



MERLIN LEGEND[®]

Communications System

MLX-5[®] and MLX-10[®] Nondisplay Telephones

User's Guide

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Your MLX Nondisplay Telephone

Volume

Press ∇ or \wedge to change ringer loudness while the phone is ringing, handset volume while you're using the handset, or speaker volume while you're using the speakerphone.

Feature

Press to activate features.

HFAI

(Hands Free Answer on Intercom) Press before calls come in to answer voice-announced calls without lifting the handset.

Mute

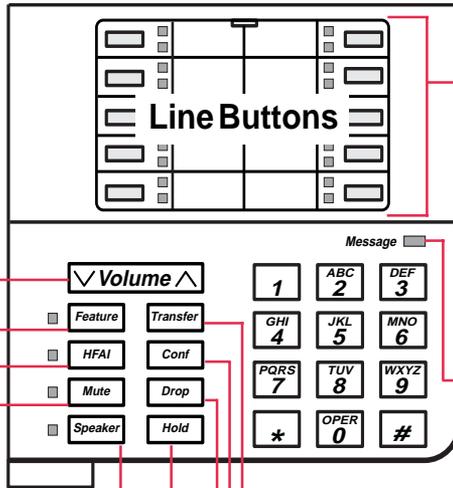
Press to turn speakerphone microphone on or off so that you can or cannot be heard by the caller.

User Card Tray

Pull out for quick reference.

Speaker

Press to turn the speakerphone on/off for hands-free conversation during a call or when a call rings; or press to hang up a speakerphone call.



Line Buttons

Outside, **Pool**, **SA**, and **ICOM** buttons (see p. 1); blank line buttons can be programmed with features (see p. 17).

- MLX-10 has 10 line buttons
- MLX-5 has 5 line buttons

Message Light

The red LED is lit to indicate a waiting message (see pp. 7–8).

Transfer

Press to send a call to another phone (see p. 6).

Conf

Press to add a person to a conference call (see p. 6).

Drop

Press **Drop** and the line button to disconnect a person from a conference call (see p. 6).

Hold

Press to put a call on hold (see p. 6).



CAUTION:

To clean your phone, unplug it from the wall jack and use a *slightly* dampened cloth. To prevent permanent damage, do not immerse the phone in water or any liquid and do not use liquid or aerosol cleaners directly on the telephone.

Understanding Your Telephone

Line Buttons

All Telephones

NNN-XXXX Make/receive outside calls only.

Telephones with **ICOM** Buttons

ICOM Ring Make/receive inside ringing calls and receive inside voice-announced calls.

ICOM Voice Make inside voice-announced calls and receive inside ringing and voice-announced calls.

ICOM Originate Only Make (not receive) inside calls only.

Telephones with System Access (**SA**) Buttons

SA buttons give you access to inside or outside lines for making and/or receiving calls. To make an outside call on an **SA** button, first dial the dial-out code (usually **9**) that your system manager supplies. No dial-out code is necessary when you call another extension.

SA Ring Make/receive inside/outside ringing calls and receive inside voice-announced calls.

SA Voice Make/receive outside calls, receive inside ringing and voice-announced calls, make inside voice-announced calls.

SA Originate Only Make (not receive) inside and outside calls.

Shared SA (SSA) Make/answer calls for co-workers or join conversations. One person has an **SA** button that is shared with one or more others who have **SSA** buttons corresponding to it. See **Rings** (p. 2) for information about how calls ring at these buttons.

Pool Make/receive outside calls only. Use the dial-out code supplied by your system manager.

Line Button Lights

Light

■ Steady red

■ Steady green

⚡ Flashing green

⚡ Fast-flashing green

⚡ Slow-flashing green

Meaning

The line you are using or will use when you lift the handset or press the **Speaker** button.

The line is in use, or the feature programmed onto the line button is on.

An incoming call is ringing on this line button or a call you transferred is returning to this line button (see p. 6).

You have put a call on hold on this line button.

Someone else has put a call on hold on this line button.

Understanding Your Telephone

Tones

Tone

	Dial tone (steady)
	Busy (slow repeating tone)
	Fast busy (fast repeating tone)
	Error (alternating high-low tones)
	Confirmation (double break in dial tone followed by steady tone)
	Callback (5 short beeps)
	Call Waiting (1 or 2 beeps)

Meaning

You can make a call.
The phone you are calling is busy.
No lines are available.
You dialed a number or used a feature incorrectly.
You used a feature correctly.
This call is receiving Callback treatment (see p. 11).
You have an inside (1 beep) or an outside (2 beeps) call waiting (see p. 12).

Rings

The table below helps you identify the different types of ringing. You can also personalize ringing at your telephone or adjust ring timing for the line buttons where calls arrive. **Programming Buttons & Settings**, p. 16, tells you how to change the settings. Listed below are your options:

- **Personalized Ring.** Allows you to give calls ringing at your phone one of 8 distinctive rings.
- **Abbreviated Ring.** When you are on a call and another call arrives at your phone, you can use this feature to give the second call a short ring.
- **Immediate Ring.** Calls ring immediately on line buttons set this way.
- **Delay Ring.** This setting causes calls to ring at your phone after a delay. If your calls are being covered, this allows time for another person to answer a call before you do.
- **No Ring.** Calls do not ring (except for returning transferred and Callback calls). Calls on lines set for No Ring do not receive coverage (p. 12).
- **Send Ring.** Usually, when a call comes in on an **SA** button, it rings there immediately and rings at the corresponding **SSA** buttons after a delay, giving the person with the **SA** button time to answer before the call is picked up by someone with a corresponding **SSA** button. When busy on another call, the person with the **SA** button can use the Send Ring setting to make calls arriving at other **SA** buttons ring *immediately* on corresponding **SSA** buttons instead of after a delay.

Ring

	1 long ring
	1 long ring and 1 short ring
	1 long ring and 2 short rings
	1 long ring and 3 short rings

Meaning

Inside call
Outside call
Priority ring; outside call transferred to you or returning camped-on call (see p. 12)
Returning Callback call (see p. 11)

Feature Finder

This table shows where to look for information about performing specific telephone activities. Any features that do not have detailed instructions can be used by following the directions in **Using Features** (p. 9) or programmed by following the instructions in **Programming Buttons & Settings** (p. 17).

Calling	
If you want to ...	Then
Dial numbers with the touch of a button.	See Auto Dial , p. 11.
Program codes for numbers you dial often.	See Personal Speed Dial , p. 15.
Quickly dial numbers your company has programmed.	See System Speed Dial , p. 16.
Make a voice-announced call to 1 or more co-workers.	See Line Buttons , p. 1, and Paging , p. 14.
Broadcast over the company's loudspeaker system.	See Paging , p. 14.
Make a call after office hours.	See Night Service , p. 14.
Make and answer calls with no hands.	See HFAI button, inside front cover, to answer inside calls hands-free. For information about headsets, see p. 5.
Automatically redial a number you dialed before.	See Last Number Dial , p. 14, and Saved Number Dial , p. 16.
Connect to an extension or outside line when it's free.	See Callback & Line Request , p. 11.
Enter an account code before or during a call.	See Account Codes , p. 10.
Make a call from another extension, using your own calling privileges.	See Authorization Codes , p. 10.
Set up a conference with as many as 4 others.	See Conference , p. 6.
Transfer a call.	See Transfer , p. 6, and Park & Paging , p. 15.
Know if someone is calling you when all your other lines are in use.	See Call Waiting , p. 12.
Reach a voice mailbox without calling the person.	See Direct Voice Mail , p. 13.
Put a call on hold.	See Hold , p. 6.
Customizing Your Phone	
Program a feature on an unused line button.	See Programming Buttons & Settings , p. 17.
Adjust volume of the speaker, handset, or ringer.	Use the Volume button, inside front cover.
Give your phone its own distinctive ring.	See Rings , p. 2.
Delay or remove the ring from an outside, SA , or ICOM line button.	See Rings , p. 2, and Coverage , p. 12.

Feature Finder

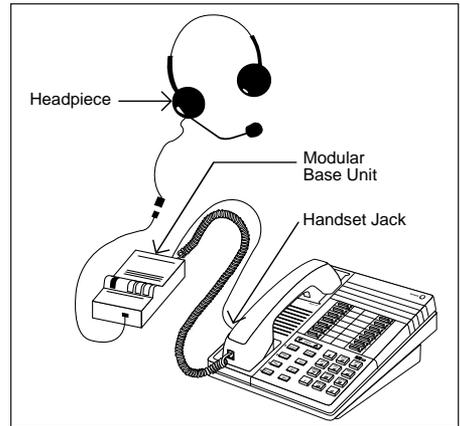
Covering Calls	
If you want to ...	Then
Have a co-worker answer your calls. Answer all of a co-worker's calls from your telephone. Stop your calls from being covered by others.	See Coverage , p. 12, and Line Buttons , p. 1.
Stop your outside calls from going to your company's voice mail system (or send your calls to voice mail).	See Coverage , p. 12.
Forward your calls to another telephone. Answer your calls from another extension.	See Forward & Follow Me , p. 13.
Answer a call ringing at a co-worker's extension. Answer a call on a line that's not on your phone.	See Pickup , p. 15.
Hold a call when you're trying to transfer it or when your co-worker doesn't answer.	If your phone system doesn't have voice mail, try Camp-On , p. 12.
Hold a call when you're trying to transfer or when your co-worker doesn't answer; page your co-worker while the call waits.	See Park & Paging , p. 15.
Messaging	
Let a co-worker know you called. Find out if you have a voice mail message, fax, or other message. Signal a co-worker to contact you. Choose a message to leave for co-workers who have display phones.	See Messaging , pp. 7–8.
Reach a voice mailbox without calling the person.	See Direct Voice Mail , p. 13.
Privacy	
Prevent interruptions by blocking calls to your phone.	See Do Not Disturb , p. 13.
Prevent co-workers from joining your calls.	See Privacy , p. 15.
Prevent others on a call from hearing you speak to someone in your office.	Use the Mute button (inside front cover). If you have a headset, use the Headset/Handset Mute feature, p. 5.
Receive or not receive voice-announced calls.	See Voice Announce , p. 16.
Timekeeping	
Remind yourself of meetings or appointments.	See Reminders , p. 16.

Headsets

Headsets for MLX telephones allow one-touch operation, hands-free. Touch a button to answer a call then touch it again to disconnect. Use the features below to control headset operation.

Headsets consist of a headpiece and modular base unit. The base unit plugs into the handset jack.

A calling group agent using a headset must press the **Headset Hang Up** button to complete a call in order to update the supervisor's **Agent** button.



Headpieces

Mirage®. Receiver fits over either ear. Not for noisy environments.

StarSet®. Eartip fits in ear canal.

Supra® Monaural. Adjustable headband and soft ear cushion.

Supra Monaural Noise-Canceling (NC). Same as above with noise-canceling microphone that reduces background noise transmission by up to 75%.

Supra Binaural. Sound in both ears.

Supra Binaural Noise-Canceling (NC). Same as above with noise-canceling microphone on flexible boom; features windscreen and reduces background noise transmission by up to 75%.

Headset Features

To program:

See **Programming Buttons & Settings**, p. 17.

There are 4 features used with headsets: Headset Hang Up, Headset Status, Headset Auto Answer, and Headset/Handset Mute. All must be programmed on buttons. The **Headset Hang Up** button (required) is programmed by your system manager and activates headset operation at your phone.

To use Headset Hang Up:

Press the programmed button to disconnect a call, even if the caller hangs up. Unless you have programmed a **Headset Status** button, headset operation is always on.

To use Headset Status:

Press the programmed button to switch between headset and handset operation; when headset operation is on, the green light is on.

To use Headset Auto Answer:

Connects you automatically to ringing calls during headset operation. When you press the button to activate the feature, the green light goes on; to turn off Headset Auto Answer operation, press the button again.

To use Headset/Handset Mute:

Lets you turn off the microphone in the headset or handset, so that a caller cannot hear your conversation. The red light goes on when the headset (during headset operation) or the handset (during handset operation) microphone is off.

Call Handling

Making & Answering Calls

First, review the first three pages of this book to find out about the buttons, lights, tones, and rings on your telephone. In this guide, instructions for using features may not include all the possible ways you can make a call.

To make a call, lift handset, use a headset, or press the **Speaker** button. The line button with the steady red light is automatically selected for you. To make a call on a specific line (for example, an **SA** or **ICOM Voice** line for a voice-announced call), select an unlit line button and press it before lifting the handset or pressing the **Speaker** button. When using a headset (see p. 5), select a line button first.

To answer a ringing or voice-announced call, lift handset or press the **Speaker** button.

Transfer

To transfer:

1. Press the **Transfer** button. The system selects an **ICOM** or **SA** button and puts the call on hold.
2. Dial the extension or outside number.
3. Announce the call if desired.
4. Press the **Transfer** button and hang up. To cancel the transfer or return to the call on hold, press the flashing **ICOM**, **SA**, or line button.

To one-touch manual transfer:

1. Press the programmed **Auto Dial** button (p. 11) for the number where you want to transfer the call.
2. Announce the call.
3. Press the **Transfer** button and hang up. To cancel the transfer or return to the call on hold, press the flashing button.

To one-touch auto transfer:

Press the programmed **Auto Dial** button.

Hold

When you have a call or conference on hold, your phone beeps once each minute.

1. Press the **Hold** button to put a call on hold. (Do *not* press the **Drop** button to end a conference while the call is on hold.)
2. To return to the call or conference, press the flashing **ICOM**, **SA**, or line button that is holding the call.

Conference

A conference call can have up to 3 inside participants, including yourself, and up to 2 outside participants.

1. Dial the first outside number or extension. Announce the call.
2. Press the **Conf** button to put the call on hold.
3. Select an **ICOM**, **SA**, or numbered line button.
4. Dial the next number or extension.
5. Announce the call and press the **Conf** button.
6. Repeat Steps 2–5 for each participant.
 - Press the **Drop** button and line button to drop any participant added.
 - Press the **Hold** button to temporarily leave the conference. Then press any participant's line to rejoin the conference.
7. To end the conference, hang up.



SECURITY ALERT:

If the system selects an **SA Voice** button when you add a conference participant, you hear a beep instead of ringing after you dial the extension. If the call is not answered and you press the **Conf** button to complete the call, your conversation with other conference participants is broadcast on the extension's speakerphone. To prevent this, be sure to drop an unanswered extension that you've called on an **SA Voice** button.

Messaging

Your phone system has several features that allow you to leave messages for others in your office. If you use Leave Message or Posted Messages, a message appears on the telephone display of the person you are calling. If you wish to leave a message for a person who does not have a display telephone, leave a voice mail message, if possible, or ask the system operator to take a message for the person. Here are some guidelines for different messaging features:

- **Leave Message.** This feature simply lets a co-worker know you have called. The message shows your name and the date and time of your call. If you leave one message and then another, the second message replaces the first.
- **Posted Messages.** If you post a message at your telephone, inside callers with display phones see the posted message you have selected. As many as 20 messages may be available for posting.

When a message is waiting for you, your red Message light is lit. The descriptions below explain how to read, cancel, and delete messages you have sent or received.

If your company has voice mail, ask your system manager for details about using the voice mail system. For information about having your phone covered by the voice mail system, see **Coverage**, p. 12.

If you frequently communicate with a small number of people, for example, as a receptionist for a few co-workers, there are two features you can use, both of which require programming a button. These are Signaling and Notify, described on the next page.

Leaving Messages

To program:

See **Programming Buttons & Settings**, p. 17.

To leave a message at a busy or unanswered extension you are calling:

- Press the **Leave Message** button you have programmed,
OR
Press the **Feature** button and dial **25**.
- To leave a voice mail message (if your company has such a system), press the **Feature** button and dial **56** (see **Direct Voice Mail**, p. 13, for details).

If you cannot leave a message (for example, because the phone has no display), you hear a beep. Leave a message with the operator.

To leave a message without calling:

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

To cancel a message:

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

Receiving Messages

When your Message light is on, you have a message from the system operator, or, if programmed for your phone, from a fax machine or voice messaging system. Call the operator or ask your system manager how to retrieve a voice mail message.

To turn your Message light off:

Press the **Feature** button and dial **54**.

Messaging

Posting Messages

To program:

See **Programming Buttons & Settings**, p. 17.

To post messages, you must program a **Posted Messages** button. A posted message appears on the display of any inside caller who tries to reach you as long as that person has a display phone. There may be as many as 20 messages available to you for posting. Message 1 is always *DO NOT DISTURB* *; 9 other messages, listed below, come with the system, but these can be changed by your system manager. The remaining 10 messages are created by your system manager, whom you should ask for details.

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

To post a message:

Press the programmed **Posted Messages** button and dial the 2-digit code for the message (01–20).

To cancel a posted message:

Press the programmed **Posted Messages** and dial **00**.

* If you use the Do Not Disturb feature (p. 13) and have a programmed **Posted Messages** button, the appropriate message is posted. When you turn off the Do Not Disturb feature, the posted message is canceled, too. However, posting or canceling the message does not activate or deactivate the feature.

Signaling & Notify

To program:

See **Programming Buttons & Settings**, p. 17.

Signaling. Program a button that will cause a co-worker's phone to beep. The other person can then call you in response to the beep. You must program a different line button for each extension you wish to contact. To beep the recipient's phone, just press the button, and the other phone beeps for as long as you hold down the button. A programmed **Signaling** button also acts as an **Auto Dial** button (see p. 11). To dial the extension, lift the handset or press the **Speaker** button; then press the **Signaling** button.

Notify. This feature simply lights a line button on the recipient's phone, providing a silent message light that alerts the other party to call you. To use this feature, you must program a **Notify Send** button (labeled, for example, **Notify Mary**) on your phone and the recipient must program a **Notify Receive** button (labeled, for example, **Call Jim**) on his or her phone. Communication is one-way only, and buttons must be programmed for each extension you notify.

Using Features

There are two ways to activate a feature:

- Directly, as explained below
- By pressing a line button you programmed with the feature (see **Programming Buttons & Settings**, p. 17)

Activating Features

To use a feature:

1. Press the **Feature** button.
2. Dial the feature code from the **Feature Codes** list.

Note: Certain features require more instructions (see **Often-Used Features**, pp. 10–16).

Feature Codes

Account Code Entry	82 + code + #	Messaging	
Authorization Code Entry ■	80 + code + #	cancel message	* 53 + extension
Callback	55	leave message	25
Call Waiting		leave message	53 + extension
pick up call waiting call	87	without calling	
Camp-On	57	turn message light off	54
Direct Voice Mail ■	56	Paging loudspeaker	9 + line number + zone
Follow Me	34 + extension		
Forward		Personal Speed Dial	code (01–24)
inside	33 + extension	Pickup	
outside	33 + dial-out code + number + #	group pickup	88
Forward and Follow Me		inside	9 + extension
cancel from all extensions	* 34 *	outside	9 + line number
cancel from one extension	* 34 + extension	Privacy	
cancel from your phone	33 + your extension	off	* 31
Last Number Dial	84	on	31
		Recall	775
		Reminders	
		set reminder	81 + time + 2 or 7
		cancel reminder	* 81
		System Speed Dial	code (600–729)

■ Release 3.0 and later systems only.

Often-Used Features

Account Codes

To program:

See **Programming Buttons & Settings**, p. 17.

In some companies you enter an account code before or during a call to indicate client billing information. You may be required to enter an account code for all outside calls, or an account code may be optional for incoming and outgoing calls. Check with your system manager for account code operation and account codes.

You can program a button for this feature and label it **Acct.** See also **Auto Dial** (p. 11) to program an account code on an outside **Auto Dial** button.

To enter an account code:

1. Press the button you have programmed,
OR
Press the **Feature** button and dial **82**.
2. Dial the account code and #.
3. Lift the handset or press the **Speaker** button to make a call. (If necessary, press an outside line, **Pool**, or **SA** button.)
4. Dial the outside number (including dial-out code, if required.)

To enter or change an account code during a call (the other party cannot hear your entry) follow Steps 1 and 2. If you enter an account code for an incoming call before it arrives, you cannot change that code during the call.

Authorization Codes*

To program:

See **Programming Buttons & Settings**, p. 17.

If your system manager has given you an authorization code, you can pick up someone else's telephone, enter your authorization code, and make an outside call with your own calling privileges. You must activate the feature and enter your code for each call you make, even when you are adding people to a conference. It is not necessary to use your authorization code for inside calls. Using an authorization code does not affect the button assignments on your own phone or the phone where you enter the code.



Security Alert

Compromise of authorization codes could lead to toll fraud or unauthorized charges.

Memorize your authorization code, and do not share it with anyone.

The way you activate the Authorization Code feature depends upon the type of telephone you are using to make the call.

- *If the telephone has a programmed **Authorization Code** button, press it. The system selects a line and automatically activates the **Speaker** button (an available line button is selected for you); then continue with Step 3 below.*
- *On an **MLX** display telephone, press the **Feature** button, then select **AuthCode** [**Auth**] from the display or dial **80**; then continue with Step 3 below.*

*To enter an authorization code at any type of phone (except a **QCC**):*

1. Lift the handset or press the **Speaker** button. (You may first select an **ICOM**, **SA**, or **SSA** button.)
2. Dial **#80**.
3. Dial your authorization code, followed by #.
4. Dial the dial-out code (usually a **9**) for an outside call and then dial the phone number.
5. To make another call, repeat Steps 1–4.

* Release 3.0 and later systems only.

Often-Used Features

Auto Dial

This feature must be programmed on a line button; it dials an inside or outside number. Use inside **Auto Dial** buttons to:

- Dial other extensions or groups.
- Page groups (see **Paging**, p. 14).

Use outside Auto Dial buttons to:

- Dial outside phone numbers (with dial-out codes but without account codes).
- Enter account codes automatically (when programming, include # at the end).
- Dial access codes for long-distance companies.
- Dial emergency contact numbers.

Note that you can also use other features to automate dialing: Last Number Dial (p. 14) Personal Speed Dial (p. 15), Saved Number Dial (p. 16), and System Speed Dial (p. 16). When programming Auto Dial, use the **Special Characters** table on the back cover, if necessary. Include the complete dialing sequence for the call.

To program on a button:

1. Label a button.
2. Press the **Feature** button and dial **00**.
3. Press the labeled button.
4. Dial ***22** for an inside extension number, **OR** Dial ***21** for an outside number.
5. Dial the extension, group page, or outside number, including the dial-out code (if necessary) and complete number.
6. Repeat Steps 1 and 3–5 to program additional buttons.
7. Press the **Feature** button and dial ***00**.

To use an Auto Dial button:

1. To make a ringing call to an inside or outside number, press the programmed **Auto Dial** button, **OR** To make an inside voice-announced call, press an **ICOM Voice** or **SA Voice** button and then press the inside **Auto Dial** button.
2. The call is dialed automatically. If it's a voice-announced call, talk after the beep.

Callback & Line Request

Your system has two features that you can use when an outside line or extension is busy. These features give you access to the line or extension when it becomes available.

On phones with **SA** buttons, use Callback to reach:

- Busy outside lines on **Pool** or **SA** buttons, when you dial the dial-out code and hear the fast busy signal.
- Busy extensions, when you dial and hear the busy signal.

On phones with **ICOM** buttons, use:

- Line Request to reach a busy outside line when you lift the handset or press the **Speaker** button and do not hear the dial tone.
- Callback for busy extensions.

To use Callback when you hear the busy (extension) or fast busy (outside line) signal:

1. Press the button you have programmed, **OR** Press the **Feature** button and dial **55**.
2. If you are trying to reach an outside line, dial the outside telephone number.
3. After you hear 5 short beeps, hang up. When the line or extension is free, you hear a long ring and 3 short rings.
4. Lift the handset or press the **Speaker** button. You hear dial tone, and the system dials the call.

To cancel a Callback request:

1. Press the same line button you pressed when you tried to make the call.
2. Lift the handset and press the **Drop** button.
3. Press the same line button again.

To use Line Request:

1. When outside lines are busy, hang up and press the line button you want to use. Do not lift handset or press the **Speaker** button.
2. When a line is available, the phone beeps. Lift the handset or press the **Speaker** button.
3. Dial the outside number.

Often-Used Features

Call Waiting

If Call Waiting is on, you hear a call-waiting tone when a call comes in and all your lines are in use. This feature works only on **SA** and **ICOM** buttons, not on line buttons labeled with phone numbers.

When a call is waiting, you hear a single beep (inside call) or 2 beeps (outside call).

To complete a call and answer a waiting call:

1. When you hear the call-waiting tone, hang up.
2. When the phone rings, lift the handset or press the **Speaker** button.

To put a call on hold and pick up a waiting call:

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

To turn Call Waiting on or off:

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

Camp-On

To program:

See **Programming Buttons & Settings**, p. 17.

To camp on a busy extension so the call will ring at the extension when your co-worker is available:

1. Press the **Feature** button.
2. Select *Camp-On* [Camp] from the display.
OR
Dial **57**.

NOTE: Do not use the Camp-On feature if your system is equipped with a voice-mail system.

Coverage

To program:

See **Programming Buttons & Settings**, p. 17.

Coverage allows calls to your extension to ring elsewhere, so that they can be handled by someone else. If your system has voice mail, your calls can also be covered that way. There are three types of coverage:

- **Primary Coverage.** If your calls are covered this way, they ring immediately at the covering phone.
- **Secondary Coverage.** The covering phone rings after a delay of 2 rings, giving you a chance to answer first.
- **Group Coverage.** Calls for a group of people (coverage group) may be covered by one or more people. Your system manager can tell you how this works at your office.

Covering phones are programmed with **Cover** buttons used to answer calls for others. Delay Ring on the covering phone can add a longer delay before your calls ring there. If line buttons on your phone are set to No Ring, however, calls on those lines are not covered. (See **Rings**, p. 2.)

To control coverage of inside calls, use these programmable settings: Coverage Inside On allows all your inside calls to ring elsewhere; Coverage Inside Off turns inside coverage off.

You can also program buttons for these features:

- Use a **Coverage VMS** button to prevent or allow coverage of your outside calls by a voice mail system. These calls may still be covered by a person at another extension.
- Use a **Coverage Off** button to turn off or on all coverage of your calls.

Often-Used Features

Direct Voice Mail*

To program:

See **Programming Buttons & Settings**, p. 17.

Direct Voice Mail allows an inside caller to call directly or transfer a call to another user's voice mail. You can also use the feature *after* you have dialed the extension; just do Step 1 below.

To call directly to another user's voice mail or transfer a call directly to another user's voice mail:

1. Press the programmed **Direct Voice Mail** button,
OR
Press the **Feature** button and dial **56**.
2. Dial the extension whose voice mail you want to call or transfer a call to; you can use a programmed **Auto Dial** button (see p. 11).

Note: If you are transferring a call to an extension that does not have voice mail, you hear an error tone and the call returns to you after a time interval.

* Release 3.0 and later systems only.

Do Not Disturb

Must be programmed on a button. To program:
See **Programming Buttons & Settings**, p. 17.

This feature prevents calls from ringing at your extension, although outside calls at line buttons cause the green lights to flash. If you have coverage, your calls are covered. If you have programmed a **Posted Messages** button (p. 8), inside callers with display phones see *Do Not Disturb* when they attempt to call you. A system operator or the person providing individual coverage for you can still call you. Callback calls and returning transfers ring at your phone.

To use:

Press the programmed button to turn on or off. When the feature is on, the green light is on.

Forward & Follow Me

To program:

See **Programming Buttons & Settings**, p. 17.

Forward and Follow Me send calls to another phone when you are busy and need your calls covered or when you are not working at your desk. Turn either off from your extension or the one you are visiting.

- If you want your calls handled at another extension or at an outside number, turn on Forward from your extension.
- If you are working away from your phone, turn on Follow Me at the phone where you are.

If Delayed Call Forwarding is turned on through centralized telephone programming, calls ring at the forwarding extension for the programmed number of rings (0–9) before being forwarded. To change the Delayed Call Forwarding setting, contact your system manager.

To forward calls to another extension:

1. Press the button you have programmed,
OR
Press the **Feature** button and dial **33**.

2. Dial the extension.

To forward calls to an outside number (if enabled):

1. Press the button you have programmed,
OR
Press the **Feature** button and dial **33**.
2. Dial the dial-out code, outside number, and **#**.

To set up Follow Me and receive calls at another extension:

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

To cancel Forward and Follow Me:

- To cancel forwarding or following of your own calls: at your extension, press the **Feature** button, dial **33** and your extension.
- To cancel all extensions forwarded or followed to yours: at your extension, press the **Feature** button, dial ***34***.
- To cancel one extension forwarded or followed to yours: at your extension, press the **Feature** button, dial ***34** and that extension.

Often-Used Features

Last Number Dial

To program:

See **Programming Buttons & Settings**, p. 17.

This feature automatically redials the last number you called. You should program **Last Number Dial** on a button.

To use:

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

Night Service

Your company may use Night Service to treat calls differently after hours. If Night Service is on, you may not be able to make outside calls, or you may need a password to do so. See your system manager for a password and/or emergency numbers you can dial without a password.

To make an outside call and override Night Service, press the **Hold** button and dial the password. Then lift the handset or press the **Speaker** button and dial the call.

Paging

To program:

See **Programming Buttons & Settings**, p. 17.

You can page an individual at his or her phone by using an **ICOM Voice** or **SA Voice** button (see **Line Buttons**, p. 1). Or you may be able to page all speakerphones or groups of speakerphones, depending upon how your system is set up. If your company has a loudspeaker paging system, use it to page the whole company or just people in a certain zone.

To program or use Speakerphone Paging, check with your system manager for Group Paging or Page All numbers, then:

1. Press any **ICOM** or **SA** button and lift the handset.
2. Dial a Group Paging or Page All number,
OR
Press the button you programmed for Group Paging or Page All.
3. After the beep, make the announcement and hang up.

Ask your system manager whether Loudspeaker Paging is available and if there is a list of paging zones. To use:

1. Press any **ICOM** or **SA** button and lift the handset.
2. Press the **Feature** button, dial **9** and the loudspeaker paging line number, plus the zone if necessary.
3. Make the announcement and hang up.

To use when a button is programmed:

1. Lift the handset, press the programmed button, and dial the zone, if necessary.
2. Make the announcement and hang up.

Often-Used Features

Park & Paging

To program:

See **Programming Buttons & Settings**, p. 17.

Park puts a call on a special kind of hold so that it can be answered from any phone in the system. While a call is parked, use Paging to summon the co-worker who should answer. The person picks up the call using Pickup (p. 15) and dialing your extension.

To use Park and Paging:

1. Park the call.
 - Press the **Park** button you programmed, **OR**
 - Press the **Transfer** button, dial your extension, and press **Transfer** again.
2. Set up the page:
 - *For Speakerphone Paging:*
 - a) Press the appropriate **Group Page** or **Page All** button, **OR** Press any **ICOM** or **SA** button and dial the Group Page or Page All extension.
 - b) Announce the call and give your extension.
 - *For Loudspeaker Paging:*
 - a) Press the programmed **Loudspeaker Paging** button, **OR** Press the **Feature** button and dial **9** and the loudspeaker paging line number. If necessary, dial the zone.
 - b) Announce the call and give your extension.
3. Hang up.

Personal Speed Dial

Use Personal Speed Dial to dial frequently used phone numbers, account codes, access codes, and area codes. Include the complete dialing sequences and press and release the **Hold** button to enter a pause. You can program up to 24 2-digit codes. You cannot program an account code together with a phone number in a Personal Speed Dial code.

To program a Personal Speed Dial code:

1. Press the **Feature** button and dial **00**.
2. Dial **#**, a 2-digit code (01–24), and then ***21**.
3. Dial the dial-out code and number. See **Special Characters**, back cover.
4. Repeat Steps 2 and 3 for additional codes.
5. Press the **Feature** button and dial ***00**.

To use:

1. Select an **SA**, **ICOM**, or line button.
2. Press the **Feature** button.
3. Dial the 2-digit code (01–24).

Pickup

Pickup lets you pick up calls that are not ringing at your phone. Using Pickup, you can answer a parked call, a call ringing at a specific extension, or a call ringing on a specific line. If you are part of a Pickup group, you can pick up a call anywhere in the group. Program a general **Pickup** button that activates the feature or a specific **Pickup** button to take a call for a group (example: **Pickup Sales**) or at a specific line or extension (example: **Pickup Maria**).

To program:

1. Label an unused button.
2. Press the **Feature** button and dial **00**.
3. Press the labeled button.
4. Dial ***9**; if the button is for a specific line or extension, dial it, **OR** Dial ***88** for Group Pickup.
5. Press the **Feature** button and dial ***00**.

To use:

- Press the programmed button or press the **Feature** button and dial **9**. For a specific line or extension, dial the extension or line number.
- You can also use Group Pickup by pressing the **Feature** button and dialing **88**.

Privacy

To program:

See **Programming Buttons & Settings**, p.16.

Privacy prevents co-workers who share a line with you from joining your calls. Turn the feature on before or during a call; it remains on until you turn it off. A call on hold is not protected by Privacy. You should program Privacy on a button so that you will have a green light to remind you when the feature is on.

Often-Used Features

Reminders

To program:

See **Programming Buttons & Settings**, p. 17.

Use Reminders to set a time when your phone will ring like an alarm clock. You can set only one reminder, and it must be for the day you set it. After the reminder rings at your phone or if you cancel it, you can set another reminder.

To set a reminder:

1. Press the programmed **Reminder Set** button,
OR
Press the **Feature** button and dial **81**.
2. Dial a 4-digit time from 0100 to 1259.
3. Dial **2** for a.m. or **7** for p.m.
4. Hang up.

To cancel a reminder:

Press the **Reminder Cancel** button you have programmed,

OR

Press the **Feature** button and dial ***81**.

Saved Number Dial

Must be programmed on a button. To program:

See **Programming Buttons & Settings**, p. 17.

Use this feature to redial a busy or unavailable number that you want to try later.

To use:

1. Before hanging up, press the programmed **Saved Number Dial** button.
2. Press the same type of button used to place the call (for example, **ICOM**, **Pool**, or **SA**).
3. To redial, press the programmed **Saved Number Dial** button.

System Speed Dial

To program:

See **Programming Buttons & Settings**, p. 17.

Ask your system manager for your company's list of 3-digit codes for phone numbers people dial often. You can program these codes onto line buttons, one code per button.

To use a System Speed Dial code:

Press the button programmed with the code.

OR

Lift the handset, press the **Feature** button, and dial the 3-digit code (600-729).

Voice Announce

To program:

See **Programming Buttons & Settings**, p. 17.

Make voice-announced calls from **ICOM Voice** or **SA Voice** buttons on your phone (see **Line Buttons**, p. 1) or use Paging (p. 14). The Voice Announce feature allows you to prevent voice announcements and paging calls from interrupting you. Instead, the calls ring. Voice Announce is a setting that you can turn on or off. If you have a data station at your extension and Voice Announce is on, you should turn Voice Announce off.

Programming Buttons & Settings

If you use a feature often, you can program it onto an unused line button for easy access. If you use a feature occasionally, see **Using Features**, p. 9. Keep these facts in mind when setting up your telephone:

- Some features *must* be programmed on a button or they can't be used. (These features are marked with a ♦ on the **Programming Codes** list.)
- Other features (marked with • on the **Programming Codes** list) are settings that affect the way your phone works. Some settings, such as Personalized Ring, affect all the lines on your phone. During programming, you still have to select a line button, but it can be *any* line button the feature affects. Others, such as Delay Ring for a single line, are settings that affect a specific line and require you to press it during programming (these features are noted on the **Programming Codes** list). Settings remain active until you program them again.

Programming Buttons

To program a feature or an unused line button:

1. Label a button for the feature.
2. Press the **Feature** button and dial **00**.
3. Press the labeled button.
4. Select the code from the **Programming Codes** list and dial it. If additional numbers (such as an extension number) are needed, dial them, too.
5. To program another feature, repeat Steps 1, 3, and 4. (Label the button first.) To stop programming, press the **Feature** button and dial ***00**.

Programming Settings

1. Press the **Feature** button and dial **00**.
2. Either press the specific line button required or press any line button that the feature affects.
3. Select the code from the **Programming Codes** list and dial it. If additional numbers (such as an extension number) are needed, dial them, too.
4. To program another setting, repeat Steps 2 and 3.
5. To stop programming, press the **Feature** button and dial ***00**.



Security Alert

Your Responsibility for Your System's Security

Toll fraud, the unauthorized use of your telecommunications system by an unauthorized party (for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf) can result in substantial additional charges for your telecommunications services. You are responsible for the security of your system. There may be a risk of toll fraud associated with your telecommunications system. Your system administrator should read all installation, instruction, and system administration documents provided with this product to fully understand the features that can introduce the risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Programming Codes

Account Code Entry	* 82	Park	* 86
Authorization Code Entry ■	* 80	Personal Speed Dial	# + (01–24) + * 21 + phone number + # # + (01–24) + * 21 + dial-out code + phone number + # #
Auto Dial ♦			
inside	* 22 + extension		
outside	* 21 + number		
Callback			
automatic callback off •▲	** 12	Pickup	
automatic callback on •▲	* 12	general	* 9
selective callback	* 55	group	* 88
Call Waiting •		inside	* 9 + extension
off	* * 11	outside	* 9 + line number
on	* 11	Privacy	* 31
Camp-On ▲	* 57	Recall	* 775
Coverage		Reminders	
Coverage inside on •	* 48	set reminder	* 81
Coverage inside off •	* * 48	cancel reminder	* * 81
Buttons for covering calls ♦		Ringing Options •	
Primary Cover	* 40 + sender's extension number	abbreviated on	* 341
Secondary Cover	* 41 + sender's extension number	abbreviated off	* 342
Group Cover	* 42 + sender's group number	delayed all lines	* 346
Buttons for sending calls ♦		delayed one line	* 36
Coverage Off	* 49	immediate all lines	* 347
Coverage VMS Off	* 46	immediate one line	* 37
(outside calls only)		no ring all lines	* 345
Direct Voice Mail ■	* 56	no ring one line	* 35
Do Not Disturb ♦	* 47	personalized ring	* 32 + ring (1–8)
Forward	* 33	send ring on	* 15
Headset Auto Answer ♦	* 780	send ring off	* * 15
Headset Hangup	* 781	Saved Number Dial ♦	* 85
Headset/Handset Mute ♦	* 783	Signaling and Notify ♦	
Headset Status ♦	* 782	signaling	* 23 + extension
Last Number Dial	* 84	notify receive	* 758 + extension
Messaging		notify send	* 757 + extension
leave message	* 25	System Speed Dial	* 24 + code (600–729)
posted message ♦	* 751	Voice Announce •	
Paging group or all	* 22 + group extension	on	* 10
Paging loudspeaker	* 9 + line number	off	* * 10

♦ Must be programmed onto a line button.

• Sets up how your phone works. Use a line button to program (turn on or off). The setting is not programmed onto a line button.

▲ See your system manager for details.

■ Release 3.0 and later systems only.

For releases prior to R5.0:

The MERLIN LEGEND Control Unit recognizes the MLX-5 telephone as an MLX-10:

- When an MLX-5 telephone is installed, all line and feature buttons beyond the first 5 physical buttons must be removed by the System Manager using system programming. This is important so that “phantom” buttons and lines are not inadvertently placed on the MLX-5 telephone. For example, you may have a line programmed on what would be Button 6 of an MLX-10 telephone. If it is not deleted, calls will continue to ring on this line but there will be no call appearance on the MLX-5 telephone.
- The *Extension Information Report* will show “MLX-10” as the “Type” for an extension with an MLX-5 telephone.

Feature Codes

Account Code Entry	82 + code + #	Messaging	
Authorization Code Entry ■	80 + code + #	cancel message	* 53 + extension
Callback	55	leave message	25
Call Waiting		leave message	53 + extension
pick up call waiting call	87	without calling	
Camp-On	57	turn message light off	54
Direct Voice Mail ■	56	Personal Speed Dial	code (01–24)
Follow Me	34 + extension	Paging loudspeaker	9 + line number + zone
Forward		Pickup	
inside	33 + extension	group pickup	88
outside	33 + dial-out code + number + #	inside	9 + extension
Forward and Follow Me		outside	9 + line number
cancel from all extensions	* 34 *	Privacy	
cancel from one extension	* 34 + extension	off	* 31
cancel from your phone	33 + your extension	on	31
Last Number Dial	84	Recall	775
		Reminders	
		set reminder	81 + time + 2 or 7
		cancel reminder	* 81
		System Speed Dial	code (600–729)

■ Release 3.0 and later systems only.

Special Characters

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

Press...	See...	Means...
Drop	s	Stop. Halts dialing sequence to allow for system response.
Hold	p	Pause. Inserts 1.5-sec. pause in dial sequence. Multiple consecutive pauses allowed.
Conf	f	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 to separate grouped digits.
#	#	End of Dialing. Use to signal end of dialing sequence or to separate grouped digits.