



**MERLIN LEGEND™**  
**Communications System**

**Release 2.0**

**MLC-5™ Cordless Telephone Quick Reference**



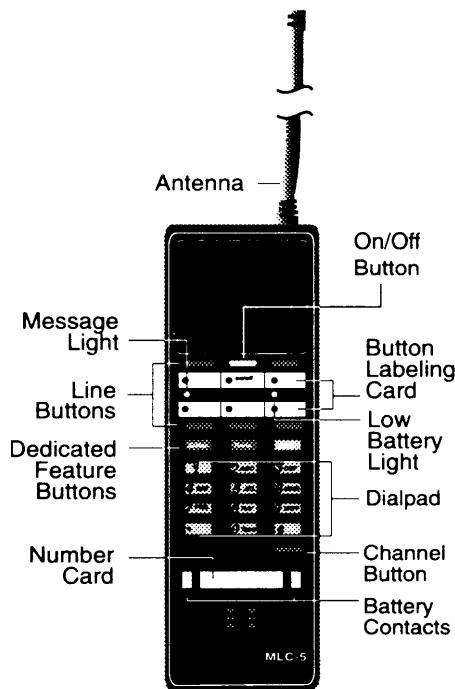
| <b>System Speed Dialing</b> |      | <b>Account Codes</b>  |      |
|-----------------------------|------|-----------------------|------|
| List Most Often Used-Codes  |      | List Most Often-Codes |      |
| Name                        | Code | Name                  | Code |
| 1.                          |      | 1.                    |      |
| 2.                          |      | 2.                    |      |
| 3.                          |      | 3.                    |      |
| 4.                          |      | 4.                    |      |
| 5.                          |      | 5.                    |      |
| 6.                          |      | 6.                    |      |
| 7.                          |      | 7.                    |      |
| 8.                          |      | 8.                    |      |
| 9.                          |      | 9.                    |      |
| 10.                         |      | 10.                   |      |
| 11.                         |      | 11.                   |      |
| 12.                         |      | 12.                   |      |
| 13.                         |      | 13.                   |      |
| 14.                         |      | 14.                   |      |
| 15.                         |      | 15.                   |      |
| 16.                         |      | 16.                   |      |
| 17.                         |      | 17.                   |      |

| <b>Posted Messages</b> |     |     |     |
|------------------------|-----|-----|-----|
| 1. Do Not Disturb      | 6.  | 11. | 16. |
| 2.                     | 7.  | 12. | 17. |
| 3.                     | 8.  | 13. | 18. |
| 4.                     | 9.  | 14. | 19. |
| 5.                     | 10. | 15. | 20. |

# TELEPHONE

## MLC-5 Cordless Telephone Handset

- Button Labeling Card** Card used to note feature or line assigned to each line button.
- Channel Button** Button used to change channels for improved reception.
- Line Buttons** Five buttons with red lights, used to make/receive calls. Any unlabeled buttons can be programmed with features.
- Low Battery Light** Light blinks when batteries have less than 15 minutes of use remaining (tone also generated).
- Message Light** Light illuminates when you have a voice-mail message, fax, or a message from the system operator.



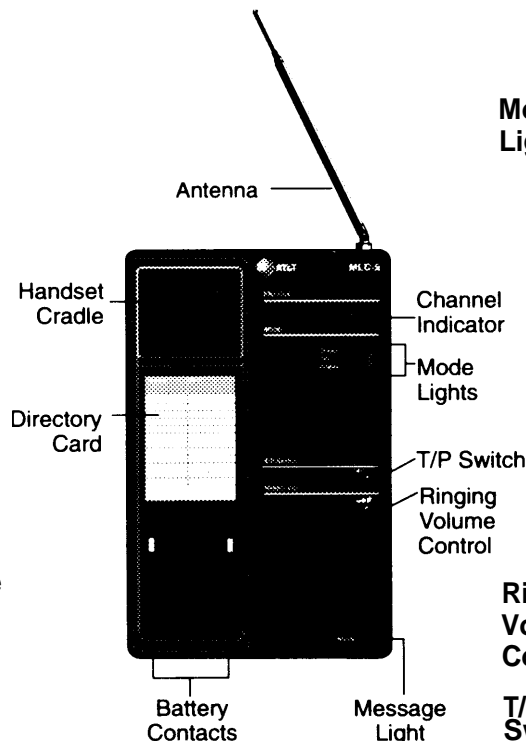
## Imprinted Buttons

Imprinted buttons, including dedicated feature buttons, cannot be changed.

- Hold** Press to put a call on hold. Red light flashes while call is on hold. During hold, phone beeps every 60 seconds. More than one call can be on hold at a time.
- Status** Press to show on the status of the handset line button lights, except for **On/Off**, **Low Battery**, and **Message**. Light turns off after 20 seconds.
- 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.

## MLC-5 Cordless Telephone Base Unit

- Antenna** Retractable antenna; extend fully for clear reception.
- Battery Contacts** Metal contacts that recharge the handset. Clean contacts periodically with a soft pencil eraser.
- Channel Indicator** Electronic display of the channel currently used or programmed. A "P" displays when the telephone is being programmed.
- Directory Card** Erasable card used to record the telephone number assigned to the cordless telephone and to list feature codes.
- Message Light** Light illuminates when you have a voice-mail message, fax, or message from the system operator.



## Mode Lights

- **Charge** - a light that illuminates when the handset is in the the base unit and the batteries are charging.
- **Talk** - a light that illuminates when the handset is removed from the base unit and, is turned on using **On/Off** button.
- **Program** - a light that illuminates when the T/P switch is set to P for programming.

## Ringing Volume Control

Sliding control used to adjust the volume of the base unit's ring.

## T/P Switch

Switch used to test and program the telephone.

# CALL HANDLING

## Line Button Lights

| 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 button.                        |
| Fast flashing red      | You have put a call on hold on this line button.                   |
| Slow flashing call red | Someone else has put a on hold on this line button.                |

## Tones

| 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 Automatic Callback. |
| 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.                     |

## Rings

| 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 |

## Answering Calls

*If you are not on the telephone:*

- Press **On/Off**.

After completing the call, press the **On/Off** button again or place the handset on the base unit.

*If you are on the telephone:*

1. Press **Hold** to put the active call on hold.
2. Press the button next the flashing red light to answer the incoming call.

Return to the held call by pressing the button next to the flashing red light.

## Making Inside and Outside Calls

1. Extend antennas on both the handset and the base unit.
2. For outside calls only, press **Status** to view which lines or features are in use.
3. Press the button for the available line.
4. For **SA** buttons, dial the dial-out code and telephone number.
5. After completing the call, press **On/Off** again or place the handset in the base unit.

## Conference

You can participate in a conference call using an MLC-5 Cordless telephone, but you cannot use a cordless telephone to initiate the conference call.

## Transfer

*To transfer:*

1. Press **Transfer**.
2. Press line or **SA** button.
3. Dial extensions or number.
4. Announce call, if desired.
5. Press **Transfer**, hang up, or return to call on hold.

*To one-touch manual transfer:*

1. Press **Auto Dial** button.
2. Announce call.
3. Press **Transfer**, hang up, or return to call on hold.

*To one-touch auto transfer*

- Press **Auto Dial** button.

Ask your system manager if this feature is available.

# FEATURES & PROGRAMMING

## Programming Buttons

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial programming code.
5. Repeat Steps 3 and 4 if programming other buttons.
6. Slide T/P switch to center.

## Programming Features

Some features set up how your phone works and are not programmed onto a button. The ‡ in the Programming Codes Table flags these features. To set these features:

1. Slide T/P to P.
2. Press **ICOM** or **SA** button.
3. Dial programming code.
4. Repeat Steps 2 and 3 for additional phone set up features.
5. Slide T/P to center.

## Programming a Feature Button

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial \* 20.
5. Slide T/P switch to center.

| Programming Codes               |                   |                      |                      |
|---------------------------------|-------------------|----------------------|----------------------|
| Account Code Entry              | * 82 + code       | Park                 | * 86                 |
| Auto Answer All ♦               | * 754             | Personalized Ring‡   | * 32 + ring(s) (1-8) |
| Auto Answer on Intercom         | * 753             | Personal Speed Dial  | # + (01 - 24) +      |
| Auto Dial                       |                   |                      | * 21 + phone no.     |
| inside ♦                        | * 22 + extension  | Pickup               |                      |
| outside ♦                       | * 21 + number     | general pickup       | * 9                  |
| Callback                        |                   | group pickup         | * 88                 |
| automatic callback off ♦        | *** 12            | inside               | * 9 + extension      |
| automatic callback on ♦         | * 12              | outside              | * 9 + line           |
| selective callback              | * 55              | Privacy              | * 31                 |
| Call Waiting                    |                   | Reminder Service     |                      |
| off‡                            | *** 11            | set reminder         | * 81                 |
| on ‡                            | *** 11            | cancel reminder      | *** 81               |
| Camp-On                         | * 57              | Ringing Options      |                      |
| Coverage                        |                   | abbreviated on‡      | * 341                |
| coverage VMS off ♦              | * 46              | abbreviated off‡     | * 342                |
| group ♦                         | * 42 + group      | delayed all lines‡   | * 346                |
| inside and outside ‡            | * 48              | delayed one line‡    | * 36                 |
| off ♦                           | * 49              | immediate all lines‡ | * 347                |
| outside only ♦                  | *** 48            | immediate one line‡  | * 37                 |
| primary individual coverage ♦   | * 40 + extension  | no ring all lines‡   | * 345                |
| secondary individual coverage ♦ | * 41 + extension  | no ring one line‡    | * 35                 |
| Do Not Disturb                  | * 47              | Saved Number Dial ♦  | * 85                 |
| Forward                         | * 33              | Signaling and Notify |                      |
| Last Number Dial                | * 84              | signaling ♦          | * 23 + extension     |
| Messaging                       |                   | notify receive ♦     | * 758 + extension    |
| delete message                  | * 26              | notify send ♦        | * 757 + extension    |
| leave message                   | * 25              | System Speed Dial    | * 24 + (code)        |
| next message                    | * 28              | Voice Announce       |                      |
| posted message ♦                | * 751             | on‡                  | * 10                 |
| return call                     | * 27              | off‡                 | *** 10               |
| scroll                          | * 29              |                      |                      |
| Paging: group                   | * 22 + group ext. |                      |                      |

No diamond means the feature can also be accessed from a feature code.

♦ Denotes features that *must* be programmed onto a line button.

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

## Accessing Features

Some features must be programmed onto a line button while others can be accessed from a feature code or a programming code. Other features can be accessed from a feature code only. To access features, use the appropriate method as follows:

- Dial a feature code:
  1. Press **Feature** button or dial **#**. (Before using # sign, you must lift the handset.
  2. Dial the feature code.
- Press programmed button, if available.

| Feature Codes                        |                                 |
|--------------------------------------|---------------------------------|
| Account Code Entry                   | 82 + code                       |
| Callback Selective                   | 55                              |
| Call Waiting†                        |                                 |
| pick up a call waiting call†         | 87                              |
| Camp-On                              | 57                              |
| Follow Me                            | 34 + extension                  |
| Forward                              |                                 |
| inside                               | 33 + extension                  |
| outside                              | 33 + dial-out code + number + # |
| Forward and Follow Me                |                                 |
| cancel from all extensions           | * 34 *                          |
| cancel from one extension            | * 34 + extension                |
| cancel from your phone               | 33 + your extension             |
| Last Number Dial                     | 84                              |
| Messaging                            |                                 |
| cancel message†                      | * 53 + extension                |
| delete message ◆                     | * 26                            |
| leave message                        | 25                              |
| next message ◆                       | 28                              |
| return call ◆                        | 27                              |
| scroll ◆                             | 29                              |
| turn message light off (non-display) | 54                              |
| Paging                               |                                 |
| loudspeaker page                     | 9+line number+zone code         |
| Personal Speed Dial†                 | code (01-24)                    |
| Pickup                               |                                 |
| group pickup                         | 88                              |
| inside                               | 9 + extension                   |
| outside                              | 9 + line number                 |
| Privacy                              |                                 |
| off                                  | * 31                            |
|                                      | 31                              |
| Reminder Service                     |                                 |
| set reminder                         | 81 + time + A or P              |
| cancel reminder                      | * 81                            |
| System Speed Dial                    | code (600-739)                  |

† Available only via feature code.

◆ Display phones only.

## Leave Messages

*On busy or unanswered phone:*

- Press programmed **Leave Message** button or press **Feature** and dial **25**.

*On display phones without calling:*

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

## Cancel Messages

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

## Receive Messages

Red message light is on when you have a message or fax, if you are programmed to to be notified of fax arrivals.

*To turn your message light off:*

- Press the **Message** button.

## Post Messages

You must have programmed a message button using feature code \* 751.

1. Press programmed **Posted Message** button.
2. Dial code for message to be posted (01 -20).

*To cancel posted messages:*

1. Press programmed **Posted Message** button.
2. Dial **00**.

# OFTEN USED FEATURES

## Last Number Dial

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press button to be programmed.
4. Dial \* 84.
5. Slide T/P switch to center.

To use:

1. Press the same type of button used to place the first call, (for example, **ICOM** or **SA**).
2. Press programmed button, or press **Feature** or # and dial 84. (Before using # sign, you must lift handset.)

## Paging

To program speakerphone paging button:

1. Select a non-line or non- **SA** button to program.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial \* 22 and Group Page or Page All extension.
5. Slide T/P switch to center.

To use speakerphone paging:

1. Press an **ICOM** or **SA** button.
2. Press **On/Off**.
3. Press programmed button and, dial company-provided Group Page or Page All number .
4. Make announcement after beep.

To use loudspeaker paging:

1. Press **On/Off**.
2. Press programmed button, or press **Feature** and dial 9 and Loudspeaker Page line number.
3. Dial code for company-defined zone if necessary.
4. Make announcement.

## System Speed Dial

Use company-programmed 3-digit codes to dial phone numbers. Ask your system manager for a list of numbers and their associated codes.

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press button to be programmed.
4. Dial \* 24 .
5. Dial 3-digit company-supplied speed dial code.
6. Slide T/P switch to center.

To use:

- Press **On/Off**. Then press programmed button, or dial #, and dial 3-digit company-supplied speed dial code.

## Personal Speed Dial

Program 2-digit codes with numbers you dial most often, then use feature button to use these codes to dial a number.

To program personal speed dial codes:

1. Slide T/P switch to P.
2. Dial # and 2-digit code (01 -24), then dial \* 21.
3. Dial phone number or account number. (Include entire dialing sequence, for example, dial-out code. Special characters may be needed (See Special Characters Table).
4. Repeat Steps 2 and 3 to program additional codes.
5. Slide T/P switch to center.

To use:

1. Press **On/Off**.
2. Dial # and a 2-digit code (01-24).

## Saved Number Dial

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press button to be programmed.
4. Dial \* 85.
5. Slide T/P switch to center.

To save and redial:

1. Press programmed button before hanging up.
2. To redial call, press same type of button used place the call (**ICOM** or **SA**).
3. Press programmed button.

## Special Characters Table

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

| Press... | Means...  |
|----------|---|
| Hold     | Pause. Inserts 1.5 sec. pause in dial sequence. Multiple consecutive pauses allowed.  |
| ##       | For Extension Programming only: End of Dialing. Used to signal end of dialing sequence or used to separate grouped digits, for example, account codes from number dialed. |
| #        | End of Dialing. Used to signal end of dialing sequence or used to separate grouped digits, for example, account codes from number dialed.                                 |

# OFTEN USED FEATURES

## Forward and Follow Me Call Waiting

*To program:*

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial \* 33.
5. Slide T/P switch to center.

*To forward calls to an extension:*

1. Press an **ICOM** or **SA** button.
2. Lift handset.
3. Press programmed button.
4. Dial extension.

*To forward calls to an outside number:*

1. Press an **ICOM** or **SA** button.
2. Lift handset.
3. Press programmed button, or press **Feature** and dial **33**.
4. Dial **9** on phones with **ICOM** buttons or the dial-out code on phones with **SA** buttons.
5. Dial phone number, then dial #.

*To set up follow me from another extension:*

1. Press an **ICOM** or **SA** button.
2. Press **Feature** and dial **34**.
3. Dial your extension.

*To cancel forward and follow me:*

- From your extension:
  1. Press **Feature**.
  2. Dial **33** and your extension.
- From one extension:
  1. Press **Feature**.
  2. Dial \* **34** and your extension.
- Sent from all extensions:
  1. Press **Feature**.
  2. Dial \* **34** \* .

Single beep means inside call waiting; two beeps mean outside call waiting.

*To turn call waiting on/off:*

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial \* **11** to turn on or \* \* **11** to turn off.
4. Press **Feature** and dial \* **00**.

*To complete a call and answer call waiting:*

1. When you hear Call Waiting tone, press **On/Off**.
2. Lift handset when phone rings.

*To put call on hold and pickup call waiting:*

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

## Pickup

*To program:*

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Select one of the following:
  - Dial \* **9**. For a specific line or extension, dial line number or extension.
  - For group pickup, dial \* **88**.

## Park

*To program:*

See **Programming Buttons**.

*To use park and speakerphone page:*

1. Park the call.
  - Press programmed **Park** button.
  - Press **Transfer**, dial your extension, and press **Transfer** again or hang up.
2. Set up page.
  - For speakerphone page:
    1. Press appropriate **Group Page** or **Page All** button, or press any **ICOM** or **SA** button and dial Group Page or Page All extension:
    2. Announce call and give your extension.
  - For loudspeaker page:

Loudspeaker pages can be made only by using a programmed **Loudspeaker Page** button, which must be programmed by your company.

    1. Press **Loudspeaker Page** button.
    2. Announce call and extension where call is parked.

*To pick up a parked call:*

1. Lift handset.
2. Press programmed **Pickup** button, or press **Feature** and dial **9**.
3. Dial extension where call is parked.
5. Slide T/P switch to center.

*To use:*

- Press programmed button, or press **Feature** and dial **9**. If button not programmed for specific line or extension, you can manually dial line number or extension, if desired.
- Group Pickup can also be accessed by pressing **Feature** and dial **88**.

## Callback

Use Callback to be notified when a busy extension or outside line is free. Callback works only for busy extensions on **ICOM** button phones; use Line Request for busy outside lines. On **SA** button phones, Callback works with busy inside extensions; it works with busy outside lines only on **SA** or **Pool** buttons. Selective callback which activates feature on call-by-call basis is available from a feature code or from a programmed button. You must program your phone for automatic callback which activates this feature for every call.

*To program a selective callback button:*

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial **\* 55**.
5. Press **Feature** and dial **\* 00**.

*To use selective callback for busy extension:*

1. Press programmed button; or press **Feature** and dial **55** when you hear fast busy signal.
2. Hang up after five short beeps.
3. Lift handset after one long ring, and three short rings. Call is placed when you lift the handset.

*To use selective callback for busy outside lines:*

1. Press **Feature** and dial **55** when you hear fast busy signal, or press programmed button.
2. Hang up after five short beeps.
3. Lift handset after one long ring, and three short rings. Call is placed when you lift the handset.

*To turn automatic callback on/off:*

See **Programming Buttons**.

*To use automatic callback:*

1. When you hear five short beeps after you reach a busy extension or outside line, hang up.
2. Lift handset after one long ring and three short rings.
3. Call is placed when you lift the handset.

## Coverage

For coverage, a co-worker must program an individual coverage button on his/her phone for either primary or secondary coverage. (Secondary coverage offers a two ring delay so you may answer before calls are covered. Primary coverage sends the call immediately to coverage.) You can program buttons for Coverage **OFF** or **Coverage VMS OFF**. To prevent coverage of inside or inside/outside calls, use the following procedure:

*To program which calls are covered:*

1. Slide T/P switch to P.
2. Press an **ICOM** or **SA** button.
3. Dial **\* \* 48** for outside only calls, or dial **\* 48** for both inside and outside calls.
4. Slide T/P switch to center.

## Account Code Entry

*To program:*

1. Label a button.
2. Slide T/P to P.
3. Press labeled button.
4. Dial **\* 82**.
5. Press **Feature** and dial **\* 00**.

*To enter an account code before calling:*

1. Press programmed **Account Code** button, or press **Feature** and dial **82**.
2. Dial account code, followed by **#**.
3. Press outside line or **SA** button.
4. Lift handset or press **Speakerphone**.
5. Dial number (including dial-out code if using **SA** button).

Repeat Steps 1 and 2 to change an account code during a call. Caller does not hear you enter the account code. Account code cannot be changed if it was already entered for the call when the call arrived.

*To program a **Coverage OFF** or a **Coverage VMS OFF** button:*

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial **\* 49** for Coverage Off or **\* 46** for Coverage VMS Off.
5. Slide T/P switch to center.

*To use buttons:*

- Toggle On the **Coverage VMS OFF** button to prevent outside calls from being sent to voice mail
- Toggle On the **Coverage OFF** button to stop all calls from being sent to coverage.