone (see Voice Announce) and you need to have a General Purpose Adapter (GPA) or headset adapter.

You cannot use this feature on a MLC-5 cordless phone or other analog multiline phones that do not have a jack labeled “other” on the back to plug the GPA into.

To Program an Auto Answer All Button

1. Label the button to be programmed as **Auto Answer All**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Auto Answer All**.
4. Dial **★ 754**.
5. Slide the **T/P** switch to the center position.

To Use Auto Answer All

1. If you are using a GPA, make sure the switch is on **Auto**.
2. To turn on, press the programmed **Auto Answer All** button on your phone.
The green light next to the button goes on. Calls are answered automatically.
3. To turn off, press the programmed **Auto Answer All** button again.
The green light next to the button goes off.

Auto Dial

Use Auto Dial to automatically dial either inside or outside numbers you call often.

You can program inside **Auto Dial** buttons for the extensions of co-workers or for paging areas. The green light next to the **Auto Dial** button goes on when your co-worker is on the phone or using Do Not Disturb.

You can program outside **Auto Dial** buttons for phone numbers, account codes, long-distance billing numbers, bank access codes, or emergency contact numbers.

NOTE:

Program emergency numbers and make test calls during off-peak hours. Stay on the line and briefly explain the reason for your call to the dispatcher.

To Program Inside and Outside Auto Dial Buttons

1. Label the button to be programmed with a person's name or other identifier.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled.
4. Dial:
 - ★ 22 for inside numbers
 - ★ 21 for outside numbers. See Notes.
5. Dial the extension or outside number (including any necessary dial-out code, long-distance carrier code, area code, and special characters). See Notes.
6. Repeat Steps 3, 4, and 5 to program additional buttons.
7. Slide the **T/P** switch to the center position.

NOTE:

- Program account codes, access codes and outside numbers as outside **Auto Dial** buttons.
- Special characters maybe needed when you program an outside **Auto Dial** button. See Appendix A for more information on special characters.

To Use Auto Dial Buttons on BIS Phones

An inside **Auto Dial** button will automatically select an available **SA** or **ICOM** button. If you want to use a specific **SA** or **ICOM** button, press that button before you press the **Auto Dial** button.

- To use an inside **Auto Dial** button for voice-announced calls, press **ICOM Voice** or **SA Voice**.
 - To use an inside **Auto Dial** button for ringing calls, press **ICOM Ring** or **SA Ring**.
1. Press the programmed **Auto Dial** button.
Your speakerphone goes on and the number is dialed automatically.
 2. If making a voice-announced call, begin talking after the beep.

NOTE:

If your phone has **SA** buttons and the Auto Dial number includes the dial-out code, the number will dial automatically on an **SA** line button. If the dial-out code is not included, you need to press an **SA** button and dial the dial-out code before pressing the **Auto Dial** button.

To Use Auto Dial Buttons on MLC-5 Cordless Phones

An inside **Auto Dial** button will automatically select an available **SA** or **ICOM** button. If you want to use a specific **SA** or **ICOM** button, press that button before you press the **Auto Dial** button.

- To use an inside **Auto Dial** button for voice-announced calls, press **ICOM Voice** or **SA Voice**.

NOTE:

MLC-5 cordless phones can make but not receive voice-announced calls.

- To use an inside **Auto Dial** button for ringing calls, press **ICOM Ring** or **SA Ring**.

1. Lift the handset and press **On/Off**.
2. Press the programmed **Auto Dial** button.
The number is dialed automatically.
3. If making a voice-announced call, begin talking after the beep.

NOTE:

If your phone has **SA** buttons and the Auto Dial number includes the dial-out code, the number will dial automatically on an **SA** line button. If the dial-out code is not included, you must press an **SA** button and dial the dial-out code or press another line button, before pressing the **Auto Dial** button.

Calendar

If you have a display phone, the display shows the time, day, and date while your phone is idle. You can set and reset the calendar as needed.

To Set the Time, Day, and Date

1. Press **Set** repeatedly to select the time, day, or date.
The calendar item that you are currently able to change, flashes.
2. Press **Fwd** or **Rev** to change the item (minutes, hours, day month, date).
3. Repeat Steps 1 and 2 to select and change another item.
4. Press **Exit**.

Callback

When you reach a busy extension or the outside line you want to use is busy, use Callback to automatically place the call when the extension or line is free.

You'll hear two short rings and one long ring as soon as the extension or line is free. The call is placed when you lift the handset or press **Speakerphone**.

On phones with **ICOM** buttons, Callback works only for busy inside extensions; use Line Request for busy outside lines. (See Line Request.) On phones with **SA** buttons, Callback works with busy inside extensions; it works with busy outside lines only when you are using an **SA** or **Pool** button to make a call.

Callback works only when the outside line you want to use is busy, which is indicated by a fast busy signal. Callback does not work when the outside phone number you call is busy, which is indicated by a normal busy signal.

You can use Callback either selectively or automatically:

- **Selective Callback** is activated when you dial the feature code or press a programmed button.
- **Automatic Callback** is activated every time you reach a busy extension or, if your phone has **SA** buttons, a busy outside line. You need to program your phone for Automatic Callback.

To Program a Selective Callback Button

1. Label the button to be programmed as **Callback**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Callback**.
4. Dial * 55.
5. Slide the **T/P** switch to the center position.

To Use Selective Callback for Busy Extensions

1. When you reach a busy extension, press the programmed **Callback** button or press **Feature** and dial 55.
2. Hang up when you hear five short beeps.
*Your call is placed in queue until the extension becomes available.
The green light next to the line button flashes.*
3. Lift the handset or press **Speakerphone** when you hear two short rings and one long ring.
You hear three short beeps, and your call is dialed automatically.

To Use Selective Callback for Busy Outside Lines

1. If you hear a fast busy signal after dialing a dial-out code, press the programmed **Callback** button or press **Feature** and dial 55.
2. Dial the outside number.
3. Hang up when you hear five short beeps.
Your call is placed in queue until the line becomes available. The green light next to the line button flashes.
4. Lift the handset or press **Speakerphone** or press **On/Off** on a cordless phone, when you hear two short rings and one long ring.
You hear three short beeps and your call is dialed automatically. The green light next to the line button is steady.

NOTE:

On phones with **ICOM** buttons, use Line Request instead of Selective Callback for busy outside lines.

To Turn Automatic Callback On and Off

1. Slide the **T/P** switch to **P**.
2. Press any **ICOM** or **SA** button.
3. Dial:
 - ★ 12 to turn on
 - ★★ 12 to turn off.
4. Slide the **T/P** switch to the center position.

To Use Automatic Callback

1. When you reach a busy line or extension and hear five short beeps, hang up.
Your call is placed in queue until the line or extension becomes available. The green light next to the line button flashes.
2. When you hear two short rings and one long ring, lift the handset, press **Speakerphone**, or press **On/Off** on a cordless phone.
You hear three short beeps, and your call is dialed automatically. The green light next to the line button is steady.

NOTE:

An outside call is not placed until you lift the handset or press **Speaker**. An inside call does not ring until you lift the handset or press **Speaker**.

To Cancel a Callback Request

1. Press the button the callback request is on.
2. Lift the handset, press **Speakerphone**, or **On/Off** on a cordless phone.
The green light next to the button goes on.
3. Press **Drop**.
4. Press the button the call is on again.
The green light next to the button goes off.

Call Waiting

When all the **ICOM** or **SA** buttons on your phone are busy and another call comes in, Call Waiting informs you of inside calls (single beep) and outside calls (double beep).

To answer a waiting call, you can either hang up or put your current call on hold. If you hang up, your phone will ring with the waiting call. If you put the call on hold, press **ICOM Originate Only** or **SA Originate Only** and dial the feature code to pick up a waiting call. If you have more than one call waiting, the calls are delivered to your phone in the order they arrived. Callers hear a special Call Waiting ring instead of a busy signal.

Call Waiting works only on **ICOM** and **SA** buttons, and only when they are all in use. Call Waiting does not work if your calls are being covered. You must program your phone to accept Call Waiting.

To Turn Call Waiting On and Off

1. Slide the **T/P** switch to **P**.
2. Press any **ICOM** or **SA** button.
3. Dial:
 - ★ 11 to turn on
 - ★★ 11 to turn off.
4. Slide the **T/P** switch to the center position.

To Complete a Call and Answer a Waiting Call

1. When you hear the Call Waiting tone, hang up, or press **On/Off** on a cordless phone.
Your phone rings.
2. Lift the handset, press **Speakerphone**, or press **On/Off** on a cordless phone.
You are connected to the call.

To Put a Call on Hold and Pick Up a Waiting Call

1. Press **Hold**.
2. Press **ICOM Originate Only** or **SA Originate Only**.
NOTE:
An **ICOM Originate Only** or **SA Originate Only** button must be available for you to pick up the call; otherwise you must hang Up to get the call.
3. Press the programmed **Feature** button and dial **87**.
You are connected to the call.
4. To return to the tail on hold, press the button with the fast flashing green light.

Conference

Use Conference to include up to five people in the same conversation. You can conference one or two outside numbers and up to three extensions, including your own.

Conference allows you to consult privately with each participant before adding him or her to the conference and to put the entire conference on hold. To drop any participant from the conference, press **Drop** and press the line button that the call is on.

NOTE:

Conference calls to outside locations may vary in transmission quality.

If you have an MLC-5 cordless phone, you can participate in conference calls but you cannot initiate them.

To Set Up a Conference Call

1. Make a call to the first extension or outside number.
2. Press **Conference** after the person answers and you have announced the call.

The green light next to the the button flashes, signaling that the call is on hold for the conference.

3. If the next call is an inside extension, press an **ICOM** or **SA** button; if it is an outside number, press an **SA** or line button.

NOTE:

If you have **SA** buttons and any are available, the system selects one automatically for you.

4. Dial the next extension or outside number.

NOTE:

If you make a dialing error while adding a participant to a conference, you must hang up and restart the procedure to add a participant, beginning with Step 3.

5. Confirm participation:

- If the person is available, announce the conference and press **Conference**.
All participants, including you, are connected.
- If the person is unavailable, hang up.

If this is the case, select a new line and make another call or return to the original call.



CAUTION:

*If the system selects an **SA Voice** button when adding a conference participant, you hear a beep instead of ringing after you dial the extension to be included in the conference. If the call is not answered, and you press **Conference** to complete the call, your conversation with other parties on the conference is broadcast on that extension's speakerphone. Be sure to **Drop** an unanswered extension on an **SA Voice** button to prevent an unintentional broadcast from happening.*

6. Press **Conference** again to add another person.
You are separated from the conference while you add the next person, but the participants who are already on can still talk.
7. Repeat Steps 3 through 5 to add more participants.
8. While on a conference:
 - Disconnect yourself without ending the call by pressing **Hold**.
 - Rejoin the conference by pressing the line button for any participant.
 - Disconnect a participant by pressing **Drop** and then pressing participant's line button. (Do not use **Drop** when the conference is on hold, or to disconnect yourself from a conference you initiated.)
9. To end the conference, hang up.

To Leave a Conference Temporarily

1. Press **Hold**.
Conference participants are still able to converse.
2. To rejoin the conference, press the line button of any participant

To Drop a Conference Participant

1. Press **Drop**.
2. Press the line button of participant you want to drop.

NOTE:

Drop does not work when the conference is on hold.

Coverage

Coverage allows a call ringing at one extension to ring at another extension at the same time, and to be answered at either phone. Coverage can be set up for an individual or a group and turned on or off as necessary.

You can program your phone so that all your calls, both inside and outside, are covered, or so that only outside calls are covered. If you have a voice messaging system (VMS), you can also program your phone so that only inside calls, but not outside calls, are covered by voice mail. In addition, you can program a button to turn all Coverage of your calls on and off.

Individual Coverage

A coworker providing Individual Coverage for you can have his or her phone programmed with a button for either primary or secondary Individual Coverage. The secondary option provides a two-ring delay to allow you to answer before your co-worker does; the primary option does not provide this delay. In addition, each Coverage button on your co-worker's phone can be programmed for Immediate Ring, Delayed Ring, or No Ring. (See Ringing Options.)

Regardless of how these options are programmed, the green light next to the **Individual Coverage** button on your co-worker's phone flashes immediately when your phone rings. Your co-worker's phone rings as shown in the following table.

In each case, phones continue to ring (as programmed) and the green light on both phones continue to flash until the call is answered, either by you or by your co-worker.

Individual Coverage Buttons

	<u>Primary</u>	<u>Secondary</u>
Immediate Ring	Rings immediately	Rings after your phone rings 2 times
Delayed Ring	Rings after your phone rings 1-6 times (system-programmed)	Rings after your phone rings 2 times plus the system-programmed interval of 1-6 rings
No Ring	Does not ring	Does not ring

Group Coverage

Your system may be programmed with groups of extensions organized into Coverage groups. Group Coverage allows a secretary, for example, to answer calls for everyone in a department. You can send your calls to Group Coverage only if the system is set up with Coverage groups and you are a member of a group.

Your calls can be covered by Group Coverage alone or by both Group Coverage and Individual Coverage. If you have only Group Coverage, your calls ring at your own phone and, depending on how your system is set up, are sent to Group

Coverage either immediately or after a delay. (Ask your system manager for details.) If you have both Individual and Group Coverage, your calls go to Group Coverage only if the person who provides Individual Coverage does not answer after a system-programmed number of rings, or if his or her phone is busy.

Coverage VMS

If your calls are covered by voice mail, you can use Coverage VMS to prevent outside calls from being sent to voice mail. When you turn this feature on, only calls from inside extensions receive voice mail coverage. Outside calls are still sent to any other coverage you may have.

Sending Your Calls to Coverage

If you have Coverage, all of your calls are sent to it unless you program your phone to limit Coverage in one or more of the following ways:

- Coverage Inside Off prevents Coverage of inside calls (so that only outside calls are covered).
- Coverage VMS prevents outside calls from being sent to voice mail.
- Coverage Off turns off all Coverage.

Coverage interacts with other features in the following ways:

- If a co-worker is covering your calls and places a call to you, coverage does not send the call back to that person's extension. However, the call is sent to any other extensions covering you.
- If you set the Ring Timing option for No Ring on any outside line, or the **SA** or **ICOM** button on your phone, calls arriving on those buttons do not go to Coverage. (See Ringing Options.)
- If you have Group Coverage and you activate Coverage Off, your co-workers can use Group Pickup to answer your calls. However, they cannot use Individual Pickup. (See Pickup.)
- If a co-worker providing either Individual or Group Coverage for you has Do Not Disturb turned on, your calls are not sent to his or her extension for coverage. However, you can make a call to that person.

To Prevent Coverage of Inside Calls

1. Slide the **T/P** switch to **P**.
2. Press any **ICOM** or **SA** button.
3. Do *one* of the following:
 - Dial **★★ 48** to prevent inside calls from going to any kind of Coverage.
 - Dial **★ 48** to send both inside and outside calls to Coverage.
4. Slide the **T/P** switch to the center position.

NOTE:

This feature does not require a programmed button. Once you have dialed **★ ★ 48** only your outside calls are covered. This remains in effect until you repeat this procedure and dial **★ 48** to send all your calls to Coverage.

To Program a Coverage VMS Off Button

1. Label the button to be programmed as **Coverage VMS Off**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Coverage VMS Off**.
4. Dial **★ 46**.
5. Slide the **T/P** switch to the center position.

To Turn Coverage VMS On and Off

1. Press the programmed **Coverage VMS Off** button.
The green light next to the line button goes on. Only your inside calls will go to voice mail.
2. Press the programmed **Coverage VMS Off** button again.
The green light next to the button goes off. Both your inside and outside calls will go to voice mail.

To Program a Coverage Off Button

1. Label the button to be programmed as **Coverage Off**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Coverage Off**.
4. Dial **★ 49**.
5. Slide the **T/P** switch to the center position.

To Turn All Coverage Off and On

1. Press the programmed **Coverage Off** button.
The green light next to the button goes on. No calls to you will go to Coverage.
2. Press the programmed **Coverage Off** button again.
The green light next to the button goes off. Your calls will go to Coverage.

NOTE:

When the green light next to this button is off, all calls to you are sent to Coverage, unless you have also activated Coverage Inside Off or Coverage VMS, as described in the preceding sections.

Receiving Calls Sent to Coverage

If you provide Individual Coverage, you must program an **Individual Coverage** button (either primary Or secondary) for each person whose calls you cover. If you provide Group Coverage, you must program at least one **Group Coverage** button for each group whose calls you cover. To handle more than one call at a time for a particular group, you can program more than one **Group Coverage** button for that group.

You can program a total of eight Coverage buttons on your phone, and they can be any combination of Individual and Group Coverage.

To Program an Individual Coverage Button

1. Label the button to be programmed as **Coverage** — *(name)*.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Coverage** — *(name)*.
4. Do one of the following:
 - Dial **★ 40** to program Primary Coverage.
 - Dial **★ 41** to program Secondary Coverage.
5. Dial the extension of the phone you want to cover.
6. Slide the **T/P** switch to the center position.

To Program a Group Coverage Button

1. Label the button to be programmed as **Group Coverage** — *(name)*.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Group Coverage** — *(name)*.
4. Dial **★ 42**.
5. Dial the group number.
Your system manager must provide this number.
6. Slide the **T/P** switch to the center position.

To Cover Calls for an Individual or a Group

1. When a call rings on the programmed **Individual Coverage** or **Group Coverage** button, if the red light is not already on next to this button, press the button.
2. Lift the handset or press **Speaker**.

Do Not Disturb

Do Not Disturb prevents your phone from ringing and prevents paging and voice-announced inside calls from being heard on your speakerphone. When you have Do Not Disturb on, calls to you are handled as follows:

Calls from outside numbers

Your phone does not ring, but the green light next to the line button flashes. The caller hears ringing.

Calls from inside extensions

Your phone does not ring, and the light next to the line button does not flash.

- If your calls are being sent to Coverage, the caller hears ringing. Since the call is sent to any extensions covering for you, a caller with a display phone, does not see the Do Not Disturb message.
- If your calls are not being sent to Coverage, the caller hears a busy signal. If the caller has a display phone, he or she see the message Do Not Disturb.

The following inside calls do ring at your phone: Callback calls, transferred calls returning to you, and calls from a person covering your phone with an Individual Coverage button.

To use Do Not Disturb, you must program a **Do Not Disturb** button on your phone.

When you turn on the Do Not Disturb feature, your phone automatically posts the message Do Not Disturb. This message appears on the display of an inside caller with a display phone when he or she calls you. When you turn off the feature, the message is canceled.

NOTE:

For the Do Not Disturb feature to post the Do Not Disturb message, you must also program a **Posted Message** button on your phone, as described later in this section. (Also see Messaging.)

You can also post and cancel the Do Not Disturb message with a **Posted Message** button. However, posting or canceling the message does *not* turn the Do Not Disturb feature on or off. The Do Not Disturb features controls the message; the message does not control the feature.

To Program a Do Not Disturb Button

1. Label the button to be programmed as **Do Not Disturb**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Do Not Disturb**.
4. Dial **★ 47**.
5. Slide the **T/P** switch to the center position.

To Program a Posted Message Button

1. Label the button to be programmed as **Posted Message**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Posted Message**.
4. Dial **★ 751**.
5. Slide the **T/P** switch to the center position.

To Use Do Not Disturb

1. To turn on Do Not Disturb, press the programmed **Do Not Disturb** button.
*The green light next to the button goes on. The green light next to the programmed **Posted Message** button also goes on, indicating that the Do Not Disturb message is posted.*
2. To turn off Do Not Disturb, press the programmed **Do Not Disturb** button again.
*The green light next to the button goes off. The green light next to the programmed **Posted Message** button also goes off, and the Do Not Disturb message is canceled.*

Feature Button

To activate features using features codes, you need to press a programmed **Feature** button. This sends a signal to the system that you are about to dial a feature code.

Many features have a one-, two-, or three- digit code. If you have no more available line buttons for programming a feature, you can access additional features by dialing their feature codes. For more information on feature codes, see Appendix B.

NOTE:

Using a **Feature** button or a button with a specific feature programmed on it are the recommended access methods. You can use **#** instead of a **Feature** button *only* in the following circumstances:

- When you have lifted the handset (or used **Speakerphone** or **Speaker** or a headset) on an **ICOM** or **SA** button and hear a dial tone. *You must not be on an outside line* — that is, you must be listening to the system's dial tone, *not* the telephone company's dial tone.
- When you are connected to another party on an inside or outside call.

To Program a Feature Button

1. Label the button you want to program as **Feature**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Feature**.
4. Dial **★ 20**.
5. Slide the **T/P** switch to the center position.

To Use a Feature Button

1. Press the programmed **Feature** button.
2. Dial a feature code.

Forward and Follow Me

Forward and Follow Me send your calls to another extension or to an outside phone. This allows callers to reach you when you are not working at your own desk, or allows you to send your calls to another phone when you are too busy to answer or want them screened. When your calls are being sent to another phone, an arriving call makes your phone ring once, while the phone receiving your calls continues to ring until answered.

Whether your calls are sent using Forward or using Follow Me depends on where the feature is turned on:

- You turn on Forward at your phone to send your calls to another phone. Forward can be turned off either at your phone or at an inside extension to which your calls are forwarded. It cannot be turned off at an outside phone to which your calls are forwarded.
- You turn on Follow Me at another inside extension to send your calls to that extension. Follow Me can be turned off either at that phone or at your phone. It cannot be turned on or off at an outside phone.

If several people are sending their calls to you, you can cancel Forward and Follow Me from your phone for individual extensions or for all extensions that are sending calls to you.

The following calls are not sent from your phone to another destination by Forward or Follow Me: voice-announced calls, calls you receive on a Coverage button, Callback calls, or transferred calls returning to you.

To Program a Forward Button

1. Label the button to be programmed as **Forward**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Forward**.
4. Dial **★ 33**.
5. Slide the **T/P** switch to the center position.

To Forward Calls to an Inside Extension

1. Press the programmed **Forward** button, or press the programmed **Feature** button and dial **33**.
2. Dial the extension.
*If you have a programmed **Forward** button, the green light next to it goes on. If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Your calls are now forwarded to the extension.*

To Forward Calls to an Outside Number

Before you try to forward your calls to an outside number, check with your system manager. Your communications system may have restrictions on forwarding calls to outside numbers.

NOTE:

Calls forwarded to outside locations may vary in transmission quality.

1. Press the programmed **Forward** button, or press the programmed **Feature** button and dial **33**.
2. If you have **SA** buttons, dial the dial-out code; if you have **ICOM** buttons, dial 9, then the phone number, and **#**.

*If you have a programmed **Forward** button, the green light next to it goes on. If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Your calls are now forwarded to the outside number.*

To Turn On Follow Me at Another Extension

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

*If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. If you have a programmed **Forward** button on your own phone, the green light next to it goes on. Your calls are now sent to the extension where you turned on Follow Me.*

To Turn Off Forward or Follow Me at Your Phone

1. Press the programmed **Forward** button, or press the programmed **Feature** button and dial **33**.
2. Dial your extension.
*(In effect, you are "forwarding" your calls to your own phone.) If you have a programmed **Forward** button, the green light next to it goes off. If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Your calls will now ring at your own extension.*

To Turn Off Forward and Follow Me Calls Sent from Another Extension

1. At your phone, press the programmed **Feature** button, dial *** 34**, and dial the extension whose calls are being sent to you.
*If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. The other extension's calls are no longer sent to your phone. If you hear a high and low tone, the extension's calls were not being sent to you.*

To Turn Off Forward and Follow Me Calls Sent from All Extensions

1. At your phone, press the programmed **Feature** button and dial *** 34 *** .
*If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Calls for all other extensions that were being sent to your phone are no longer sent to you. If you hear a high and low tone, no calls were being sent to you.*

Last Number Dial

Use Last Number Dial to automatically redial the last inside or outside number you called.

If you use Inspect to see the number you saved, the number will appear on your display.

To Program a Last Number Dial Button

1. Label the button to be programmed as **Last Number**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Last Number**.
4. Dial **★ 84**.
5. Slide the **T/P** switch to the center position.

To Use Last Number Dial

1. Press the same type of button (**ICOM**, **SA**, or **Pool**) you used to place the call the first time.
2. Press the programmed **Last Number** button or press the programmed **Feature** button and dial **84**.
Your speakerphone goes on (BIS phones), and the number is dialed automatically.

Line Request

Line Request puts you in queue for access to a busy outside line. When the line becomes available, your phone alerts you with a beep. For example, when you want to use an outside line and it is busy, use Line Request to notify you when the line is free. A line is busy if the green light next to the line button is on.

Line Request works only on line buttons labeled with a phone number, that is personal lines. If you used a **SA** or **Pool** button to make an outside call, use Callback to request busy outside lines.

Line Request is always present in your system, and you don't have to program it on your phone. If you press another line button or receive a call, Line Request is canceled.

NOTE:

You cannot use Line Request on MLC-5 cordless phones.

To Use Line Request

1. When the outside line you want to use is busy, press the line button you want to use. (Do not lift the handset or press **Speaker**.)
When a line is available, the phone beeps.
2. Lift the handset or press **Speakerphone**.
3. Dial the number.

Messaging

When you call a co-worker who has a display phone, you can leave a message that you called on his or her display. You can also post a message that co-workers with display phones will see when they call you.

The Message light on your phone is on when there is a message for you from the system operator. A voice messaging system or a fax machine can also turn on the light.

Leaving Messages

When you call a co-worker with a display phone, and the extension is busy or unanswered, you can leave a message that you called by dialing a feature code or pressing a programmed **Leave Message** button. You can also leave a message without calling first. The display phone displays your name or extension and the time and date you called. If you leave a second message before the first one is retrieved, it replaces the first one.

To Program a Leave Message Button

1. Label the button to be programmed as **Leave Message**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Leave Message**.
4. Dial **★ 25**.
5. Slide the **T/P** switch to the center position.

To Leave a Message on a Display Phone when Calling

1. When you reach a busy or unanswered extension, do *one* of the following:
 - Press the programmed **Leave Message** button.
 - Press the programmed **Feature** button and dial **25**.

You continue to hear a busy signal or ringing, but your co-worker's Message light goes on and the message is recorded. If the person has a full message box or does not have a display phone, you hear a single beep or, if you have a display phone, you see the message Cannot Send.

To Leave a Message on a Display Phone without Calling

1. Press the programmed **Feature** button and dial **53**.
2. Dial your coworker's extension.
Your co-workers Message light goes on and the message is recorded. If you have a display phone, you see the message `Msg Sent ext. or name`. If the person has a full message box or does not have a display phone, you hear a single beep or, if you have a display phone, you see the message `Cannot Send`.

To Cancel a Message YOU Left on a Display Phone

1. Press the programmed **Feature** button and dial **★ 53**.
2. Dial your co-worker's extension.

Posting Messages

You can post a message that will appear on the display of a co-worker with a display phone when he or she calls you. To do so, you must program a **Posted Message** button on your phone.

The system provides 20 messages that you can post. The following list shows Messages 1 through 10. Any of these except Message 1, `Do Not Disturb`, may have been changed, and your company may have programmed an additional 10 messages. Your system manager can supply a list of Messages 2 through 20.

<u>Code</u>	<u>Posted Message</u>	<u>Code</u>	<u>Posted Message</u>
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

NOTE:

If you have a programmed **Posted Message** button, when you turn on the Do Not Disturb feature, your phone automatically posts the message Do Not Disturb. When you turn off the feature, the message is canceled. However, posting or canceling the Do Not Disturb message does *not* turn the feature on or off.

To Program a Posted Message Button

1. Label the button to be programmed as **Posted Message**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Posted Message**.
4. Dial ★ 751.
5. Slide the **T/P** switch to the center position.

To Post a Message

1. Press the programmed **Posted Message** button.
The green light next to the button flashes.
2. Dial the code for the message you want to post, from 01 through 20.
The light next to the button becomes steady.

To Cancel a Posted Message

1. Press the programmed **Posted Message** button.
The green light next to the button flashes.
2. Dial 00.
The light next to the button goes off.

Receiving Messages

When the green Message light on your phone is on, you have a message. How you get messages depends on whether or not your phone has a display.

If you have a non-display phone and the Message light is on, you have a message which was sent by the system operator. Call the operator to get the message. Depending on how your system is set up, you may also have a voice mail message or a fax.

If you have a display phone and the Message light is on, you have a message which was sent by the system operator or another co-worker. Depending on how your system is set up, you may also have a voice mail message or a fax. Your phone stores up to 10 messages, which are displayed in reverse order of their arrival (last-in, first-out). Each message is displayed as *Call ext. or name*. A new or unread message is marked with a ★ symbol.

To handle messages, you can use feature codes or program the following buttons:

- **Delete Message** to delete messages.
- **Return Call** to call your co-worker or voice mail while you are reading a message. You cannot return a call to a fax machine.
- **Next Message** to read messages.
- **Scroll** to read the rest of a message that is longer than the width of your display.

To Turn Off Your Message Light

1. Call the system operator or check your fax or voice mail messages.
2. Press **Message**.
The Message light goes off.

To Program Message-Handling Buttons (Display Phones Only)

1. Label the buttons to be programmed as follows:
 - **Delete Message**
 - **Return Call**
 - **Next Message**
 - **Scroll**
2. Slide the **T/P** switch to **P**.
3. Press one of the buttons you labeled.
4. Dial one of the following codes:
 - *** 26** for Delete Message
 - *** 27** for Return Call
 - *** 28** for Next Message
 - *** 29** for Scroll
5. Repeat Steps 3 and 4 for each remaining button.
6. Slide the **T/P** switch to the center position.

To Read Messages (Display Phones Only)

1. Press **Message**.
Your first (last-in) message is displayed.
2. Press *one* of the following programmed buttons, or press the programmed **Feature** button and dial the corresponding code:
 - **Delete Message** (code 26) to delete the message.
When you have deleted all messages, your Message light goes off.
 - **Return Call** (code 27) to call the co-worker who left you the message.
 - **Next Message** (code 28) to see the next message.
 - **Scroll** (code 29) to read the rest of a message that is too long for your display.

Night Service

Your system may use Night Service to treat calls differently at night and on weekends than during office hours. For example, Night Service can send calls to different coverage points after hours.

If Night Service is activated, it may restrict you from making outside calls. If you need to make an outside call, you must dial a password to override the restrictions. Your system manager can supply the password.

NOTE:

- Night Service can be set up with a list of emergency numbers that you can dial without a password.
- If you have an MLC-5 cordless phone, you cannot override Night Service calling restrictions.

To Override Night Service Calling Restrictions

1. Press **Hold**.
2. Dial the override password.
3. Lift the handset or press **Speaker**.
4. Dial the outside number as you would during work hours.

Paging

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

Speakerphone Paging is heard on all speakerphones or, if set up by your company, by a selected group such as a department or work area. A Page All number is reserved for paging all speakerphones; Group Page numbers are reserved for paging certain groups of speakerphones. Your system manager can provide these numbers. You can program **Page All** and/or **Group Page** buttons.

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. A line button on your phone may have been programmed by your company for Loudspeaker Paging (you cannot program a **Loudspeaker Paging** button yourself). If you don't have a button, you can use Pickup and dial the line number for Loudspeaker Paging.

NOTE:

Loudspeaker pages can be made on MLC-5 cordless phones only by using a programmed **Loudspeaker Page** button.

To Program Speakerphone Paging Buttons

1. Label the button to be programmed as **Group Page** — *(name)* or **Page All**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Group Page** — *(name)* or **Page All**.
4. Dial **★ 22** and **Group Page** or **Page All** extension.
5. Slide the **T/P** switch to the center position.

To Use Speakerphone Paging

1. Press any **ICOM** or **SA** button.
2. Lift the handset or press **On/Off** on a cordless phone.

NOTE:

Using the speakerphone for Speakerphone Paging may create a feedback tone.

3. Press the programmed **Group Page** — *(name)* or **Page All** button or dial **Group Page** — *(name)* or **Page All** extension.
4. Make announcement after beep.

To Use Loudspeaker Paging

1. Lift the handset or press **On/Off** on a cordless phone.

NOTE:

Using the speakerphone for Loudspeaker Paging may create a feedback tone.

2. Press the programmed **Loudspeaker Page** button, or press the programmed **Feature** button and dial **9** and the Loudspeaker Page line number.
3. Dial the code for the zone you want to page (if necessary). If the loudspeaker system has more than one zone, you will hear a beep or dial tone after pressing the **Loudspeaker Page** button. Then dial the code provided by your system manager for the zone you want to page.
4. Make announcement.

Park

If your co-worker doesn't answer when you transfer a call, use Park to hold the call while you page him or her.

When you park a call on your phone, you are putting it on hold so it can be answered from any phone in the system. You then page your co-worker and announce the call. Your co-worker can pick up the call from the nearest phone by using Pickup and dialing your extension.

Unanswered parked calls ring back at your phone within 30 seconds to 5 minutes, depending on how your company's system is programmed. Calls that come in on Coverage buttons cannot be parked.

To Program a Park Button

1. Label the button to be programmed as **Park**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Park**.
4. Dial **★ 86**.
5. Slide the **T/P** switch to the center position.

To Use Park and Speakerphone Page

1. While on a call, do one of the following:
 - Press the programmed **Park** button.
 - Press **Transfer**, dial your extension, and press **Transfer** again.
 - Press **Transfer**, dial your extension, and hang up.

NOTE:

If you park the call by transferring the call to your extension, you'll hear a busy signal.

2. Press the appropriate **Group Page** or **Page All** button, or press any **ICOM** or **SA** button, go off-hook, and dial the Group Page or Page All extension.
3. Announce the call and give your extension.
If the parked call is unanswered, it rings back at your phone.

You can pick up a call you parked at your extension without waiting for it to ring back by pressing the line button where the call is parked.

To Use Park and Loudspeaker Page

1. While on a call, do one of the following:
 - Press the programmed **Park** button.
 - Press **Transfer**, dial your extension, and press **Transfer** again.
 - Press **Transfer**, dial your extension, and hang up.

NOTE:

If you park the call by transferring the call to your extension, you'll hear a busy signal.

2. Press the programmed **Loudspeaker Page** button or press the programmed **Feature** button and dial **9** and the Loudspeaker Page line number.
3. If necessary, dial the code number of the zone you want to page.
4. Announce the call and give your extension.
If parked call is unanswered, it rings back at your phone.

NOTE:

- You can pick up a call you parked at your extension without waiting for it to ring back by pressing the line button where the call is parked.
- Loudspeaker pages can be made on MLC-5 cordless phones only by using a programmed **Loudspeaker Page** button, which must be programmed by your company.

To Pick Up a Parked Call

1. Lift the handset or press **Speakerphone** or **On/Off** on a cordless phone.
2. Press the programmed **Pickup** button, or press the programmed **Feature** button and dial **9**.
3. Dial the extension where the call is parked.

Personal Speed Dial

Use Personal Speed Dial to dial 2-digit codes instead of the entire dialing sequence for numbers you dial often on your BIS-10 or MLC-5 cordless phone. Personal Speed Dial can be used for account codes, long-distance access codes, and area codes. You can program up to 24 Personal Speed Dial codes that can be used only from your phone.

If you have a BIS-34 or a BIS-22 phone, with or without display, you must use Auto Dial instead. On these phones, Personal Speed Dial will program over other buttons.

To Program Personal Speed Dial Codes

1. Slide the **T/P** switch to **P**.
2. Dial **#** and a 2-digit code from 01 to 24 and then **★ 21**.
3. Dial the phone number or account code (including dial-out code, and any necessary numbers such as long-distance carrier code, area code, and/or special characters).
4. Repeat Steps 2 and 3 to program additional codes.
5. Slide the **T/P** switch to the center position.

NOTE:

Special characters may be needed when programming a Personal Speed Dial code. For more information on special characters, see Appendix A.

To Use Personal Speed Dial on BIS-10 Phones

1. Press the programmed **Feature** button.
2. Dial the 2-digit code (01-24) .
Your speakerphone goes on, and the number is dialed automatically.

To Use Personal Speed Dial on MLC-5 Cordless Phones

1. Press **On/Off**.
2. Press the programmed **Feature** button.
3. Dial the 2-digit code (01-24) .
The number is dialed automatically.

Pickup

Pickup lets you answer a ringing phone from another extension. You can pick up calls by dialing the feature code for Pickup along with the ringing phone's extension or the number of the line with the call. You can also press a programmed **Pickup** button.

Your company can also use Group Pickup to organize your co-workers into groups. When you are part of a Pickup group, you can answer other phones in the group by pressing a button or dialing a code. (You can only be in one Pickup group.) Ask your system manager if you are part of a Pickup group.

You can also use Pickup to answer a parked call — one that has been placed on hold so it can be answered from any extension. (See Park.)

There are two ways to program Pickup:

- **General** You can program a button so that you can pick up calls for any extension from that button.
- **Specific** You can program a button so that you can pick up calls for a specific extension from that button.

To Program a General Pickup Button

1. Label the button to be programmed as **Pickup**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Pickup**.
4. Dial **★ 9**.
5. Slide the **T/P** switch to the center position.

To Use General Pickup

1. Press the programmed **Pickup** button, or press the programmed **Feature** button and dial **9**.
2. Dial the extension or line number.
You are connected to the call.

To Program a Pickup Button for a Specific Line or Extension

1. Label the button to be programmed as **Pickup — line, extension, or name**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Pickup — (line, extension, or name)**.
4. Dial **★ 9**.
5. Dial the extension or line number.
6. Slide the **T/P** switch to the center position.

To Use Pickup for a Specific Line or Extension

1. On MLC-5 cordless phones, press **On/Off**.
2. Press the programmed **Pickup** button for the line or extension.

On BIS phones, your speakerphone turns on automatically, and you are connected to the call.

To Program a Group Pickup Button

1. Label the button to be programmed as **Pickup** — (*name of group*).
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Pickup** — (*name of group*).
4. Dial **★ 88**.
5. Slide the **T/P** switch to the center position.

To Use Group Pickup

1. On MLC-5 cordless phones, press **On/Off**.
2. Press the programmed **Pickup** — (*name of group*) button, or press the programmed **Feature** button and dial **88**.

On BIS phones, your speakerphone turns on automatically, and you are connected to the call.

Privacy

Privacy prevents co-workers who share a line with you from connecting to your calls. You can turn on Privacy before or during a call, and it remains on (for all calls to and from your extension) until you turn it off. If another person has already joined your call, turning Privacy on does not drop the person from the call. When you put a call on hold, it is no longer protected by Privacy.

It is strongly recommended that you program Privacy on a button, so that the light next to the button gives you a visual reminder when you have Privacy turned on. If you do not have a programmed button and you use a feature code to turn Privacy on, there is no visual reminder.

To Program a Privacy Button

1. Label the button to be programmed as **Privacy**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Privacy**.
4. Dial **★ 31**.
5. Slide the **T/P** switch to the center position.

To Use Privacy

1. To turn Privacy on, do *one* of the following:
 - Press the programmed **Privacy** button.
The light next to the button goes on.
 - Press the programmed **Feature** button and dial 31.
2. To turn Privacy off, do *one* of the following:
 - Press the programmed **Privacy** button again.
The light next to the button goes off.
 - Press the programmed **Feature** button and dial ★ 31.

Recall

Depending on how your system is set up, you may be able to use the **Recall** button to disconnect from one call and get a new inside or outside dial tone without hanging up, or to use certain system features, such as Transfer or Hold. You can then make another call, use the appropriate feature, or, if you have made a mistake in dialing, start over.

If you are able to use **Recall** on your system, you can use it when you are on a call on an outside line button, or on an inside or outside call on an **SA** or **ICOM** button. **Recall** works only on certain kinds of outside lines. Ask your system manager if **Recall** works for outside lines on your phone.

The only phone you have to program with a **Recall** button is the MLC-5 cordless phone. The other analog multi-line phones have an imprinted Recall button.

To Program a Recall Button on an MLC-5 Cordless Phone

1. Label the button to be programmed as **Recall**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Recall**.
4. Dial **★ 775**.
5. Slide the **T/P** switch to the center position.

To Use Recall

1. Press **Recall** (don't hang up).
2. Wait for the dial tone and make another call.

Reminder Service

Use Reminder to set your phone to ring at a specific time like an alarm clock. Your phone rings at that time, then cancels the reminder. You can set only one reminder at a time.

NOTE:

Reminder Service is set using a 12-hour format.

To Program a Reminder Set Button

1. Label the button to be programmed as **Reminder Set**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Reminder Set**.
4. Dial **★ 81**.
5. Slide the **T/P** switch to the center position.

To Set a Reminder

1. Press the programmed **Reminder Set** button, or press the programmed **Feature** button and dial **81**.
2. Dial a 4-digit time from **0100** to **1259**.
3. Dial **2** (A) for AM or **7** (P) for PM.

To Program a Reminder Cancel Button

1. Label the button to be programmed as **Reminder Cancel**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Reminder Cancel**.
4. Dial **★ ★ 81**.
5. Slide the **T/P** switch to the center position.

To Cancel a Reminder

1. Press the programmed **Reminder Cancel** button, or press the programmed **Feature** button and dial **★ 81**.
The reminder is canceled.

Ringling Options

You can program several ringing options that determine how your phone rings when you receive a call from an inside extension or an outside number. (These options are in addition to the system's distinctive ringing patterns for inside, outside, transferred, and Callback calls, described in Chapter 2.)

- **Ring Timing** options allow you to program each outside line, **SA**, **ICOM**, and Coverage button *individually* so that calls received on those buttons ring in one of the following ways. You can also program your phone so that *all* outside line buttons ring uniformly with one of these options. (You cannot program these options for all **SA**, **ICOM**, and Coverage buttons at once.) No matter how you program these options, the green light next to the button flashes immediately when you receive a call.
 - **Immediate Ring** is the standard (default) setting. Your phone rings as soon as you receive a call.
 - **Delay Ring** provides a two-ring delay before your phone rings. You might use this option if you are providing Coverage for another person, to give him or her a chance to answer before you answer.

- **No Ring** keeps your phone from ringing at all. (However, the distinctive returning transfer and Callback rings do ring at your phone.)

NOTE:

Ring Timing options do not apply to **SA Originate Only** or **ICOM Originate Only** buttons because they do not receive calls.

- **Abbreviated Ringing** options specify how your phone rings when you are already on a call and another call comes in. You program your phone to ring in one of the following ways:
 - **Abbreviated Ring** is the standard (default) setting. When you are already on a call, another incoming call rings only once.
 - **Repeated Ring** makes your phone ring normally. When you are already on a call, another incoming call continues to ring until it is answered.
- **Personalized Ring options** allow you to select one of eight different ringing patterns for your phone, making it easier to distinguish your phone's ring from someone else's. (You hear the Personalized Ring as the long part of the distinctive ring for an inside, outside, returning transfer, or Callback call.)

To Program Ring Timing Options

1. Slide the **T/P** switch to **P**.
2. Do *one* of the following:
 - To program this option for *all* outside line buttons, press any outside line button.
 - To program this option on an *individual* outside line, **SA**, **ICOM**, or Coverage button, press that button.
3. Select the Ring Timing option by dialing *one* of the following codes:

<u>Option</u>	<u>All</u>		<u>Effect on Button(s)</u>
	<u>Outside Lines</u>	<u>Individual Button</u>	
Immediate Ring	★ 347	★ 37	<i>Red light on steady</i>
Delay Ring	★ 346	★ 36	<i>Red light flashes</i>
No Ring	★ 345	★ 35	<i>Red light goes off</i>

4. Slide the **T/P** switch to the center position.

To Turn Abbreviated Ring On and Off

1. Slide the **T/P** switch to **P**.
2. Press an outside line, **SA**, or **ICOM** button.
3. Do *one* of the following:
 - Dial ★ 341 to turn on Abbreviated Ring.
 - Dial ★ 342 to turn off Abbreviated Ring.
4. Slide the **T/P** switch to the center position.

To Program Personalized Ring

NOTE:

If you have an MLC-5 cordless phone, you cannot program Personalized Ring. Ask your system manager to program it for you.

1. Slide the **T/P** switch to **P**.
2. Press any **ICOM** or **SA** button.
3. Dial **★ 32**.
4. Dial a digit from **1** to **8**.
Each time you dial a digit, the phone rings once with the pattern corresponding to your selection.
5. Repeat Step 4 as many times as you like. When you hear the ringing pattern you want, slide the **T/P** switch to the center position.
When you receive a call, you will hear your selected Personalized Ring pattern.

Saved Number Dial

When you reach a busy or unanswered number that you intend to call again later, use Saved Number Dial to store it and redial it automatically with the press of a programmed button.

Saved Number Dial lets you make other calls in the meantime. The number remains stored, no matter how many times you redial it, until you replace it with another number. You must program Saved Number Dial on a button.

If you use Inspect to see the last number you dialed, the number will appear on your display.

NOTE:

You can have multiple Saved Number Dial buttons.

To Program a Saved Number Dial Button

1. Label the button to be programmed as **Saved Number**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Saved Number**.
4. Dial **★ 85**.
5. Slide the **T/P** switch to the center position.

To Save and Redial a Number

1. When you reach a busy or unanswered number, press the programmed **Saved Number** button before hanging up.
2. To redial the number, press the same type of button (**ICOM**, **SA**, or **Pool**) you used to place the call the first time.
 - For BIS phones, press the programmed **Saved Number** button.
Your speakerphone goes on, and the number is dialed automatically.
 - For MLC-5 cordless phones, press **On/Off**, then press the programmed **Saved Number** button.
The number is dialed automatically.

Signaling and Notify

In addition to calling directly, there are two other ways to use the phone to contact your co-worker. Use Signaling to beep or use Notify to turn on a light on a co-worker's phone.

Signaling. To use Signaling, program a **Signal** button. You can signal your co-worker without lifting your handset. Your co-worker's phone beeps for as long as you press the button.

You can use Signaling even when you and/or your co-worker are on the phone. The green light next to your **Signal** button shows when your co-worker is on the phone or using Do Not Disturb. (Do Not Disturb prevents Signaling.)

If you have already programmed an **Auto Dial** button for a co-worker, do not program a **Signal** button for that extension. (You can only have one or the other.) Instead, reprogram that **Auto Dial** button as a **Signal** button. Then, when you need to call, lift the handset or press **Speakerphone** and press the **Signal** button to automatically dial the extension.

Notify. To use Notify, program a **Notify Send** button on your phone and a **Notify Receive** button on your co-worker's phone (both buttons must be programmed). When you press the **Notify Send** button, the green light next to your co-worker's **Notify Receive** button goes on.

To Program a Signal Button

1. Label the button to be programmed as **Signal** — *(name)*.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Signal** — *(name)*.
4. Dial ✱ 23.
5. Dial your co-worker's extension.
6. Slide the **T/P** switch to the center position.

To Use Signaling

1. Press the programmed **Signal** — *(name)* button.
Your co-workers phone beeps.

To Use Signaling to Call a Co-Worker

1. Press any **ICOM** or **SA** button.
2. Lift the handset or press **Speakerphone** or **On/Off** on a cordless phone.
3. Press the programmed **Signal** — *(name)* button.
The extension is dialed automatically.

To Program Notify Buttons

1. Label button to be programmed as **Notify Send** — *(name)* or **Notify Receive** — *(name)*.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Notify Send** — *(name)* or **Notify Receive** - *(name)*.
4. Dial:
 - ★ 757 for Notify Send
 - ★ 758 for Notify Receive.
5. Dial your co-worker's extension.
6. Slide the **T/P** switch to the center position.

NOTE:

Notify Send will not work unless your co-worker programs a **Notify Receive** button for your extension.

To Use Notify

1. To turn on Notify lights, press the programmed **Notify Send** — *(name)* button.
*The lights go on next to **Notify Send** — (name) button on your phone and **Notify Receive** — (name) button on your co-worker's phone.*
2. To turn off Notify lights, press either the programmed **Notify Send** — *(name)* or **Notify Receive** — *(name)* button.
The lights go off on both phones.

System Speed Dial

Use System Speed Dial to dial 3-digit codes instead of phone numbers. These 3-digit codes are programmed by your company. Ask your system manager for a list of the codes.

You can also program System Speed Dial (3-digit) codes on an **Auto Dial** button for one-touch dialing. Press the button to dial the code.

To Program System Speed Dial Buttons

1. Label the button to be programmed with name or other identifier.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled.
4. Dial **★ 24**.
5. Dial the 3-digit System Speed Dial code.
6. Slide the **T/P** switch to the center position.

To Use System Speed Dial

1. Lift the handset, press **Speakerphone**, or press **On/Off** on an MLC-5 phone.
2. Do *one* of the following:
 - Press the programmed **System Speed Dial** button.
 - Press the programmed **Feature** button and dial the 3-digit **Speed Dial** code.

Your call is dialed automatically.

Timer

If you have a display phone, you can use the **Time/Timer** button to set a 60-minute clock to time calls, meetings, breaks, or other events. You press **Time/Timer** to start the timer, which is at the top of the display next to the date. It counts to 59 minutes and 59 seconds, then resets to zero and continues counting.

To Use the Timer

1. Press **Time/Timer**.
2. Press **Start** to reset timer.
The timer starts counting at 00:00.
3. When finished timing, press **Stop**.
The timer stops counting.
4. Press **Time/Timer** to return to normal display.

Transfer

You can transfer calls to inside extensions and outside numbers. When a call you transferred to an extension goes unanswered (for a length of time that depends on how your system is set up), it may ring back at your phone. Unanswered calls transferred to outside numbers do not ring back at your phone.

You can transfer a call with or without consultation:

- When transferring *with consultation* (to an inside extension only), you speak to the person receiving the call before completing the transfer.
- When transferring *without consultation* (to an inside extension or an outside number), you complete the transfer without speaking to the person receiving the call.

How you transfer calls depends on the following:

- System setup. The system is either programmed or not programmed for One-Touch Transfer. With this feature, a single press of an **Auto Dial** button puts a call on hold for transfer and dials an inside extension. (There is no need to press **Transfer**.) Ask your system manager about the availability of One-Touch Transfer.

- Telephone setup. If you have **Auto Dial** buttons and your system is programmed for One-Touch Transfer, see “To Transfer to an Inside Extension Using One-Touch Transfer” in this section. If you do not have **Auto Dial** buttons or your system is not set up for One-Touch Transfer, see “To Transfer to an Inside Extension without Using One-Touch Transfer” in this section.
- Whether the number accepting the transfer is an extension or an outside number. See “To Transfer to an Inside Extension Using One-Touch Transfer” and “To Transfer to an Inside Extension without Using One-Touch Transfer” for inside transfers, and “To Transfer to an Outside Number” for outside transfers.
- Features chosen to handle unsuccessful transfers. If the person receiving the transferred call is on another call or not in, you can use Camp-On or Park and Paging. See “Handling an Unsuccessful Transfer” in this section.

NOTE:

- You must have an available **SA** or **ICOM** button to transfer a call using an **Auto Dial** button. When you press an **Auto Dial** button to transfer a call, the system automatically selects an **SA** or **ICOM** button for the transfer.
- If an **SA Voice** or **ICOM Voice** button is selected for a transfer with consultation, the transfer is called a *voice-announced transfer*. The person to whom you are transferring will hear your voice on his or her speakerphone after a beep.

To Transfer to an Inside Extension without Using One-Touch Transfer

Whether or not your system is programmed for One-Touch Transfer, you can transfer an inside or outside call to an inside extension as follows:

1. If your phone has **Auto Dial** buttons, check the light next to the button for the person's extension.
 - If the light is on, the person is unavailable.
See "Handling an Unsuccessful Transfer" in this section.
 - If the light is off, go to Step 2.
2. Press **Transfer**.
*The call is put on hold automatically and the system selects an **SA** or **ICOM** button.*
3. Press the **Auto Dial** button or dial the person's extension.

4. For a transfer without consultation, hang up.
5. For a transfer with consultation, announce the call.
 - If the person accepts the call, hang up.
The call is transferred.
 - If the person does not accept the call, press the line button with the held call to return to the call.

If your system is not programmed for One-Touch Transfer, you can use the following alternative method for transferring an *outside call only* to a co-worker whose phone has the same line buttons as your phone:

1. Check the light next to the **Auto Dial** button for the person's extension.
 - If the light is on, the person is unavailable.
See "Handling an Unsuccessful Transfer" in this section.
 - If the light is off, go to Step 2.
2. Press the button for the person's extension.
The call is put on hold and the extension is dialed automatically.
3. Announce the line that the call is on.
 - If the person accepts the call, hang up.
He or she can answer the call by pressing the button with the call.
 - If the person does not accept the call, press the line button with the held call to return to the call.

To Transfer to an Inside Extension Using One-Touch Transfer

If your system is programmed for One-Touch Transfer, it is also programmed either for automatic completion or manual completion. (There is no need to press **Transfer**.) Automatic completion sends the call directly to the extension. Manual completion lets you consult with the person, if you wish, before sending the call.

With automatic completion:

1. Check the light next to the Auto Dial button for the person's extension.
 - If the light is on, the person is unavailable.
See "Handling an Unsuccessful Transfer" in this section.
 - If the light is off, go to Step 2.
2. Press the button for the person's extension.
The call is transferred automatically.

With manual completion:

1. Check the light next to the Auto Dial button for the person's extension.
 - If the light is on, the person is unavailable.
See "Handling an Unsuccessful Transfer" in this section.
 - If the light is off, go to Step 2.
2. Press the button for the person's extension.
The call is put on hold and the extension is dialed automatically.
3. For a transfer without consultation, hang up.
The call is transferred.

4. For a transfer with consultation, announce the call.
 - If the person can take the call, hang up.
The call is transferred.
 - If the person cannot take the call, press the line button with the held call to return to the caller.

To Transfer to an Outside Number

Before you try to transfer a call to an outside number, check with your system manager. Your communications system may have restrictions on outside transfers.

NOTE:

Calls transferred to outside numbers may vary in transmission quality.

1. Press **Transfer**.
The call is put on hold automatically.
2. Press a line button to get an outside line, or press an **SA** button and dial the dial-out code.
You hear a dial tone.
3. Dial the outside number.
 - If the person is available, hang up.
The call is transferred.
 - If the person is unavailable, press the **SA** or line button with the held call and take a message.

Handling an Unsuccessful Transfer

An unsuccessful transfer results when the extension you are calling is busy or unanswered. You can either return to the held call and take a message, or continue trying to connect the call by using one of the following features:

- Camp-On puts the transferred call on hold for a preset time. (If the call is unanswered, it rings back at your phone.)
- Paging allows you to broadcast an announcement over co-workers' speakerphones or over a loudspeaker system.
- Park and Paging allow you to put a call on hold and page a co-worker to pick up the call from another phone.

Camp-On

When you are transferring a call to a busy extension, you can use Camp-On to keep the call at your co-worker's extension for a longer period of time than Transfer allows. An unanswered Camp-On call rings back at your phone after 30 seconds to 5 minutes, depending on how your system is set up. Camp-On is used in either of the following circumstances:

- The extension receiving the transfer is busy. In this case, the person at that extension hears a tone indicating that another call is waiting.
- The person is available, but does not want to take the call immediately. In this case, the person does not hear a tone when you use Camp-On.

NOTE:

You can use Camp-On only after you have started a transfer, using one of the methods described in this section. You cannot start a transfer with Camp-On.

To Program a Camp-On Button

1. Label the button to be programmed as **Camp-On**.
2. Slide the **T/P** switch to **P**.
3. Press the button you labeled **Camp-On**.
4. Dial **★ 57**.
5. Slide the **T/P** switch to the center position.

To Use Camp-On

1. If you try to transfer a call and reach a busy extension, or if the person receiving the transfer wants to wait before taking the call, do *one* of the following:
 - Press the programmed **Camp-On** button.
 - Press the programmed **Feature** button and dial **57**.

To Answer a Camp-On Call

Answering a call that has been transferred to your phone and left there with Camp-On is the same as answering a Call Waking call.

1. Do *one* of the following:

- If your extension was busy when the call arrived, the call rings as soon as an **SA** or **ICOM** button becomes free. Answer it as you would any other call.
- If your extension was not busy when the call arrived, when you are ready, press the programmed **Feature** button and dial **87**.

If you have more than one call waiting, you receive them in the order in which they arrived.

Voice Announce

To prevent interruptions from voice-announced calls and speakerphone paging, you can turn off your phone's ability to receive all voice announcements. If you later decide that you want to hear voice announcements, you can turn it back on. You can't program a button to turn this feature on.

NOTE:

- If you have programmed your phone with **Auto Answer All**, you must turn off Voice Announce.
- Voice Announce does not apply to the MLC-5 cordless phone because it does not have a speakerphone.

To Program Voice Announce

1. Slide the **T/P** switch to **P**.
2. Press any **ICOM** or **SA** button.
3. Dial
 - ★ 10 to receive voice announcements
 - ★★ 10 to prevent voice announcements.
4. Slide the **T/P** switch to the center position.

Features

5-96 Voice Announce

Programming Special Characters



When you program Auto Dial buttons or Personal Speed Dial codes, you are storing a sequence of numbers to be dialed automatically. Some dialing sequences need special characters. For example, you would press **Hold** to insert a pause (p) after the dial-out code in a dialing sequence so the system is allowed to seize an outside line before dialing the number. It can also be used to separate a phone number from an extension number.

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

Special Characters Table

Press...	See*...	Means...
Dropt	s	Stop. Inserts a stop within a sequence of automatically dialed numbers. For example, an outside Auto Dial button may 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.
Hold	p	Pause. Inserts 1.5 second pause in the dialing sequence. Multiple consecutive pauses are allowed.
Conference	f	Flash. Sends a switchhook flash. Must be the first entry in the dialing sequence.
#	#	End of Dialing. Used at the end of a dialing sequence to indicate you have finished dialing or to separate one group of dialed digits from another.

* Display phones only.

† Not available on MLC-5 cordless phones.

Feature Codes

B

Feature codes activate features when you have not programmed a line button. To use a feature code, press the programmed **Feature** button and then dial the code.

Not all features can be activated by a code. Some features, like Do Not Disturb, must be programmed onto a line button to turn the feature on and off. The light next to the button reminds you that the feature is in use. Feature codes for your analog multiline phone follow.

Feature Codes

Feature	Code
Account Code Entry	82 + <i>Account Code</i> + #
Callback — Selective	55
Call Waiting† pick up	87
Camp-On	57
Forward/Follow Me forward to an inside extension forward to an outside number follow me to another extension† cancel sending from all extensions† cancel sending from one extension† cancel sending from your telephone	33 + <i>extension</i> 33 + <i>dialout code</i> + <i>number</i> + # 34 + <i>extension</i> ★ 34 ★ ★ 34 + <i>extension</i> 33 + <i>your extension</i>
Last Number Dial	84
Messaging cancel message† delete message‡ leave message leave a message without calling next message‡ return call‡ scroll‡	★ 53 + <i>extension</i> 26 25 53 28 27 29

† Denotes feature that must be used via feature codes.

‡ Display phones only.

Feature Codes

Feature	Code
Paging loudspeaker page	9 + line number + zone code
Personal Speed Dial†	<i>Personal Speed Dial code (01 — 24)</i>
Pickup group inside outside	8 8 9 + extension 9 + line
Privacy turn on turn off	3 1 ★ 3 1
Recall	7 7 5
Reminder Service cancel reminder set reminder	★ 8 1 8 1 + time + A or P (English only)
System Speed Dial	<i>System Speed Dial code (600 — 729)</i>

† Denotes feature that must be used via feature codes.

Programming Codes

C

Programming codes are used to program a feature onto a button for one-touch feature use or to set up how your phone works. You can use any unlabeled line button to program features of your choice. See Chapter 3 for more on programming.

Programming Codes

Feature	Code
Account Code Entry	★ 82
Auto Answer All†	★ 754
Auto Dial inside† outside†	★ 22 + <i>extension</i> ★ 21 + <i>number</i>
Callback automatic callback off‡ automatic callback on‡ selective callback	★★ 12 ★ 12 ★ 55
Call Waiting on‡ off‡	★ 11 ★★ 11
Camp-On	★ 57
Coverage off† inside off‡ inside/outside on‡ VMS Off† individual, primary† individual, secondary† group†	★ 49 ★★ 46 ★ 48 ★ 46 ★ 40 + <i>extension</i> ★ 41 + <i>extension</i> ★ 42 + <i>group</i>
Do-Not Disturb†	★ 47
Feature button†	★ 20

† Denotes features that must be programmed onto a line button.

‡ Denotes features that setup how your phone works; they are not used by pressing a programmed button.

C-2 Programming Codes

Programming Codes

Feature	Code
Forward	★ 33
Last Number Dial	★ 84
Messaging	
delete message	★ 26
leave message	★ 25
next message	★ 28
posted message†	★ 751
return call	★ 27
scroll	★ 29
Paging	
group paging	★ 22 + <i>group ext.</i>
Park	★ 86
Personal Speed Dial	# (01 — 24) + ★ 21
Pickup	
general pickup	★ 9
group pickup	★ 88
inside	★ 9 + <i>extension</i>
outside	★ 9 + <i>line number</i>
Privacy	★ 31
Recall	★ 775
Reminder Service	
set reminder	★ 81
cancel reminder	★★ 81

† Denotes features that must be programmed onto a line button.

‡ Denotes features that setup how your phone works; they are not used by pressing a programmed button.

Programming Codes

Feature	Code
Ringing Options	
abbreviated off†	★ 342
abbreviated 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
personalized ring‡	★ 32 + <i>ring pattern</i> [1-8]
Saved Number Dial†	★ 85
Signaling and Notify	
signaling	★ 23 + <i>extension</i>
notify receive†	★ 758 + <i>extension</i>
notify send†	★ 757 + <i>extension</i>
System Speed Dial	★ 24 + <i>System Speed Dial code</i>
Voice Announce	
on‡	★ 10
off‡	★★ 10

† Denotes features that must be programmed onto a line button.

‡ Denotes features that setup how your phone works; they are not used by pressing a programmed button.

C-4 Programming Codes

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