



MERLIN LEGEND™
Communications System
Release 2.0

MLX-10™ Non-Display Telephone Quick Reference



System Speed Dial		Account Codes	
List Most Often Used Codes		List Most Often Used Codes	
Name	Code	Name	Code
1.		1.	
2.		2.	
3.		3.	
4.		4.	
5.		5.	
6.		6.	
7.		7.	
8.		8.	
9.		9.	
10.		10.	
11.		11.	
12.		12.	
13.		13.	
14.		14.	
15.		15.	
16.		16.	
17.		17.	

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

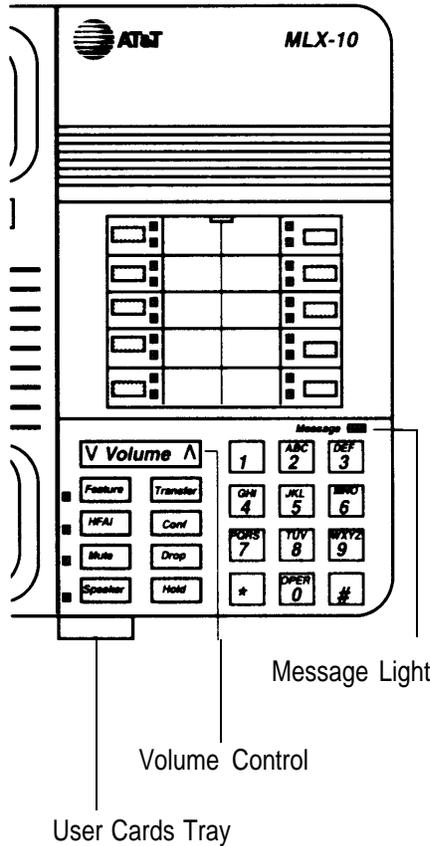
TELEPHONE

CALL HANDLING

Line Buttons

Telephones with SA Buttons

- SA Ring** Use to make/receive ringing calls and receive inside voice-announced calls.
- SA Voice** Use to make and receive outside calls, receive inside ringing and voice-announced calls, and make inside voice-announced calls. (Co-workers hear your voice over the speaker-phone.)
- SA Originate Only** Use only to make inside or outside calls.
- Shared SA** Use to make/answer calls for co-workers or join conversations. Line is shared with another co-worker. Button can be either ring or voice.
- 555-XXXX** Use to make/receive outside calls only.



Line Button Lights

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

Telephones with ICOM Buttons

- ICOM Ring** Use to make inside calls and receive inside ringing and voice-announced calls.
- ICOM Voice** Use to make inside voice-announced and receive inside ringing and voice-announced calls.
- ICOM Originate Only** Use to make inside calls only.
- 555-XXXX** Use to make/receive outside calls only.

Dedicated Feature Button

- Feature** Press to display Feature screen or to activate features.
- HFAI** Use to answer voice-announced calls. **HFAI** must be on before call comes in.
- Mute** Press to turn speaker-phone MIC on/off.
- Transfer** Press to send call to another phone.
- Speaker** Press to turn speaker-phone on/off.
- Conf** Press to add another person to a call.
- Hold** Press to put call on hold.

Desk Stand

See your user card in the user card tray for instructions on adjusting the telephone's desk stand.

Rings

Ring	Meaning
One long ring	An inside call
One long ring and one short ring	An outside call
One long ring and two short rings	An outside call being transferred to you, or a priority call, such as a transferred call returning to your telephone
Three short rings and one long ring	A returning callback call.

Tones

Tone	Meaning
Dial tone (steady tone)	You can make a call.
Busy (slow repeating tone)	The telephone you called is busy.
Fast busy (fast repeating tone)	No lines are free.
Alternating high and low tones	You dialed a number incorrectly or misused a feature.
Confirmation tone (double break in dial tone, followed by a steady tone)	You used a feature properly.
Callback tone (five short beeps)	The outside line or extension is busy and automatic callback is programmed.
Call Waiting tone (one or two beeps while you are on a call)	You have an inside call (one beep) or an outside call (two beeps) waiting.

Conference

Conference can have up to three inside participants, including yourself, and up to two outside participants.

1. Dial the first number or extension.
2. Press **Conf** (after first call is answered which puts call on hold).
3. Select line button, if not selected.
4. Dial next number or extension.
5. Announce call and press **Conf**.
6. Repeat Steps 2-5 for each outside participant.
7. To end conference, hang up.
 - Press **Drop** and line button to drop any participant added.
 - Press **Hold** to temporarily leave conference.
 - Press any participant's line to rejoin conference.

Transfer

To transfer:

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

To one-touch manual transfer:

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

To one-touch auto transfer:

- Press **Auto Dial** button. Ask your system manager if this feature is available.

Leave Messages

On busy or unanswered phone:

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

On display phones without calling:

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

Cancel Messages

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

Receive Messages

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

To turn your message light off:

- Press **Feature** and dial **54**.

Post Messages

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

Cancel Posted Messages

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

FEATURES & PROGRAMMING

Programming Features and Buttons

Some features set up how your phone works and are not programmed onto a line button. The ‡ in the Programming Codes table flag these features. To set these features, use the following procedure but do not do Step 2. To program features onto buttons, use the entire procedure.

1. Press **Feature** and dial **00**.
2. Press button to be programmed.
3. Dial programming code. See Programming Codes table.
4. Repeat Steps 2 and 3 to program other buttons.
5. Press **Feature** and dial ***00**.

Accessing Features

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

- Dial a feature button:
 - a. Press **Feature**.
 - b. Dial the feature code.
- Press programmed-button, if available.

Feature Codes

Account Code Entry	82 + code
Callback Selective	55
Call Waiting	
pick up a call waiting call†	87
Camp-On	57
Follow Me	34 + extension
Forward	
inside	33 + extension
outside	33 + dial-out code + number + #
Forward and Follow Me	
cancel from all extensions	* 34 *
cancel from one extension	* 34 + extension
cancel from your phone	33 + your extension
Language:	
English††	790
French††	791
Spanish††	792
Last Number Dial	84
Messaging:	
cancel message†	* 53 + extension
leave message	25
leave message	
without calling†	53 + extension
turn message light off	54
Paging:	
Loudspeaker Page	9+line no. + zone code
Personal Speed Dial†	code (01 -24)
Pickup:	
group pickup	88
inside	9 + extension
outside	9 + line number
Privacy:	
off	* 31
on	31
Recall	775
Reminder Service: set reminder	81 + time + A or P
cancel reminder	* 81
System Speed Dial	code (600-739)

†† For time functions, English operates on 12 hour clock, French and Spanish operate on 24 hour clock

Programming Codes

Account Code Entry	* 82 + code
Auto Dial: inside ♦	* 22 + extension
outside ♦	* 21 + number
Callback	
automatic callback off‡	** 12
automatic callback on‡	* 12
selective callback	* 55
Call Waiting	
off‡	** 11
on‡	* 11
Camp-On	* 57
Coverage: coverage VMS off ♦	* 46
group ♦	* 42 + group
inside and outside ♦	* 48
off ♦	* 49
outside only‡	** 48
primary individual ♦	* 40 + extension
secondary individual ♦	* 41 + extension
Do Not Disturb ♦	* 47
Forward	* 33
Headset/Handset Mute ♦	* 783
Last Number Dial	* 84
Messaging: leave message	* 25
posted messages ♦	* 751
Paging: group	* 22 + group ext.
Park	* 86
Personalized Ring‡	* 32 + ring(s) (1-8)
Personal Speed Dial	# + (01-24) + * 21 + phone no.
Pickup: general pickup	* 9
group pickup	* 88
inside	* 9 + extension
outside	* 9 + line
Privacy	* 31
Recall	* 775
Reminder Service:	* 81
cancel reminder	** 81
Ringling Options:	
Abbreviated on‡	* 341
Abbreviated off‡	* 342
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 and Notify	
signaling ♦	* 23 + extension
notify receive ♦	* 758 + extension
notify send‡	* 757 + extension
System Speed Dial	* 24 + (600-729)
Voice Announce on‡	* 10
off‡	** 10

† Available only via feature code

‡ Sets up how the phone works; features are not programmed on to a button.

♦ Available only via programmed button.

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

OFTEN USED FEATURES

Do Not Disturb

To program:

See **Programming Buttons**.

To use:

- Toggle the programmed button on or off.

Last Number Dial

To program:

See **Programming Buttons**.

To use:

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

Saved Number Dial

To program:

See **Programming Buttons**.

To use:

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

System Speed Dial

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

To program system speed dial button:

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial * **24**.
5. Dial company supplied 3-digit code.

To use:

1. Lift handset or press **Speaker**.
2. Press programmed button, or press **Feature** and dial 3-digit, company-supplied speed dial codes.

Special Characters Table

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

Press..	Means...
Drop	Stop. Halts dialing sequence to allow for system response.
Hold	Pause. Inserts 1.5 sec. pause in dial sequence. Multiple consecutive pauses allowed.
Conf	Flash. Sends switchhook flash. Must be first entry in sequence.
##	For Extension Programming only: End of Dialing. Use to signal end of dialing sequence or use to separate grouped digits, for example, account codes from number dialed.
#	End of Dialing. Use to signal end of dialing sequence or use to separate grouped digits, for example, account codes from number dialed.

Auto Dial

To program inside/outside **Auto Dial** buttons:

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial * **22** for inside numbers and * **21** for outside numbers.
5. Dial extension or outside number (include complete dialing sequence, see Special Characters Table).
6. Repeat Steps 1, 3, 4, and 5 to program additional buttons.
7. Press **Feature** and dial * **00**.

To use **Auto Dial** button for ringing calls:

- Press programmed **Auto Dial** button.

To use inside **Auto Dial** button for voice-announced calls:

1. Press **ICOM Voice** or **SA Voice** button.
2. Press programmed **Auto Dial** button.
3. Begin talking after the

OFTEN USED FEATURES

Forward and Follow Me

To program:

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial * **33**.
5. Press **Feature** and dial * **00**

To forward calls to an extension:

1. Press an **ICOM** or **SA** button.
2. Press programmed button or press **Feature** and dial **33**.
3. Dial extension.

To forward calls to an outside number:

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

To setup follow me from another extension:

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

To cancel forward and follow me:

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

Call Waiting

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

To turn call waiting On/Off:

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

To complete a call and answer call waiting:

1. When you hear Call Waiting tone, hang up.
2. Lift handset when phone rings.

To put call on hold and pickup call waiting:

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

Pickup

To program:

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Select one of the following:
 - For pickup, dial * **9** ; for a specific line or extension, dial line number or extension.
 - For group pickup, dial * **88**.

Park

To program:

See **Programming Buttons**.

To use park and speakerphone page:

1. Park the call.
 - Press programmed **Park** button.
 - Press **Transfer**, dial your extension, and press **Transfer** again or hang up.
2. Set up page.
 - For speakerphone page:
 1. Press appropriate **Group Page** or **Page All** button, or press any **ICOM** or **SA** button and dial Group Page or Page All extension.
 2. Announce call and give your extension.
 - For loudspeaker page:
 1. Press programmed **Loudspeaker Page** button or press **Feature** and dial **9** and loudspeaker page line number. If necessary, dial the code for the page zone.
 2. Announce call and extension where call is parked.

To pickup a parked call:

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

5. Press **Feature** and dial * **00**.

To use:

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

OFTEN USED FEATURES

Callback

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

To program a selective callback button:

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

To use selective callback for busy extension:

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

To use selective callback for busy outside lines:

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

To turn automatic callback on/off:

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial * **12** to turn on or ** **12** to turn off.
4. Press **Feature** and dial * **00**.

To use automatic callback:

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

To cancel a queued callback request:

1. Press the button the call is on.
2. Lift handset.
3. Press **Drop**.
4. Press the button the call is on .

Account Code Entry

To program:

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial * **82**.
5. Press **Feature** and dial * **00**.

To enter an account before calling:

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

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

Hold

Press the **Hold** button to put a call or conference on hold. As a reminder, your phone beeps every 60 seconds.

Paging

To program Speakerphone paging buttons:

1. Label a button with **Group-Page (name)** or Page All.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial * **22** and Group Page or Page All extension.
5. Press **Feature** and dial * **00**.

To use Speakerphone paging:

1. Press an **ICOM** or **SA** button.
2. Lift handset.
3. Press programmed button or dial company-provided Group Page or Page All number.
4. Make announcement after beep.

To use Loudspeaker paging:

1. Lift handset.
2. Press **Loudspeaker Page** button or press **Feature** and dial **9** and Loudspeaker Page line number.
3. Dial code for company-defined zone.
4. Make announcement.

Personal Speed Dial

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

To program personal speed dial codes:

1. Press **Feature** and dial **00**.
2. Dial # and 2-digit code from 01 to 24.
3. Dial * **21**.
4. Dial phone number, including dial-out codes. (see Special Characters Table).
5. Repeat Steps 2-4 to program additional codes.
6. Press Feature and dial * **00**.

To use:

1. Select appropriate line button.
2. Press **Feature**.
3. Dial 2-digit code (01-24).

Coverage

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

To program which calls are covered:

1. Press Feature and dial **00**.
2. Press an **ICOM** or **SA** button.
3. Dial * **48** for inside and outside calls, or dial ** **48** for outside calls only.
4. Press Feature and dial * **00**.

To program a coverage off button:

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press button to be programmed.
4. Dial * **49** for coverage OFF or * **46** for coverage VMS OFF.
5. Press Feature and dial * **00**.

To use buttons:

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