

Lucent Technologies
Bell Labs Innovations



MERLIN LEGEND™
Communications System
Release 2.0
MLX Direct-Line Consoles
Operator's Guide

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Issue 1
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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.

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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 applicables aux appareils numériques de la class A prescrites 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 electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.

-
- Do not use the telephone 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.
 - Auxiliary equipment includes answering machines, alerts, modems, and fax machines. To connect one of these devices, you must first have a **Multi-Function Module (MFM)**.

 **WARNING:**

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

SAVE THESE INSTRUCTIONS

About This Guide

This guide tells you how to use your console and its operator features. To understand and use the additional features available to you and your co-workers, see the *MLX-10D, MLX-28D, and MLX-20L Display Telephones User's Guide*. If you have questions about this guide or need additional information, see your system manager. He or she is a co-worker responsible for managing the system.

Conventions

The following typographical conventions are used in this guide:

- **Bold type** is used for telephone buttons.

Press **Hold**.

- *Italic type* is used for emphasis and as a substitute for information for which you must supply a specific value.

Dial *feature code*.

- `Constant width type` is used for information on telephone display screens or on a PC screen.

Select `Start` from the display.

- **Bold constant width type** indicates information that you enter exactly as shown.

Dial **#55**.

- A smaller italic font is used for additional information provided after the step of a procedure:

The green light flashes.

Commenting 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.

About Your Direct-Line Console

1

MERLIN LEGEND™ Communications System supports the use of multiline consoles. Your Direct-Line Console (DLC) is a telephone for operators. It has the standard features of the *MLX-28D™* and *MLX-20L™* display telephones and features for performing operator tasks. This chapter provides an overview of those tasks and describes the console features and equipment.

Using Your Direct-Line Console

Your console operates like other multiline telephones. Outside lines are assigned to individual buttons called line buttons. These lines also appear on other company consoles or telephones. Incoming lines can ring on any of the line buttons, and several calls can ring simultaneously.

For information on standard features, see the *MLX-10D*, *MLX-28D*, and *MLX-20L Display Telephones User's Guide*.

Operator Tasks

You can use your console to perform the following operator tasks:

- answer inside and outside calls
- transfer inside and outside calls to an extension or an outside telephone number
- make inside and outside calls (for example, for co-workers whose telephones are not set up to make outside calls)
- set up conference calls
- monitor the calling activity of other operators
- monitor the room status in a hotel (if your console is set up for this task)
- monitor the status of Calling Group Agents

Equipment Overview

You can use a console with a headset, speakerphone, modem, fax machine, or answering machine. To use a fax machine, modem, or answering machine, your telephone must have special equipment. See your system manager for more information.

Language Choice

Your system supports operation in three languages, as follows:

- MLX-20L and MLX-28D display telephones are available in three separate versions, with factory-imprinted buttons in English, French, or Spanish.
- The system provides prompts and displays in English, French, or Spanish.
- Your telephone can operate in English, French, or Spanish independently of the system language.
- When operating in English, you set the Reminder Service and Alarm Clock in 12-hour format (a.m. or p.m.); in French or Spanish, in 24-hour format.

Direct-Line Console Models

Your console can be configured with one or two Direct Station Selectors (DSS). The DSS is a device that adds extension buttons for one-touch dialing of co-workers' extensions, or other inside and outside calling buttons to your console.

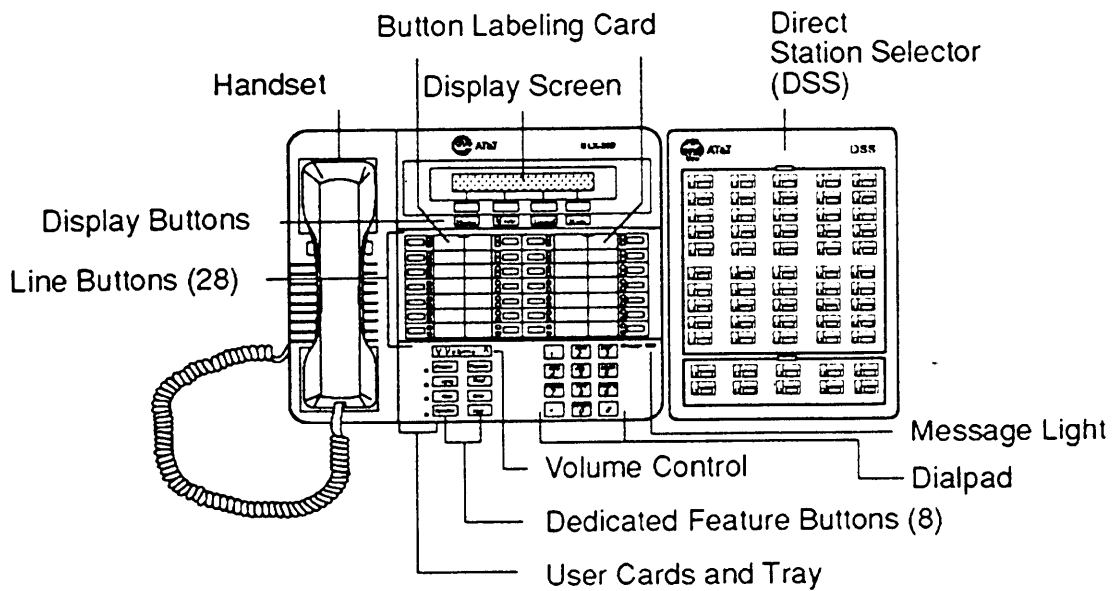
A DLC can be one of the following MLX telephones:

- MLX-28D with or without DSS
- MLX-20L with or without DSS

Illustrations of the consoles and the DSS follow.

MLX-28D Console with Direct Station Selector

This illustration shows the components of your MLX-28D console with the DSS. The descriptions of these components follow.



About Your Direct-Line Console

Desk Stand (not shown)

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

Button Labeling Cards

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

Dedicated Feature Buttons

Eight imprinted buttons for most-used features.

Feature

for viewing the Feature screen and selecting features.

HFAI

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

Mute

for turning the speakerphone's microphone on and off.

Speaker

for talking on a call through the speakerphone without lifting the handset.

Transfer

for sending a call to another telephone

Conf

for adding a line or extension to a conference call.

Drop

for disconnecting an extension or line from a conference call.

Hold

for putting a call on hold.

Dialpad

Number pad for dialing telephone numbers.

Direct Station Selector (DSS)

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

Display Buttons

Four imprinted buttons and four non-imprinted buttons used to view the different screens and select names, features, and options from display screen.

Display Screen

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

Handset

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

Line Buttons

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

Message Light

A red light that signals a waiting message.

User Cards and Tray

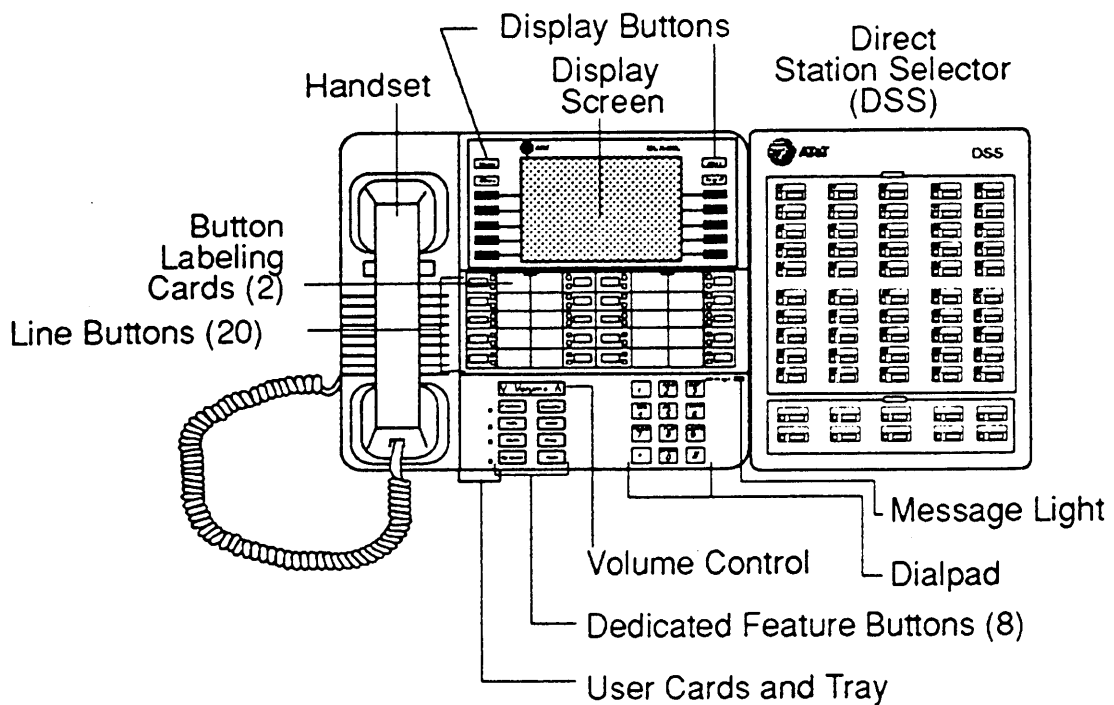
A slide-out drawer with erasable cards for noting telephone numbers and feature codes.

Volume Control

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

MLX-20L Console with DSS

This illustration shows the components of your MLX-20L console with the DSS. The descriptions of these components follow.



About Your Direct-Line Console

Desk Stand (not shown)

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

Button Labeling Cards

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

Contrast Control (not shown)

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

Dedicated Feature Buttons

Eight imprinted buttons for most-used features.

Feature

for viewing the Feature screen and selecting features.

HFAI

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

Mute

for turning the speakerphone's microphone on and off.

Speaker

for talking on a call through the speakerphone without lifting the handset.

Transfer

for sending a call to another telephone.

Conf

for adding a line or extension to a conference call.

Drop

for disconnecting an extension or line from a conference call.

Hold

for putting a call on hold.

DialPad

Number pad for dialing telephone numbers.

Direct Station Selector (DSS)

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

Display Buttons

Four imprinted buttons and ten non-imprinted buttons used to view the different screens and select names, features, and options from display screen.

Display Screen

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

Handset

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

Line Buttons

20 buttons 10 make and receive calls; unlabeled buttons are programmable for one-step feature use.

Message Light

A red light that signals a waiting message.

User Cards and Tray

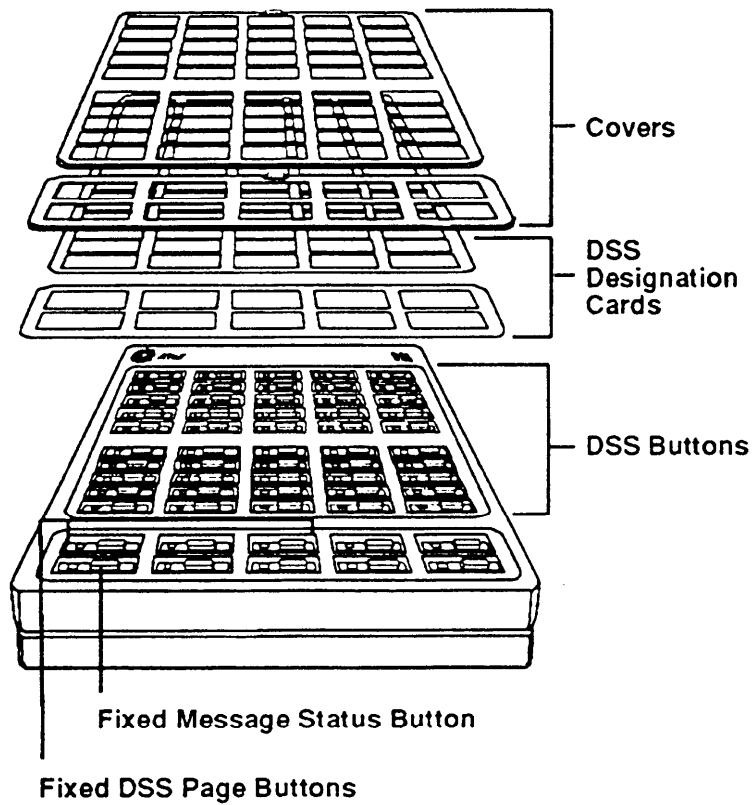
A slide-out drawer with erasable cards for noting telephone numbers and feature codes.

Volume Control

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

Direct Station Selector

This illustration shows the components of a DSS. The descriptions of these components follow.



About Your Direct-Line Console

Covers

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

DSS Designation Cards

Cards for labeling the extension or feature assigned to each button.

DSS Buttons

50 buttons used for one-touch dialing of co-workers' extensions to make or transfer calls. DSS buttons are also used to page co-workers over speakerphones, to park calls, and to handle outside calls. The console can be configured with two DSSs to provide 3 "pages" of 100 extensions each.

Fixed Buttons

Ten additional buttons, including **Message Status** and three **Page** buttons. The six remaining buttons on the first DSS are not used. If a second DSS is connected to the console, the 10 buttons at the bottom of the second DSS are not used.

Fixed Message Status Button

A button used with the fixed **Page** buttons to see which telephones have message lights on.

Fixed Page Buttons

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

Console Equipment

Your system supports various headsets and a headset amplifier. This section describes each of these equipment options. For information about the actual use of the equipment, see the equipment's accompanying documentation.

NOTE:

Not all consoles allow the use of headset, handset, and speakerphone at the same time. Check with your system manager before trying to use this equipment simultaneously.

Headsets

Four headsets are available for use with your console:

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

Modular Amplifier

The Modular Amplifier connects the StarSet, Mirage, Supra, and Supra NC headsets to a telephone equipped with a modular handset. The Modular Amplifier has volume and mute controls. MLX-20L and MLX-28D consoles should use this amplifier.

Line and DSS Buttons

Your console's line buttons and/or DSS buttons are preprogrammed and labeled for specific functions, depending on the way your system has been configured.

Line Buttons

The MLX-20L telephone has 20 line buttons and the MLX-28D telephone has 28 line buttons. You use these buttons to make and receive calls. Any button not assigned as a line button can be programmed for one-step feature use. Two or more of your line buttons are programmed as either Intercom (**ICOM**) or System Access (**SA**) buttons. You cannot have both.

ICOM and **SA** buttons provide two options for call announcement, depending on how they are labeled:

- **Ring** –makes the telephone ring at the destination extension.
- **Voice** –turns on the speaker at the destination extension so you can start speaking immediately.

You can also have an **SA** or **ICOM** button designated **Orig Only** (Originate Only). These buttons are used only to make calls. Not all consoles provide this button.

Use the **ICOM** buttons labeled with inside extension numbers for inside calls only.

You can use **SA** buttons for inside and outside calls. You must first dial a dial-out code (such as **9**) to make an outside call on an **SA** button.

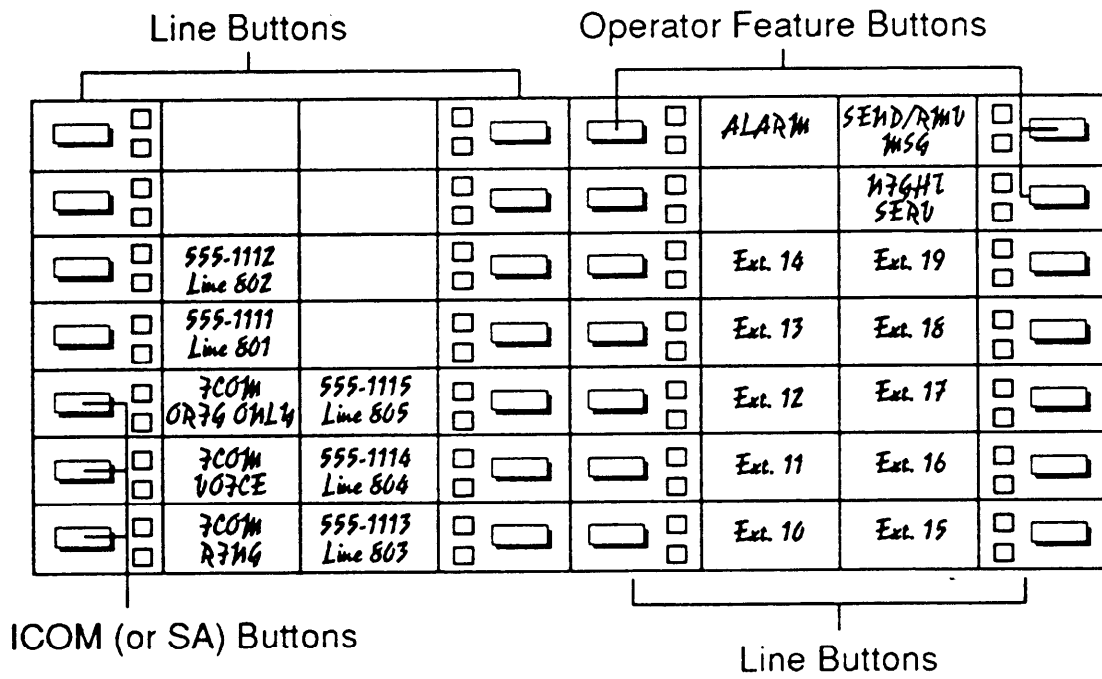
Use any button labeled with a telephone number to make or receive outside calls only. It is a direct outside line that does not need a dial-out code.

On a console with no attached DSS, line buttons can be programmed as inside Auto Dial buttons. This feature enables one-touch dialing of inside extensions. The buttons are labeled accordingly. See Chapter 4 for a description of Auto Dial.

Your system might have a few line buttons programmed as operator feature buttons. These operator-specific features are used to turn on a co-worker's message light, leave a message on a display telephone, or alert you to a system problem. You can also program any remaining unlabeled buttons with additional features using a simple button programming procedure. See Chapter 4 for more information on features available to you.

About Your Direct-Line Console

The following illustration shows an example of programmed and labeled line buttons on an MLX-28D console.



Using Direct Station Selector Buttons

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

- Extension numbers of co-workers—for transferring or making inside calls.
- Extension numbers—for paging co-workers over speakerphones or loudspeaker systems (Page feature) or for parking calls. Park puts a call on hold so that it can be picked up at another extension (Park feature). See Chapter 4 for more details on these features.
- DSS buttons for lines

If your DSS is not labeled, ask your system manager for the numbers assigned to it and for instructions on using them.

Using the Page Buttons

Three fixed **Page** buttons are located on the bottom section of the DSS. You press the fixed **Page** buttons to reach the three “pages” of telephone numbers assigned to your DSS.

- **Page 1** accesses the first number on each DSS button and the first 50 extensions on the DSS.
- **Page 2** accesses the second number on each DSS button and the second 50 extensions on the DSS.
- **Page 3** accesses the third number on each DSS button and the third 50 extensions on the DSS.

If you have two DSSs,

- **Page 1** on the first DSS accesses the first 100 extensions.
- **Page 2** on the first DSS accesses the second 100 extensions.
- **Page 3** on the first DSS accesses the third 100 extensions.

Using the Message Status Button

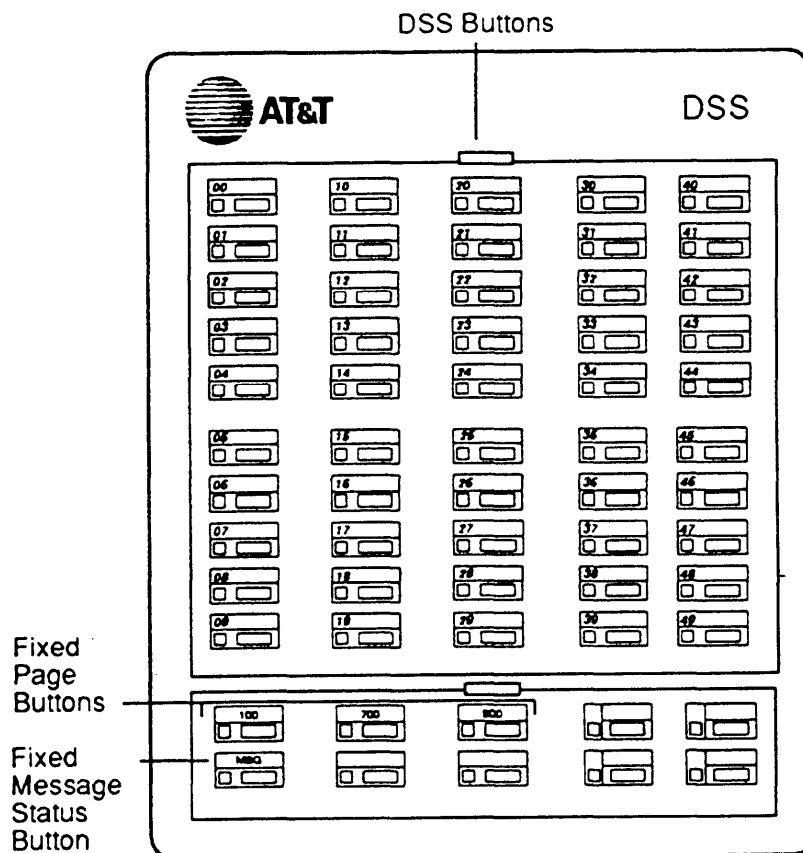
You use the **Message Status** button (with **Page** buttons) to check the status of co-worker’s message lights.

Identifying Missed Reminders

The green light flashes when a missed reminder is present.

Example of DSS Buttons

The following illustration shows how DSS buttons may be programmed.



Lights

Your DSS and line buttons and their associated lights provide the visual cues you need to handle calls. You use line and DSS buttons differently, depending on the purpose of the button and the task.

Understanding Line Button Lights

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

<u>Red Light</u>	<u>Green Light</u>	<u>Meaning</u>
On	Off	You are automatically connected to this line when you lift the handset.
Off	On	Line is in use, or the feature on this button is in use.
On	On	You are using this line.
On	Flashing	Call on this line is incoming,
Off	Fast flashing	You put call on this line on hold.
Off	Slow flashing	Co-worker put a call on this line on hold.

Understanding DSS Button Lights

A DSS button has a red light beside it that provides the following information. Be sure the Message Status light is off when checking this information.

<u>Red Light</u>	<u>Button</u>	<u>Meaning</u>
Off	Extensions	Person is not on the telephone and is not using Do Not Disturb.
Off	Pool	At least one line in the pool is available.
Off	Line	This line is available.
Off	Group Page and Page All	These features are not in use.
On	Extensions	Person is on the phone or is using Do Not Disturb.
On	Pool	All lines in the pool are busy.
On	Line	This line is in use.
On	Group Page and Page All	These features are in use.
Fast flashing	Extensions	This person is calling you.
Slow flashing	Extensions	A call you transferred to this extension is returning to you.
Slow flashing	Line	A call is ringing on this line.

NOTE:

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

Using Message Status Lights

When the light next to **Message Status** is on, the DSS extension button lights show message status: if the DSS button light is on, that person has an operator message.

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

To alert a co-worker about a message, you can use Send/Remove Message to turn on a message light on his or her telephone. However, if the message light is already on, sending a second message may turn it off.

To help you avoid errors, your DSS has a **Message Status** button that lets you check the status of co-workers' message lights before you use Send/Remove Message.

Console Display

Your console's display includes the following services and features:

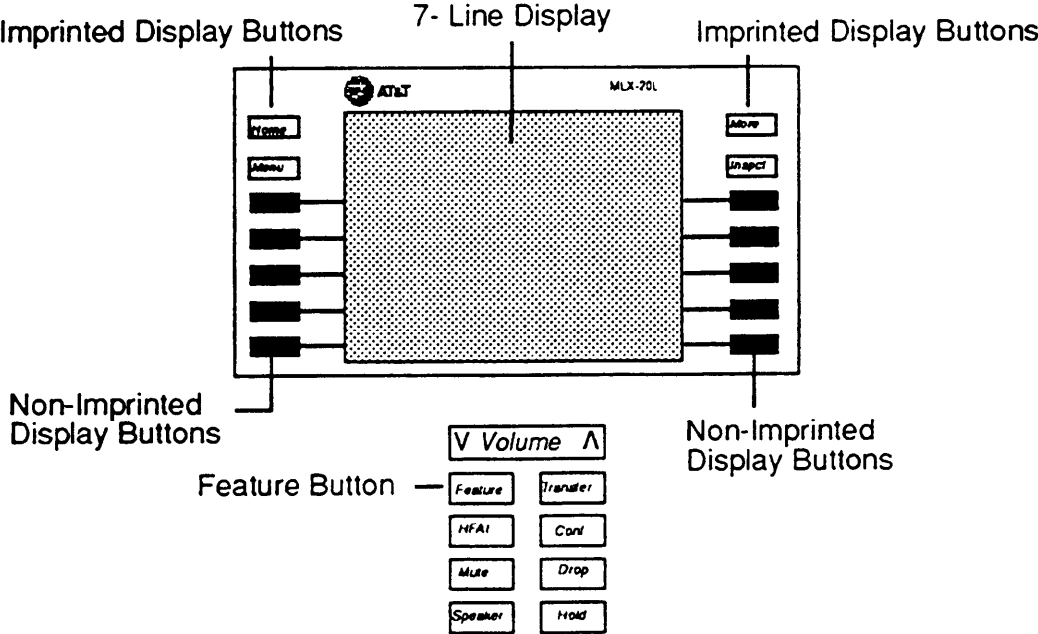
- provides calling information
- acts as an alarm clock, timer, telephone directory, and message center
- lists available features
- provides prompting during button programming and feature usage and feedback messages

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

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

Following are illustrations of the display screens.

7-Line Display Screen and Display Buttons



Four Imprinted Display Buttons

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

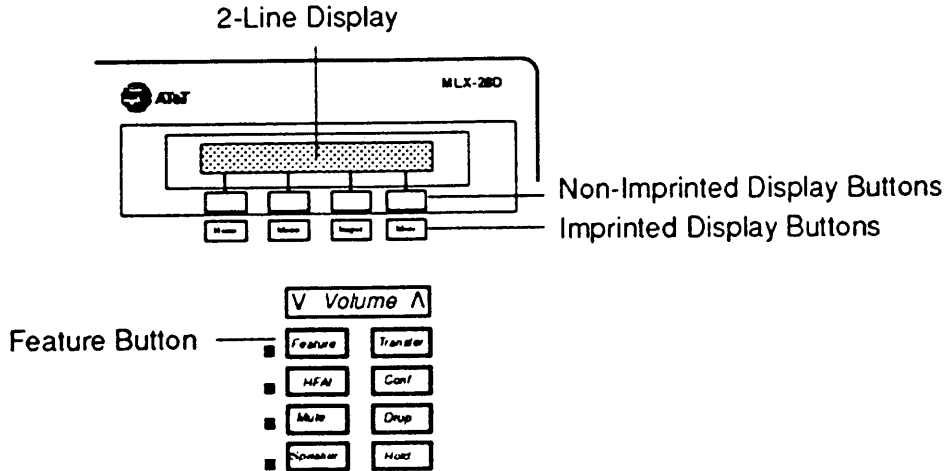
10 Non-Imprinted Display Buttons

The labels defining the function of these buttons appear on the display. Use them to select the corresponding features and options shown on each screen.

Feature Button

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

2-Line Display Screen and Display Buttons



Four Imprinted Display Buttons

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

Four Non-Imprinted Display Buttons

The labels defining the function of these buttons appear on the display. Use them to select the corresponding features and options on each screen.

Feature Button

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

The imprinted and non-imprinted display buttons function similarly on both consoles, so the explanations are combined in this guide. Any separate explanations and illustrations are included as needed.

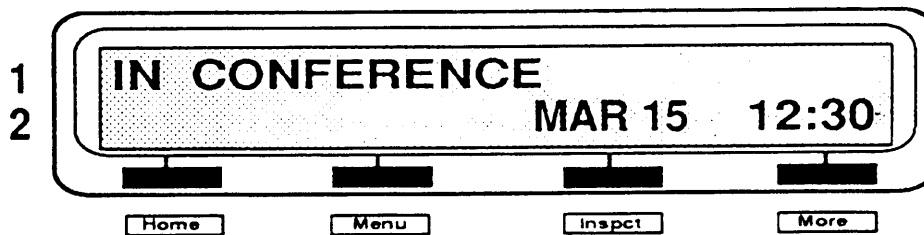
Home Screen

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

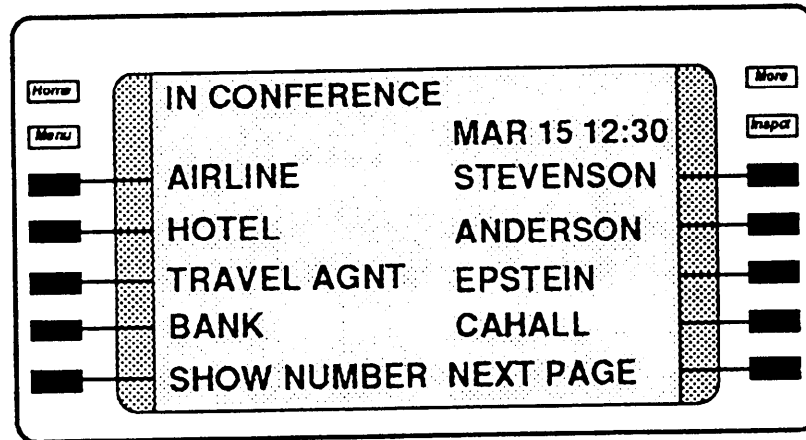
To return to the Home screen at any time, press **Home**.

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

2-Line Display Home Screen



7-Line Display Home Screen



Line 1 shows calling information.

- When you are not on the telephone, Line 1 is blank. However, if you are using a Posted Message to alert others with display telephones, the message-you selected appears as a reminder. For more information on Posted Message, see Chapter 4.
- When you are receiving a call, or when a call you transferred is returning to you, you see where the call originated (the name or extension for inside calls, or the line the call is on for outside calls).

NOTE:

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

- When you are placing a call, the display shows the dialed digits and the extension number or extension alphanumeric label.
- To see who transferred a call to you, press **More**.

When you are using a feature, Line 1 shows the feature name and may prompt you to enter information.

If the "greater than" (>) symbol is shown, press **More** to see additional features or information.

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

Lines 3 through 7 show Personal Directory listings. Personal Directory is a feature available on the MLX-20L telephone only. For more information on directories, see the *MLX-10D*, *MLX-28D*, and *MLX-20L Display Telephones Users Guide*.

Menu Screen

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

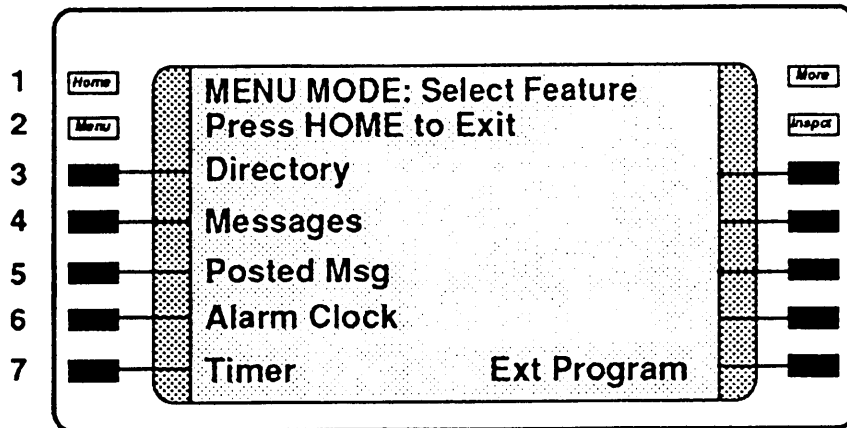
Display Abbreviations

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

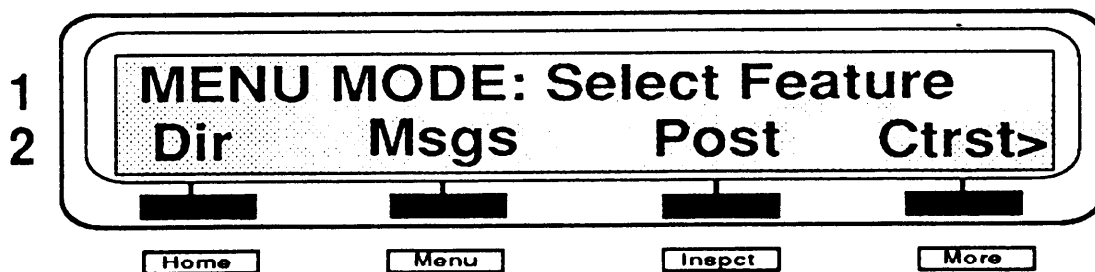
Selecting a Feature From the Menu Screen

To select a feature from the Menu screen, press the unlabeled display button next to it (on the 7-line display) or under it (on the 2-line display).

7-Line Display Menu Screen



2-Line Display Menu Screen



To Adjust Screen Brightness

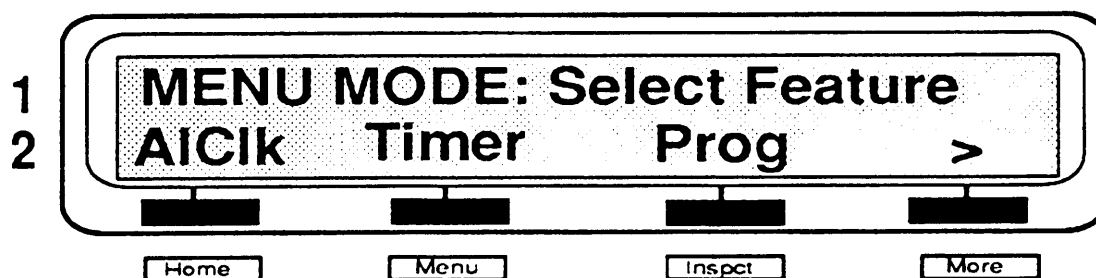
To adjust the brightness (contrast) on the 2-line screen, select `Ctrst` from the first Menu screen. Then select `Down` or `Up` to decrease or increase the contrast.

On an MLX-20L console, adjust the contrast with the sliding control on the top.

To Display Additional Screen Information

If the “greater than” (>) symbol appears next to or above **More**, it indicates that additional information is available. To see this information, press **More**. A screen similar to the one in the following illustration is shown.

2-Line Display Menu Screen



Inspect Screen

Inspect screens shown in the following illustrations for both consoles enable you to preview and/or display information.

Inspecting Calls

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

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

Displaying Existing Feature Programming

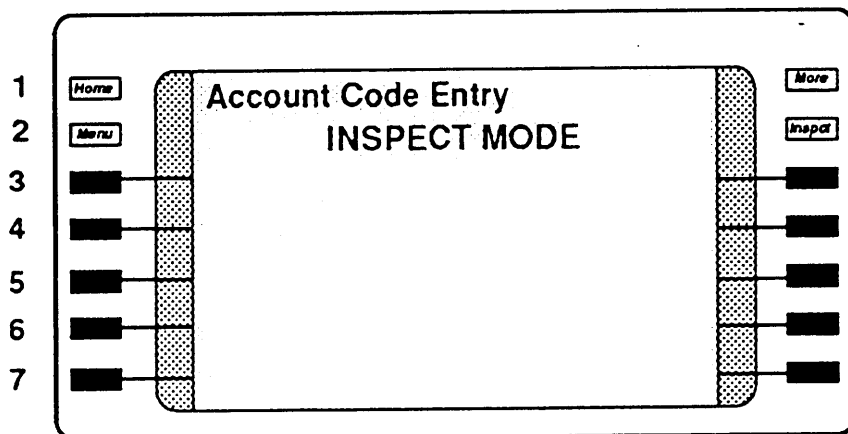
To determine the feature programming on a line button, press **Inspct** and then the line button.

Line 1 shows the name of the feature, such as Account Code Entry.

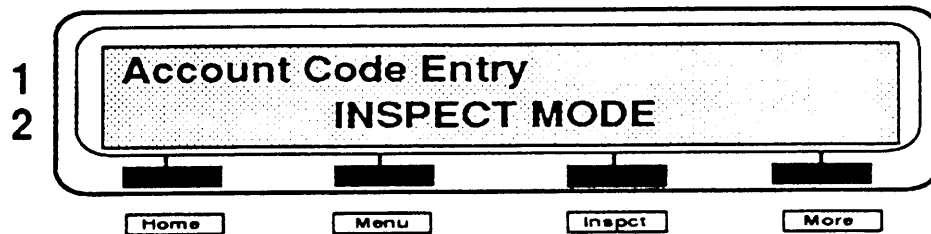
Displaying DSS Button Information

To see the extension, posted message, and Do Not Disturb status of a DSS button, press **Inspct** and then the DSS button.

7-Line Display Inspect Screen



2-Line Display Inspect Screen

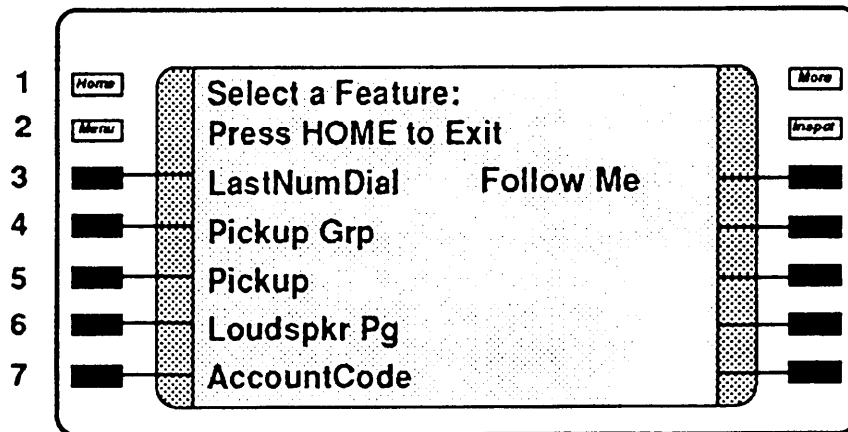


Feature Screen

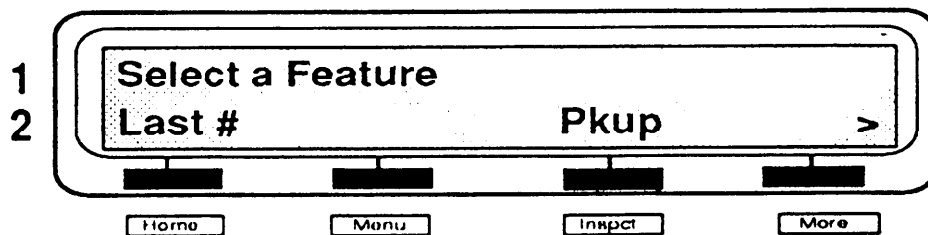
The Feature screen (shown in the following Illustrations for both consoles) provides quick access to the features used most often. As you handle calls, the Feature screen lists features appropriate to your calling activity. The features on this screen change depending on how you are using your console.

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

7-Line Display Feature Screen



2-Line Display Feature Screen



Selecting a Feature

To select a feature, press the display button beside or below the feature name. The feature is activated or the screen prompts you for additional information. As examples of information you may see on your Feature screen, the following tables list calling conditions and results, and the corresponding features.

For the following table, your handset is hung-up or you have a dial tone on an inside line:

<u>Feature Displayed</u>	<u>7x24 Display</u>	<u>2x24 Display</u>
Account Code Entry	Account Code	Acct
Follow Me	Follow Me	FlwMe
Last Number Dial	LastNumDial	Last #
Pickup	Pickup	Pkup
Pickup Group	Pickup Grp	PkupG
Loudspeaker Page	Loudspkr Pg	LdsPg

NOTE:

Group Pickup and Loudspeaker Page appear on your display only if these features are programmed by your system manager.

About Your Direct-Line Console

Your console has reached a busy extension:

<u>Feature Displayed</u>	<u>7x24 Display</u>	<u>2x24 Display</u>
Barge-In	Barge In	Barge
Camp-On	Camp On	Camp
Leave Message	Leave Msg	LvMsg
Selective Callback	Cback Sel	CbckS

Your console is ringing at an extension or is connected to an inside call:

<u>Feature Displayed</u>	<u>7x24 Display</u>	<u>2x24 Display</u>
Barge-In	Barge In	Barge
Camp-On	Camp On	Camp
Leave Message	Leave Msg	LvMsg
Park	Park	Park

About Your Direct-Line Console

Your console is connected to an outside line:

<u>Feature Displayed</u>	<u>7x24 Display</u>	<u>2x24 Display</u>
Account Code Entry	Account Code	Acct
Camp-On	Camp On	Camp
Follow Me	Follow Me	FlwMe
Last Number Dial	Last NumDial	Last#
Park	Park	Park

Quick Start

2

This chapter is designed to help you begin using the basic features of your console immediately. To use features not addressed in this section, see Chapter 4, for all the options available to you.

Basic Skills

This section provides you with the basic skills needed to answer, make, hold, transfer and conference telephone calls and to program console buttons.

You can answer calls in three ways:

- Using the handset.
- Using a headset. (Auto Answer All, if activated, sends calls to the headset or the designated destination.)
- Using a speakerphone.

NOTE:

The following procedures simply instruct you to “use your headset” to receive a call. If you have questions on using your particular headset, see your system manager.

Identifying Call Types

The following explains how to use the display to identify calls. Before lifting the handset, you can identify an incoming call as follows:

- by identifying the distinctive ring, or, on an inside voice-announced call, the caller's voice
- by checking the console or DSS lights
- by pressing the line button next to the flashing green light and viewing your display

Call information stays on your display as long as you are connected to the call. Inspect can be used for ringing calls (if you are already on the phone) or for calls on hold.

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

Quick Start

<u>You hear (Distinctive Ring) . . .</u>	<u>You see . . .</u>	<u>Display shows . . .</u>	<u>Call Type</u>
2 rings	Green flashing light next to line, SA, or Pool button	OUTSIDE on line 1, page 1. On line 1, page 2, TRK 810 shows. The number 810 is the line number assigned by the system (not the phone number). If ANI is available, line 1, page 1 shows Outside 555-1234 and line 2, page 2, shows TRK 810.	outside
1 ring or caller's voice	Green flashing light next to ICOM or SA button and fast flashing light next to DSS button	Ext 23 or Wayne Ext 23 Oper Ext 24 or MARY Ext 24	inside

Quick Start

<u>You hear (Distinctive Ring) . . .</u>	<u>You see . . .</u>	<u>Display shows . . .</u>	<u>Call Type</u>
3 rings	Green flashing light next to line button and slow flashing red light next to DSS button for extension you transferred a call to	Return Ext 25 or Return SUSAN Ext 25 CampRet Ext 23 or CampRet JOHN Ext 23 ParkRet Ext 23 or Park Ret JOSE Ext 23	returning transfer returning Camp-On call returning parked call

NOTE:

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

Making a Call

When you lift the handset, you are connected to a free line automatically. To use a line other than the one with the red light, press the button before or after lifting the handset.

To Make an Inside Ringing Call

1. If the red light next to the line or **SA** button to be used for the call is not on, press the button.
2. Lift the handset, press **Speaker**, or use the headset.
3. Press a DSS or Auto Dial button for the extension, or dial the extension number.
Your co-worker's phone rings.

To Make an Inside Voice-Announced Call

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

NOTE:

A person with a speakerphone can enable voice-announced calls even if they are on the handset. See the *MLX- 10D, MLX-28D, and MLX-20L Display Telephones User's Guide* for more on Voice Announce.

To Make an Outside Call

1. If the red light next to the line or **SA** button to be used for the call is not on, press the button.
2. Lift the handset, press **Speaker**, or use headset.
3. Listen for a dial tone, dial the telephone number (include the dial-out code, if necessary), or press the programmed outside Auto Dial button.
4. If you are making the call for a co-worker, continue with these steps to transfer the call:
 - a. When the outside party answers, announce the call.
 - b. Press **Transfer** to put the outside call on hold.
 - c. Press the DSS or Auto Dial button for your co-worker's extension, or dial the extension.
 - d. When your co-worker answers, announce the call.
 - e. Hang up.
The two parties are connected automatically.

NOTE:

To make calls, you can use the System Directory (if it is programmed), or if you have an MLX-20L console, you can use your Personal Directory. You can also use Auto Dial, Last Number Dial, Saved Number Dial, or Speed Dial. See the *MLX-10D, MLX-28D, and MLX-20L Display Telephones User's Guide* for more information on these features.

Answering a Call

You can answer calls in three ways:

- Using the handset.
- Using a headset. (**Auto Answer All**, if activated, sends calls to the headset or the designated destination.)
- Using a speakerphone.

NOTE:

The following procedures simply instruct you to “use your headset” to receive a call. If you have questions on using your particular headset, see your system manager.

To Answer a Ringing Call

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

To Answer a Voice-Announced Call

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

- Use the headset.
- Press **Mute** to talk over your speakerphone.
- Press **HFAI**. If HFAI is on before the call comes in, you can talk directly into the speakerphone.
- Lift the handset.

Transferring a Call

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 4.

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 on, the person is unavailable.
Consider using Camp-On, Paging, or Park and Paging. See Chapter 4 for more information on these features.
 - 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.
 - 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.

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.

Setting Up a Conference

You can conference up to five people on the same conversation; one or two outside numbers and up to three internal extensions, including your own.

1. Make a call to the first extension or outside number.
2. Press **Conf** after the person answers and you have announced the call.
The green light next to the line button flashes, signaling that the call is on hold for the conference; the display prompts you to add another person.
3. If the next call is an inside extension, press an **ICOM** or **SA** button; if it is an outside number, press an **SA** or line button.
If any SA buttons are available, the system automatically selects one.



CAUTION:

*If the system selects an **SA Voice** button, you hear a beep instead of ringing after you dial the extension to be included in the conference. If the call is not answered, your conversation with other parties on the conference is broadcast on that extension's speakerphone. You must be sure to drop an unanswered extension on an **SA Voice** button to prevent an unintentional broadcast from happening.*

4. Make the call to the next extension or outside number.
If you make a dialing error while adding a participant to a conference, you must hang up and start dialing that party over.
5. Confirm participation:
 - If the person is available, announce the conference and press **Conf**.
You and all participants are connected. The display shows the number of people on the call.
 - If the person is unavailable, hang up and return to Step 4.
6. Press **Conf** again to add another person.
You are separated from the conference while you add the next person, but the participants can still talk. The display prompts you to add another participant.
7. Repeat Steps 3 through 5.
8. While on a conference:
 - Disconnect yourself without ending the conference by pressing **Hold**. (Do not use **Drop** to disconnect a participant when the conference is on hold or to disconnect-yourself from a conference you initiated.)
 - Rejoin the conference by pressing the line button for any conference participant.
 - Disconnect a participant by pressing **Drop** and then pressing the participant's line button.
9. To end the conference, hang up.

Feature Finder

3

This section is designed to help you find and use features for these operator tasks:

- Handling Console Basics
- Answering and Transferring a Call
- Making a Call

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

For information on the standard features you can use, see the *MLX-10D, MLX-28D, and MLX-20L Display Telephones User's Guide*.

Handling Console Basics

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

Answering and Transferring a Call

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

Making a Call

If you want to . . .

Enter account codes when making an outside call

Use a programmed button for one-touch dialing of Inside and outside calls

Use a code to dial outside numbers quickly

See . . .

Account Code Entry

Auto Dial

System Speed Dial

Features

4

With your system, you have many features to facilitate your operator tasks along with the various call handling features discussed in Chapter 2. This chapter lists these features alphabetically and provides instruction for when and how to use them.

Before using these features, a quick review of the next section “Feature Availability” and “System Specifics” in “Appendix E” can help you determine which features are available for your console.

Feature Availability

The following table provides information on feature availability and selection. The second and third columns indicate from which screen the feature can be selected. The check mark (✓) indicates that a programmed line button is needed for that feature.

For more information on additional features available to you, see the *MLX-10D, MLX-28D, and MLX-20L Display Telephones User's Guide*. Feature Codes are listed in Appendix A. Programming Codes are listed in Appendix B.

Features

Feature	Feature Screen	Menu Screen	Programmed Line Button
Account Code Entry	X		
Alarm			✓
Alarm Clock		X	
Auto Dial			✓
Barge-In	X		
Camp-On	X		
Extention Status			✓
Headset Features			
■ Headset Auto Answer			✓
■ Headset/Handset Mute			✓
■ Headset Hang Up			✓
■ Headset Status			✓
Messaging			
■ Leave Message	X		
■ Send/Remove Message		X	
■ Posted Message			
Night Service			✓
Paging			
■ Speakerphone Paging			
■ Loudspeaker paging	X		
Park	X		
Reminder Service			
■ Missed Reminder			✓
■ Reminder Set			
■ Reminder Cancel			
System Speed Dial			
Timer		X	

Using Features

You can use features by selecting them from the display, dialing a feature code, or pressing a button programmed with a feature.

Feature Selection Using Your Display

Several features are available from your display. Some features are offered on the Menu screen and others on the Feature screen. To use a feature from the display:

1. Press the **Feature** or **Menu** button.
2. If the feature name you need is not shown, press **More**.
3. Press the display button next to or below the feature you need.

NOTE:

Some features require additional information for which you will be prompted, as necessary.

Dialing a Feature Code

Many features have a 1-, 2-, or 3-digit feature code. If all your line buttons are programmed, or a feature does not appear on the Menu or Feature screen, you can use additional features by dialing their feature codes (listed on the user cards in the tray under the telephone and in Appendix A of this guide).

To use a feature code:

1. Press **Feature**.
2. Dial the feature code.

Using a Programmed Button

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

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

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

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

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

To Program Features By Using the Display

1. Label button to be programmed with the feature name.
2. Press **Menu**.
3. Select `Ext Program [Prog]` to begin programming.
*On MLX-28D consoles, press **More**, then press **Prog**.*
4. Select `Start`.
5. Press the button you labeled.
6. Select `ListFeature [List]` .
7. Press the button next to or below feature you want to program.
*If this feature is not displayed, press **More**, or select `FindFeature [Find]` and select a letter range with first letter of feature you want to program.*

8. Respond to the display prompts, if necessary, and Select `Enter`.
9. Repeat Steps 5 through 8 for any other buttons you want to program.
10. Press **Home**.

To Program Features By Using Programming Codes

1. Label the button to be programmed with the feature name.
2. Press **Feature** and dial 00.
3. Press the button you labeled.
4. Dial the programming code.
5. If you dial more numbers after the code, you must select `Enter` from the display.
6. Press **Feature** again and dial **★ 00**.

Account Code Entry

Account codes help your company track telephone 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.

NOTE:

You cannot program an account code together with a phone number in a Personal Speed Dial code.

To Program an Account Code Entry Button

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

To Enter an Account Code Before a Call

1. Do *one* of the following:
 - Press **Account Code**.
 - Press **Feature** then select `AccountCode[Acct]` or dial **82**.
The display prompts you to enter an account code.
2. Dial the account code, followed by #.
3. Press any **SA** or line button.
4. Lift the handset, press **Speaker**, or use the headset.
5. Dial the telephone number (including the dial-out code if necessary).

NOTE:

- To use speed dialing in Step 2, you may program an outside Auto Dial button with an account code followed by a #, and press the button whenever you need to enter the code. See “Auto Dial”.
- If using account codes on a conference call, follow Steps 1 through 5. This associates account code entry with the first participant. To add participants with associated account code entries, press **Conf**, repeat Steps 1, 2, 3, and 5 and press **Conf** again.

To Enter or Change an Account Code During a Call

1. To enter or change an account code during a call, do *one* of the following:
 - Press **Account Code**.
 - Press **Feature** then select
AccountCode [Acct] or dial **82**.
2. Dial the account code followed by #.
If you make an error when entering the account number, you can correct it by repeating the steps above.

Alarm

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

The red light stays on until the problem is cleared by your system manager.

NOTE:

The **Alarm** button must be programmed on your console by your system manager.

Alarm Clock

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

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

To Set the Alarm Clock

1. Press **Menu**.
2. Select Alarm Clock [AlClk] .
The display shows the alarm status (On/Off) and the time set.
3. Dial 4-digit time from 0100 to 1259 for English language operation or from 0000 to 2359 for French- or Spanish- language operation.
If you make an error, select Reset [Reset] and redial the time.
4. Select AM or PM for English only.
5. Select On .
6. Press **Home**.
A bell appears on the Home screen.

To Cancel the Alarm Clock Setting

1. Press **Menu**.
2. Select Alarm Clock [AlClk] .
3. Select Off.
4. Press **Home**.

The bell disappears from the Home screen.

Auto Dial

An Auto Dial button provides one-touch dialing of the following kinds of numbers and codes:

- inside numbers, including extensions for co-workers, Park Zone, calling groups, or speaker-phone paging groups
- outside numbers
- account codes

The green light next to an Auto Dial button programmed with an extension lights when that extension is busy or using Do Not Disturb. The red light beside the Auto Dial button lights when your co-worker has an operator message. For instructions on using Auto Dial buttons to enter account codes, see “Account Code Entry” in this chapter.

To Program an Auto Dial Button

1. Label the button to be programmed with a name or other identifier.
2. Press **Menu**.
3. Select `Ext Program [Prog]` .
*If this feature is not displayed, press **More**.*
4. Select `Start` .
5. Press the button you labeled.

6. Select `ListFeature` [`List`].
7. Select `Auto Dial` [`AutoD`].
*If this feature is not displayed, use `FindFeature` [`Find`] or press **More**.*
8. **Select** `Inside` [`In`] or `Outside` [`Out`] .
9. Select `Enter` .
10. Dial the extension or phone number (including dial-out code, long-distance carrier code, area code, and any special characters).
11. Select `Enter` .
12. Repeat Steps 5 through 11 to program additional numbers.
13. Press **Home**.

NOTE:

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

Barge-In

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

NOTE:

For information on Do Not Disturb, see the *MLX-10D*, *MLX-28D*, and *MLX-20L Display Telephones User's Guide*.

You cannot use Barge-In on the following:

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

To Use Barge-In

1. Place call to co-worker.
2. Press **Feature**.
3. Select Barge In [Barge].
Both parties hear a tone.

NOTE:

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

Camp-On

You can use Camp-On to complete a transfer of a call to a busy inside extension and put the call on hold for a preset length of time.

If the call remains unanswered, it returns to you for further handling. When a call returns, you hear three rings. You can use Camp-On with either a programmed line button or a feature code, or by selecting it from the Feature screen.

To Program a Camp-On Button

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

To Use Camp-On with Manual Dial

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

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

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

NOTE:

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

Conference

You can use **Conference** on your console to set up a conference call between co-workers and/or outside participants.

You can connect up to five people in the same conversation: one or two outside numbers and up to three extensions, including your own.

Anyone who shares a line with you can join the conference on that line and is counted as one of the five participants. You can consult privately with each participant before adding the participant to the conference.

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

NOTE:

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

To Set Up a Conference

1. Make a call to the first extension or outside number.
2. After the person answers, and you have announced the call, press **Conf**.

The green light next to the line button flashes, signaling that the call is on hold for the conference. The display prompts you to add another person.

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

NOTE:

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



CAUTION:

*If the system selects an **SA Voice** button, you hear a beep instead of ringing after you dial the extension to be included in the conference. If the call is not answered, your conversation with other parties on the conference is broadcast on that extension's speakerphone. You must be sure to drop an unanswered extension on an **SA Voice** button to prevent an unintentional broadcast from happening.*

4. Call the next outside number or extension.

5. Confirm participation:
 - If the participant is available, announce the conference and press **Conf**.
All participants, including you, are connected. The display shows the number of people on the call
 - If the participant is unavailable, hang up, and return to Step 4.
6. Press **Conf** again to add another person.
You are separated from the conference while you add the next person, but participants still can talk. The display prompts you to add the next participant.
7. Repeat Steps 3 through 5.
8. While on a conference:
 - Disconnect yourself without ending the conference by pressing **Hold**.
Participants can converse, and you can receive calls.
 - Rejoin the conference by pressing any line button for a conference participant.
 - To drop an inside conference participant, press **Drop** and then press the **ICOM** or **SA** button.
 - To drop an outside participant, press **Drop** and then press the **SA** or line button.
9. To end the conference, hang up.

NOTE:

- If you make a dialing error while adding a participant to a conference, hang up and repeat Steps 3 through 6.
- You cannot use **Drop** when the conference is on hold.

Extension Status

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

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

NOTE:

Extension status must be programmed system-wide and assigned to the console. You must know your company's assignments for each status and have programmed line buttons on the console.

To Program Extension Status Buttons

1. Label the buttons to be programmed as
 - **ES Off**
 - **ES1**
 - **ES2**

NOTE:

The labels suggested refer to the Extension Status feature used by businesses with housekeeping or health care services.

- **ES Off** means that the light next to that extension is off. (Room is occupied and telephone is in regular call-handling status.)
 - **ES1** means that the light next to that extension is flashing. (Room is unoccupied and ready for cleaning; outside calls cannot be made from the telephone.)
 - **ES2** means that the light next to that extension is on. (Room is vacant and outside calls cannot be made from the telephone.)
2. Press **Menu**.
 3. Select **Ext Program [Prog]** .
*If this feature is not displayed, press **More**.*
 4. Select **Start** .
 5. Press the button to be programmed.

6. Select ListFeature [List].
7. Select Operator ES [OpES].
*If this feature is not displayed, use FindFeature [Find] or press **More**.*
8. Select ES1, ES2, or ESOFF.
9. Select Enter.
10. Repeat Steps 5 through 9 to program more buttons.
11. Press **Home**.

To Change Extension Status from your Console

1. Press *one* of the following programmed buttons:
 - **ES Off**
 - **ES1**
 - **ES2**or press **Feature** and dial
 - **760** for ES Off
 - **761** for ES1
 - **762** for ES2
2. Press a DSS or Auto Dial button for the extension you want to change.
The light next to the ES button goes off.

NOTE:

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

To Change Extension Status on a Single-Line Telephone

2. Dial *one* of the following:
 - #45 for ES1
 - #44 for ES2
3. Hang up.

To Change Extension Status on a Multiline Telephone

1. Press **Feature**.
2. Dial *one* of the following:
 - 45 for ES1
 - 44 for ES2

Headset Features

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

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

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

To Program Headset Feature Buttons

1. Label buttons to be programmed as **Headset Status**, **Headset Auto Answer**, or **Headset/Handset Mute** .
2. Press **Menu**.

3. Select `Ext Program [Prog]` .
*If this feature is not displayed, press **More**.*
4. Select `Start`.
5. Press the button you labeled.
6. Select `ListFeature [List]` .
7. Select `Hdset` .
*If this feature is not displayed, use `FindFeature [Find]` or press **More**.*
8. Select `Auto Answer [Auto]` for Headset Auto Answer, select `Mute` for Headset/Handset Mute, or select `Status [Stat]` for Headset Status.
9. Select `Enter`.
10. Repeat Steps 5 through 9 to program the other buttons.
11. Press **Home**.

To Use Headset Feature Buttons

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

NOTE:

- Automatic call delivery cannot be activated during a call. You must complete the call before pressing **Headset Auto Answer** button.
- When using Headset Auto Answer and sharing a line with other operators, use Privacy to prevent other operators from answering the same calls.
- To delete a **Headset Status** button from a programmed line button, that is to program over this button, the green light next to **Headset Status** must be off.

To Turn off the Headset

To turn off the headset during a call:

- **Headset/Handset Mute.** Press once to stop your voice transmission through the headset. Press again to resume.
- **Speaker.** Press once to transfer the call from your headset to the speakerphone. Press again to return the call to the headset.

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

Messaging

If co-workers cannot be reached, you can use either Leave Message or Send/Remove Message to alert them that they have messages waiting. Use Leave Message by choosing it from the menu on your display; use Send/Remove Message to leave an operator message by pressing a programmed **Send/Remove Message** button or dialing a feature code.

Use the **Posted Message** button to let co-workers with display telephones know when you are unavailable. See “Posted Message” later in this section.

Co-workers can also leave messages on your display. For more on receiving messages, see the *MLX-10D*, *MLX-28D*, and *MLX-20L Display Telephones User’s Guide*.

Leave Message

Use Leave Message to leave a display message for co-workers with display phones.

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

To Use Leave Message

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

1. Press **Feature**.
2. Select `Leave Msg [LvMsg]` or dial **25**.
*If this feature is not displayed, press **More**.*
3. Read status of message on display
 - `Message Sent To. . .` if message was delivered.
 - `Message Box Full` if co-worker's message box is full.
 - `Cannot Send Message` if message was not delivered for any other reason.

Send/Remove Message

The **Send/Remove Message** button toggles between sending and removing operator messages. Use the **Message Status** button to determine if an operator message is currently present.

Press the programmed button labeled **Send/Remove Message** to toggle another extension's message light or leave a message on a display telephone.

The **Send/Remove Message** button will turn off a co-worker's message light and cancel the operator message delivered to a display telephone, if the only message was from an operator. You can make sure you do not turn off a message

light that was turned on by another operator by using the **Message Status** button. To check the status of a co-worker's message light, press the **Message Status** button. If the green light next to that person's DSS button is on, then he or she has an operator message and his or her message light is on. Also, if an inside Auto Dial button has been programmed, the red light next to that button is turned on when an operator has sent that extension a message.

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

You can also check message status if you have Auto Dial buttons programmed with co-workers' extensions. If the red light next to the Auto Dial button is on, the co-worker's message light is on.

When you send a message to an extension with an MLX display telephone, it turns on the message light and-delivers the message `ATT OPERATR` or your name, if programmed. The message also shows the date and time and your extension number.

When you send a message to an extension with an analog multiline display telephone, it turns on the message light and delivers the message `Call OPERATR` or your name, and shows the date and time of the message.

To Program a Send/Remove Message Button

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

To Use Send/Remove Message with a DSS

1. Press **Message Status**.
The green light next to the button goes on.
2. Check the red light next to DSS button for the extension.
If the red light is on, the person has an operator message. If the red light is off, the person does not have an operator message.

- To leave message light unaffected and return to call handling, press **Message Status**.
- To turn message light on or off, press **Send/Remove Message**, or press **Feature** and dial 38, and then press the DSS button for the extension. Press **Message Status** to return to call handling.

If the person's message light was on because of an operator's message, it goes off. If the message light was off, it goes on.

NOTE:

If Message Status is on, you can still place calls using DSS buttons.

To Use Send/Remove Message with Auto Dial

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

To Use Send/Remove Message without a DSS or Auto Dial

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

NOTE:

You cannot check the status of co-workers' message lights without DSS or Auto Dial buttons. If you send a message, you may be turning off the message light that was turned on by another operator.

Posted Message

Use Posted Message to let co-workers with display telephones know when you are unavailable. When a co-worker dials your extension, the Posted Message you have chosen appears on his or her display. You do not need a display console to post messages.

Co-workers can also post messages from their telephones. When you dial their extensions, the message shows on your display. It also shows when you inspect their DSS button.

You can post 1 of 20 programmed messages. The 10 messages shown in the following table are provided by your company. Except for message #01, Do Not Disturb, they may have been changed by the system manager or additional messages may have been programmed.

Standard posted messages are as follows:

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:

- When you turn on the Do Not Disturb feature, the system automatically posts the message “Do Not Disturb.” When you turn off the feature, the system removes the message. You can also post or - remove the “Do Not Disturb” message with the Posted Message button, but this does not turn the feature on or off.
- Blank (not yet programmed) messages are displayed as CUSTM MSG11, CUSTM MSG12, etc.

To Post a Message

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

To Cancel a Posted Message

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

Night Service

You can use the Night Service feature to send after-hours incoming calls to a specific calling group or telephone, such as in the security office, or by having them ring a night bell or other alert. To prevent unauthorized after-hours use of telephones, Night Service can be set up so that you have to enter a password to make an outside call.

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

NOTE:

Night Service must be programmed for your system and you must have a programmed line button on the console. It may require passwords and may be set up for automatic on/off.

To Program a Night Service Button

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

To Use Night Service

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

NOTE:

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

To Override Outside Call Restriction on Night Service

Your company can program Night Service to restrict the use of telephones for outside calls if Night Service is activated. When this happens, you can override the restriction as follows:

1. Without lifting the handset, press **Hold**.
2. Dial the override password.
3. Lift the handset.
4. Dial the outside number as you would during work hours.

NOTE:

Numbers which are programmed into the system's Night Service emergency list can be dialed without a password. This list of numbers can include up to ten telephone numbers, with a maximum of 12 digits each.

Paging

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

Depending on the way in which your system is configured, Speakerphone Paging can be broadcast on all multiline speakerphones in the system or to selected groups, such as departments or work areas. Extension numbers can be assigned for paging all speakerphones (Page All) or for paging only those speakerphones in certain groups (Group Page).

Loudspeaker Paging is broadcast to everyone in the building or a particular area (called a zone), depending on how the loudspeaker system is set up. You can use Loudspeaker paging by pressing **Feature** and selecting Loudspeaker Page from your display. You can also have a **Loudspeaker Page** button programmed on your console.

NOTE:

Speakerphone Paging extension numbers and/or Loudspeaker Paging access codes are required and can be assigned to DSS buttons.

To Program Speakerphone Paging Buttons

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

To Use Speakerphone Paging

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

NOTE:

- Using the speakerphone can create a feedback tone.
- People who are using their speakerphones will not hear a Speakerphone Page.
- Speakerphone Paging does not override Do Not Disturb.

To Use Loudspeaker Paging from the Display

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

NOTE:

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

Park

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

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

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

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

NOTE:

Park Zone extensions and Paging must be programmed for your system.

You must have Park Zone extensions, Speakerphone Paging group numbers and/or Loudspeaker Paging access code numbers. See your system manager.

To Program a Park Button or Park Zone Button

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

To Use Park and Paging

NOTE:

You can only park one call at your extension at a time.

1. Park the call.

To park the call at your extension, do *one* of the following:

- Press **Park**.
- Press **Transfer**, dial your extension, and press **Transfer** again.
- Press **Feature** and select `Park`.

To park the call at a Park Zone, do *one* of the following:

- Press **Park—(zone)**.
- Press **Transfer**, dial the Park Zone extension, and press **Transfer** again.
- Press the DSS button for the Park Zone. If manual completion is programmed, hang up.

2. Set up page.

- For Speakerphone Page, press the DSS button, or press **Group Page—(name)** or **Page All** button, or dial the extension for Group Page or Page All.
- For Loudspeaker Page, press **Loudspeaker Page** button or press **Feature** and select `LoudspkrPg [LdsPg]`.
If necessary, dial the code for the page zone.

3. Announce the call and extension where the call is parked.

Reminder Service

You can use Reminder Service to place calls automatically to telephones in the system at preset times—for example, to remind co-workers of meetings or appointments, or to provide guests in hotels with wake up calls.

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

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

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

NOTE:

You must have a DSS adjunct or inside Auto Dial buttons programmed to use this feature.

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

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

NOTE:

The system may be programmed to cancel all outstanding reminders at a preset time every day.

English-language operation uses a 12-hour clock format. French- and Spanish-language operation use a 24-hour clock format.

To Program Reminder Service Buttons

1. Label the button to be programmed as **Reminder Set**, **Reminder Cancel**, or **Missed Reminder**.
2. Press **Menu**.
3. Select `Ext Program [Prog]`.
*If this feature is not displayed, press **More**.*
4. Select `Start`.
5. Press the button you labeled **Reminder Set**, **Reminder Cancel**, or **Missed Reminder**.
6. Select `ListFeature [List]`.
7. Select `Reminder [Rmind]`.
*If this feature is not displayed, use `FindFeature [Find]` or press **More**.*
8. Select `Set [Set]`, `Cancel [Cancl]`, or `Missed [Missd]`.

9. Select [Enter] .
10. To program another button, repeat steps 5 through 9.
11. Press **Home**.

To Set a Reminder

1. Press **Reminder Set** or press **Feature** and dial **81** .
2. Press DSS or Auto Dial button for the extension.
*The light next to **Reminder Set** goes out.*
3. For English-language operation, dial a four-digit time from **0100** to **1259** . For French- or Spanish-language operation, dial a four-digit time from **0000** to **2359** .
4. For English-language operation only, dial **2** (A) for a.m. or **7** (P) for p.m.
*The light goes on next to **Reminder Set**.*
5. Repeat Steps 2 through 4 for each additional telephone.
6. Press **Reminder Set**.

To Read a Reminder Message on the Display Console

1. Press **Reminder Set** or press **Feature** and dial **81**.
2. Press the DSS or Auto Dial button for the extension, or dial the extension.
3. Look at display:
 - If reminder call was answered, you see
extension: A time AM/PM
 - If reminder call was missed, you see
extension: X time AM/PM
 - If reminder call has not been placed yet, you
See extension: time AM/PM
4. Press **Reminder Set**.

To Cancel a Set and Answered Reminder

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

To Clear a Missed Reminder

When a reminder is missed, the green light next to the button flashes as an indication.

1. Press the programmed **Missed Reminder** button.
The green light next to the button goes steady, to indicate that you are in missed reminder mode. The display shows the time, name, and extension of the last missed reminder.
2. Press the programmed **Reminder Cancel** button, or press the programmed **Feature** button and dial **★ 81**.
The display shows Event deleted.
3. If there is more than one missed reminder, press the **More** button or press the **Feature** button and dial **28**.
4. Repeat Steps 2 and 3 until the display reads **NO MORE Rmdrs**.
5. Press the programmed **Missed Reminder** button.
The green light flashes if not all missed reminders have been deleted.

System Speed Dial

Three-digit System Speed Dial codes (from 600-729) can be assigned to outside numbers you and your co-workers call often. You dial these codes instead of the entire outside number sequence. Record your codes on the System Speed Dial card in the card tray under your phone. You can also program line buttons with System Speed Dial codes; just press the line button to reach the telephone number.

If your company has programmed the System Directory, it contains the same numbers associated with System Speed Dial Codes. The codes are simply the way to access your System Directory. You can access the System Directory through the Display menu.

NOTE:

System Speed Dial must be programmed for your system, and you must have codes and numbers from your system manager.

To Program System Speed Dial Buttons

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

To Use System Speed Dial

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

Timer

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

NOTE:

If timing a call, the timer will *not* stop automatically when the call is completed.

To Turn Timer On

1. Press **Menu**.
2. Select **Timer**.
*If this feature is not displayed, press **More**. The display returns to the Home screen, and the timer starts counting automatically.*

To Turn Timer Off

1. Press **Menu**.
2. Select **Timer**.
*If this feature is not displayed, press **More**. The display returns to the Home screen, and the timer is no longer displayed.*

Transfer

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

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 a DSS or Auto Dial button puts a call on hold for transfer and dials an inside extension. Ask your system manager about the availability of One-Touch Transfer.

- Console setup. If you have DSS or 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 DSS or 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, Barge-in, 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 a DSS or Auto Dial button. When you press a DSS or 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 console has DSS or 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. 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 DSS or 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 console.

1. Check the light next to the DSS or 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. 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 DSS or 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 DSS or 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. The call returns to your console for further handling. You can do one of the following:

- Take a message from the caller and press **Send/Remove Message** to turn on your co-worker's message light. After you press **Send/Remove Message**, you need to dial the extension or press the DSS button.
- Continue trying to connect the call by using one of the following features:
 - Barge-In allows you to interrupt a call for an emergency or if you have been instructed to interrupt.
 - Camp-On puts the transferred call on hold for a preset time. (If the call is unanswered, it rings back at your console.)
 - 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 telephone.

Feature Codes

A

This appendix provides a summary table showing feature codes. For information on using these codes, see Chapter 4. Use feature codes to activate features not programmed on line buttons. To use a feature code, press **Feature** then dial the code for the selected feature.

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

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

Feature Codes

Feature	Feature Code
✓ Account Code Entry	82 + code + #
Call Waiting—pickup†	87
Callback—Selective	55
✓ Camp-On	57
Extension Status	
✓ Extension Status Off (Operator)	760 + extension
✓ Extension Status 1	45
✓ Extension Status 1 (Operator)	761 + extension
✓ Extension Status 2	44
✓ Extension Status 2 (Operator)	762 + extension
Follow Me	34 + extension
Forward	33 + extension or phone number
Forward and Follow Me	
cancel all†	* 34 *
cancel one†	* 34 + extension
cancel from your phone	33 + your extension
Last Number Dial	84
Language	
English†	790
French†	791
Spanish†	792
Messaging	
cancel message†	* 53 + extension
delete message	26
✓ leave message	25
next message	28
✓ Send/Remove message	38 + extension

† Feature **must** be activated with a feature code.

✓ Feature is explained in this guide.

Feature Codes

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

† Feature **must** be activated with a feature code.

✓ Feature is explained in this guide.

‡ English language only

Programming Codes

B

This appendix contains information on using programming codes to program features onto unlabeled buttons for one-touch feature use or to turn features on and off. You can use any unlabeled line button to program features. See Chapter 4 for instructions for programming features. You can program features using the console display or with the programming codes that follow.

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

Programming Codes

Feature	Programming Code
✓ Account Code Entry	* 82
Auto Dial	
✓ inside †	* 22 + <i>extension</i>
✓ outside †	* 21 + <i>number</i>
Callback	
automatic callback off ‡	** 12
automatic callback on ‡	* 12
selective callback	* 55
Call Waiting	
off ‡	** 11
on ‡	* 11
✓ Camp-On	* 57
Coverage	
individual, primary †	* 40 + <i>extension</i>
individual, secondary †	* 41 + <i>extension</i>
group †	* 42 + <i>group</i>
inside off ‡	** 48
inside/outside on ‡	* 48
off †	* 49
VMS Off †	* 46
Do Not Disturb †	* 47
Extension Status	
✓ Extension Status Off (Operator)	* 760
✓ Extension Status 1 (Operator)	* 761
✓ Extension Status 1	* 45
✓ Extension Status 2 (Operator)	* 762
✓ Extension Status 2	* 44

✓ Feature is explained in this guide.

† Feature must be programmed on line button.

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

B-2 Programming Codes

Programming Codes

Feature	Programming Code
Forward	★ 33
Headset Features	
✓ Headset Auto Answer†	★ 780
✓ Headset/Handset Mute	★ 783
✓ Headset Status‡	★ 782
Last Number Dial	★ 84
Messaging	
✓ Leave Message	★ 25
✓ Posted Message	★ 751
✓ Send/Remove Message	★ 38
✓ Night Service‡	★ 39
Notify	
Notify Receive‡	★ 758 + <i>extension</i>
Notify Send‡	★ 757 + <i>extension</i>
Paging	
✓ Group Paging	★ 22 + <i>group ext.</i>
✓ Park	★ 86
✓ Park Zone	★ 22 + <i>zone</i>
Personalized Ring‡	★ 32 + <i>ring (1-8)</i>
Personal Speed Dial	# + (01-24) + ★ 21 + <i>number</i>

✓ Feature is explained in this guide.

† Feature must be programmed on line button.

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

Programming Codes

Feature	Programming Code
Pickup	
general	★ 9
group	★ 88
inside‡	★ 9 + <i>extension</i>
outside‡	★ 9 + <i>line number</i>
Privacy	★ 31
Recall	★ 775
Reminder Service	
✓ cancel reminder	★★ 81
✓ missed reminder†	★ 752
✓ set reminder	★ 81
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
Saved Number Dial†	★ 85
Signaling†	★ 23 + <i>extension</i>
✓ System Speed Dial button	★ 24 + <i>system speed dial code (500-729)</i>
Voice Announce	
on‡	★ 10
off‡	★★ 10

✓ Feature is explained in this guide.

† Feature must be programmed on line button.

‡ Feature sets up how phone works; programmed button is not needed.

B-4 Programming Codes

Feature Name Display Abbreviations

C

Your telephone's display simplifies programming by guiding you through the steps to program a feature. In addition, some features can be used from the Feature or Menu screens. Feature names that do not fit into the character limits of the display screen are abbreviated. This appendix lists the features that you can use on your console. For more On features, see the *MLX- 10D, MLX-28D, and MLX-20L Display Telephones User's Guide*.

Feature Name Display Abbreviations

NOTE:

A checkmark (✓) denotes the screen from which the feature can be accessed.

Display Abbreviations

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
✓		Account Code Entry	Account Code	Acct
		Alarm	Alarm	Alarm
	✓	Alarm Clock	Alarm Clock	AlClk
		Auto Dial	Auto Dial	AutoD
		Inside	Inside	In
		Outside	Outside	Out
✓		Barge-In	Barge In	Barge
		Callback		
		Automatic Callback	Cbck Auto	CbckA
✓		Selective Callback	Cbck Sel	CbckS
		Call Waiting	CallWaiting	CWait
✓		Camp-On	Camp On	Camp
		Conference	Conference	Conf
	✓	Contrast		Ctrst
		Coverage	Coverage	Cover
		Group	Group	Group
		Inside	CoverInside	CvIns
		Off	CoverageOff	Cvoff
		Primary Individual	Primary	Prmry
		Secondary Individual	Secondary	Secnd
		VMS	Coverage VMS	CvVMS

Feature Name Display Abbreviations

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
		Data Status	Data Status	Data
	✓	Directory	Directory	Dir
	✓	Extension	Ext Dir	Ext Dir
	✓	Personal	Personal Dir	-
	✓	System	System Dir	SysDir
		Do Not Disturb	DoNot Distrb	DND
		Drop	Drop	Drop
	✓	Extension Programming	Ext Program	Prog
		Extension Status	ES Status	ES
		Extension Status Off	ES Off	ESoff
		Extension Status 1	ES1	ES1
		Extension Status 2	ES2	ES2
		Feature Button	Feature Btn	-
		Find Feature	FindFeature	Find
✓		Follow Me	Follow Me	FlwMe
		Forward	Forward	Forwd
		Headset	Hdset	Hdset
		Auto Answer	AutoAnswer	Auto
		Hang Up	Hang Up	-
		Mute	Mute	Mute
		Status	Status	Stat
		Group Calling	Group Call	GrpCl
✓		Last Number Dial	LastNumDial	Last#
		List Feature	ListFeature	List

Feature Name Display Abbreviations

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
✓	✓	Messaging	Messages	Msgs
	✓	Delete message	Delete Msg	Dlete
	✓	Next message	Next Msg	Next
	✓	Return call	Return Call	Call
		Leave Message	Leave Msg	LvMsg
	✓	Posted Message	Posted Msg	Post
		Send/RemoveMessage	Send/RmvMsg	SdMsg
		Night Service	Night Srvc	Night
		Notify	Notify	Ntfy
		Notify Receive	Receive	Recv
		Notify Send	Send	Send
		Operator ES Status	Operator ES	Op ES
		Paging		
✓		Group Page	Group Page	GrpPg
✓		Loudspeaker Page†	Loudspkr Pg	LdsPg
✓		Park	Park	Park
		Park Zone	Park Zone	PrkZn
		Personalized Ring	PersonalRng	PRing
✓		Pickup	Pickup	Pkup
		General	General	Genrl
✓		Group†	Pickup Grp	PkupG
		Inside (extension)	Extension	Ext
		Outside (line)	Line	Line

† Only if a loudspeaker page port is configured and/or your station is a member of a call pickup group are these soft label keys shown in Feature mode.

C-4 Feature Name Display Abbreviations

Feature Name Display Abbreviations

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
		Privacy	Privacy	Prvcy
		Recall Button	Recall	Recll
		Reminder Service	Reminder	Rmind
		Cancel	Cancel	Cancl
		Missed	Missed	Missd
		Set	Set	Set
		Ringin/Idle line preference	Line Prefer	LnPrf
		Ringin Options	RingOptions	RngOp
		All lines	All Lines	AllLn
		One line	One Line	lLine
		Delayed ring	Delay Ring	Delay
		Immediate ring	Immed Ring	Immed
		No ring	No Ring	No
		Abbreviated Ring	Abbreviated	Abbrv
		Saved Number Dial	SaveNumDial	Save#
		Shared System Access Ring	Shared SARng	ShRng
		Signaling	Signal	Signl
		System Speed Dial	Sys SpeedDl	SpdDl
	✓	Timer	Timer	Timer
		Transfer	Transfer	Trans
		Voice Announce	Voice Annce	Voice
		Place calls	Place	Place
		Receive calls	Receive	Recv

Special Characters

D

When you program Personal Directory listings or Auto Dial buttons, 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.

Special Characters

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...
Drop	s	Stop. Halts the dialing sequence to allow the system to respond.
Hold	p	Pause. Inserts 1.5 second pause in the dialing sequence. Multiple consecutive pauses are allowed.
Conf	f	Flash. Sends a switchhook flash. Must be the first entry in the dialing sequence.
##	#	For Extension Programming only (Ext Program [Prog]): End of Dialing. Used to signal the end of the dialing sequence or used to separate grouped digits, for example, account codes from number dialed.
#	#	End of Dialing. Used to signal the end of the dialing sequence or to separate group digits, for example, account code from number dialed.

System Specifics

E

Use the following list to verify that you have the codes and special instructions you need to use the console features. If several operators use the same console, your system manager should complete this list.

Account Code Entry

- No
- Yes, codes

Night Service

- No
- Yes

Automatic On/Off

- No
- Yes

Password

- No
- Yes

One-Touch Transfer

- Automatic Completion
- Manual Completion

Loudspeaker Page

- No
- Yes, zones

Coverage

- Group Coverage Receiver

Direct Station Selector

Page 1 range _____ to _____

Page 2 range _____ to _____

Page 3 range _____ to _____

Park Zones

- No
- Yes, list zones

Group Page or Page All

- No
- Yes,

on DSS Page_____

(1, 2, or 3)

Group Page extensions

Calling Groups

- No
- Yes, list extensions

Dial-out code

- No
- Yes, code_____

Pickup Group

- No
- Yes

**Reminder Service-
Automatic Cancel**

- No
- Yes, time of day

Operator Alarm

- No
- Yes, report to

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