

999-503-142



MERLIN[®] II
COMMUNICATIONS SYSTEM

Release 3
User's Guide: 5, 10, 22
and 34 Button Telephones

NOTICE

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Introduction

About This Guide

This guide shows how to use the fixed and optional features of your MERLIN II system* telephone (voice terminal)†. The *MERLIN II System Manual* provides complete information about system features and equipment.

Programming

The procedures in this guide that show you how to program features onto buttons use these symbols:



Slide the T/P switch to *P* to put your phone in programming mode (it rings while you're programming).



Press the button to which you're assigning the feature.



Dial a number, such as a feature code or an outside telephone number.



Slide the T/P switch to the center position to return to regular call-handling mode.

* Some features described here are available only with the MERLIN II Communications System, Release 3.

† Voice terminal is the official name of the MERLIN II system telephones because they have programmable buttons. For convenience the terms "phone" and "telephone" will be used interchangeably throughout this document.

What the Lights Indicate

Lights next to the buttons on your telephone show the status of lines, features, and other people's phones.

• Next to a Line Button:

Red = you get this line when you lift your handset.

Steady green = this line is in use.

Flashing green = a call is coming in on this line.

Faster flashing green = someone else's call on hold.

Fastest flashing green = a call you've put on hold.

• Next to a Feature Button:

Steady green = the feature is activated.

Light off = the feature is deactivated.

• Next to an Auto Intercom Button:

Steady green = the phone is busy or the person is using Do Not Disturb.

Flashing green = an intercom call is coming in to you from this phone.

What the Rings Indicate

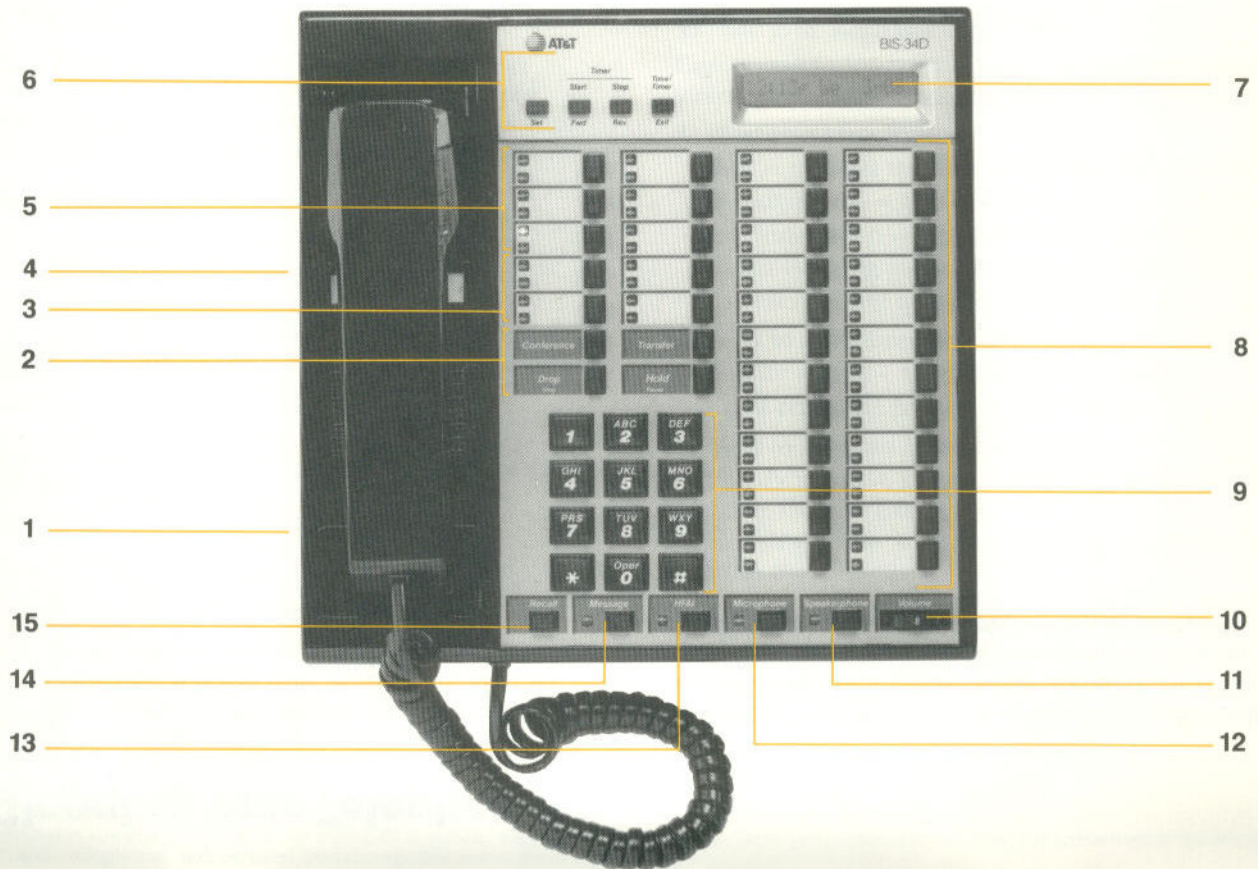
The number of rings you hear from your phone tells you what kind of call you are receiving, 1 ring = an outside call, 2 rings = a transferred call, and 3 rings = an intercom call.

Cleaning Your Telephone

You can clean your MERLIN II system telephone, including the faceplate if it has one, with a soft, slightly damp cloth. To remove stains, use a mild soap only.

CAUTION: Your MERLIN II system telephone contains sensitive electronic parts. Never submerge it in any liquid and never use excess water, detergent, alcohol, or other chemicals when cleaning its housing or faceplate.

Features on a BIS-34D Telephone with Display*



- 1 Adjust the ringer volume of your phone's speaker with the volume control.
- 2 Use **Conference**, **Drop**, **Transfer**, and **Hold** for efficient call handling.
- 3 Press **Intercom-Ring** or **Intercom-Voice** to call people in your system.
- 4 Test your phone and program its features by sliding the *T/P* switch to *T* (Test) or *P* (Program).
- 5 Use line buttons to call people who aren't connected to your system.
- 6 Use the display buttons to operate clock and alarm functions.
- 7 Use the information on the display as you handle calls and messages and program your phone.
- 8 Tailor your telephone to meet your individual needs by programming available buttons with custom features.
- 9 Use the dial pad to place calls. In programming mode, use it to enter codes and data.
- 10 Adjust the volume of the speakerphone.
- 11 Check the speakerphone light to see if the speakerphone is on.
- 12 Check the microphone light to see if the microphone is on. Press **Microphone** while on a call to speak privately with someone without the caller hearing the conversation.
- 13 Check the HFAI light to see if the HFAI feature is activated.
- 14 If the Message light is on, check the display or call the attendant for your messages.
- 15 Press **Recall** instead of using a switchhook flash.

* The BIS-34D is the largest of the MERLIN II system telephones. Other models have fewer buttons, but the features they have are located in the same positions as on the BIS-34D shown above.

Programming Ringing Options

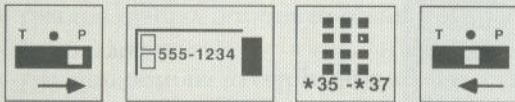
Decide when, or if, incoming calls should ring on your telephone, how the ring should sound, and how loud it should be.

Ringing Options

You can set your phone so that incoming calls ring right away, after a delay of two rings, or not at all. Use the delayed ring option if you answer calls for someone else when he or she is not available. Use the no ring option if someone else normally answers your incoming calls.

To program:

Press each line or line pool button, then dial the code for the ringing option you prefer: The codes are *35 (no ring), *36 (delayed ring), and *37 (immediate ring).



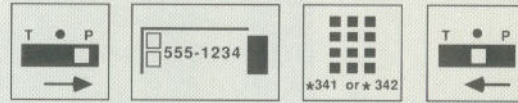
NOTE: To assign the same option to *all* your lines, press any line button and dial the code for the ringing option you prefer. The codes are *345 (no ring), *346 (delayed ring), and *347 (immediate ring).

Abbreviated or Repeated Ringing

A call may come in while you're on another call. Your phone can be set so that the second call rings just once (the default setting) or keeps ringing until you or someone else answers it.

To program:

Press any line button and dial *341 for abbreviated ringing or *342 for repeated ringing.



Volume Control

To make the sound of the ringer louder, slide the volume control lever on the bottom left side of the phone up (HI). To make it softer, slide the lever down (LO).

Personalized Ringing

You can choose from among eight ringing patterns. To select one, slide the T/P switch to P press **Speaker** or **Speakerphone** repeatedly until you hear the ringing pattern you prefer. Return the T/P switch to the center position.

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Dialing Outside Calls

In Different Types of Systems

There are three types of MERLIN II systems. How you handle calls depends partly on what type of system you're using. Ask your administrator, then check the appropriate box.

Outside line representation on this system is:

- Square.** Each line appears on a separate button.
- Behind-Switch.** The MERLIN II system operates behind a larger system such as a PBX. Lines appear on separate buttons.
- Pooled.** Interchangeable lines (e.g., WATS lines) are grouped into line pools. There are three types of pooled systems:
 - With Button Access.** You select a line pool by pressing its button.
 - With Dial Access.** You select a line pool by dialing its code. Ask your system administrator for a list of line pool codes.
 - With Automatic Route Selection (ARS).** The system places the call on the line pool that your administrator has identified as most appropriate for that type of call.

To place a call in square, behind-switch, or pooled with button access systems:

- 1 A red light shows next to the line or line pool on which the system will place your call. If you prefer some other line or line pool, press its button.
- 2 Lift your handset.
- 3 Dial the number.

To place a call in pooled systems with dial access or ARS:

- 1 Press **Pool Access**, unless its light is already on.
- 2 Lift your handset.
- 3 Take the appropriate action:
 - ▶ If you have ARS, dial the number.
 - ▶ If you don't have ARS, dial the access code for the line pool you want, then dial the number.

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With Outward Restricted Night Service

If your system has Night Service with Outward Restriction, you may need to use a password to make calls outside normal business hours. Ask your administrator whether you must use a password to place after-hours calls.

To place a call:

- 1 Press **Recall**.
- 2 Without lifting your handset, dial the password.
- 3 Lift your handset and dial.

With Forced Account Code Entry

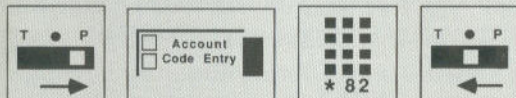
If your phone is administered for Forced Account Code Entry, you must program an Account Code Entry button and use it along with an account code whenever you place an outside call.

To make an outside call:

- 1 Lift your handset.
- 2 Dial the account code (maximum of 16 characters) or press the button on which you've programmed the account code (see "Personal Speed Dial").
- 3 Press **Account Code Entry**.
- 4 Press the line, line pool, or pool access button you want to use for the call.
- 5 Dial the telephone number.

To program:

Label a button and follow these steps:



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On a Requested Line

If the line you want to use is busy, you can have the system signal you when it becomes available.

To request a line, then place a call:

- 1 Press the button of the busy line.
- 3 When you hear a ring, indicating that the line is free, lift your handset and dial.

On a Tie Line*

If your system has a tie line module, you can make tie line calls to a specific location such as a branch office. Tie lines are outside lines that only your company uses. How you make a tie line call depends upon whether you have either the dial repeating or automatic ringdown type of tie line. See your system administrator to determine which types of tie lines you have.

To make a call on a dial repeating tie line:

- 1 Lift your handset.
- 2 Press the line or line pool button for the tie line you want to use.
- 3 Dial the person you want to speak with using the number provided by your system administrator.

To make a call on an automatic ringdown tie line:

- 1 Lift your handset.
- 2 Press the line or line pool button for the tie line you want to use.
Your call will ring at an attendant station for the other system.
- 3 Ask the attendant to connect you to the person you are calling.

* This feature is not available on systems with Feature Module 2.

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Placing Calls with Speed Dialing Features

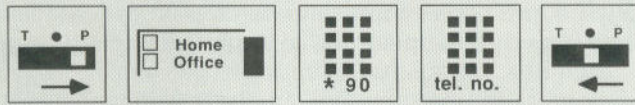
You can assign telephone numbers, including tie line numbers, to buttons or codes for quick dialing of outside calls.

Outside Auto Dial

You can program telephone numbers onto buttons for one-touch dialing.

To program:

Label a button and follow the steps below. (If your system is pooled without ARS, dial the appropriate pool access code before dialing the telephone number.)



To place a call:

- 1 Press the Outside Auto Dial button.
- 2 If someone answers, lift your handset. If not, press **Speaker** or **Speakerphone** to disconnect the call.

IMPORTANT: When programming emergency numbers and/or making test calls to emergency numbers:

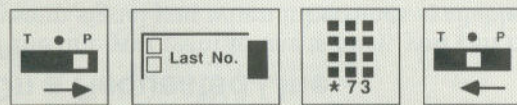
- 1 Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- 2 Perform such activities in the off-peak hours, such as early morning or late evening.

Last Number Redial

You can program a button for one-touch redialing of the last number you called.

To program:

Label a button and follow these steps:



To use Last Number Redial:

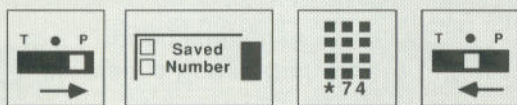
- 1 Press **Last Number**.
- 2 If someone answers, lift your handset. If not, press **Speaker** or **Speakerphone** to disconnect.

Saved Number Redial

You can program a button to redial a telephone number that you've saved.

To program:

Label a button and follow these steps:



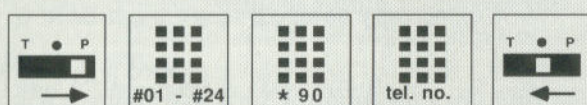
To use Saved Number Redial:

- 1 Before disconnecting, press **Saved Number**.
- 2 To redial the call, press **Saved Number**.
- 3 If someone answers, lift your handset. If not, press **Speaker** to disconnect.

Personal Speed Dial (5-button and 10-button telephones only)

You can assign codes #01 through #24 to telephone numbers you dial often, to account numbers, or to PBX, Centrex, or Custom Calling features.

To program Personal Speed Dial codes:



To use Personal Speed Dial:

- 1 Take one of these steps:
 - ▶ In a square or pooled system, dial the pound sign and code (#01 through #24).
 - ▶ In a behind-switch system, press **Speed Dial Access** and dial the code without the pound sign (01 through 24).

IMPORTANT: When programming emergency numbers and/or making test calls to emergency numbers:

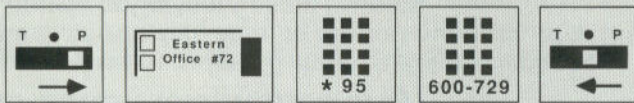
- 1 Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- 2 Perform such activities in the off-peak hours, such as early morning or late evening.

System Speed Dial

Your administrator may assign System Speed Dial codes #600 through #729 (#60 through #99 on systems with Feature Module 2) to telephone numbers that people in your system call often, such as those of vendors or clients. You can program any of these codes on buttons for one-touch dialing. Ask your administrator for a list of System Speed Dial codes.

To program a System Speed Dial button:

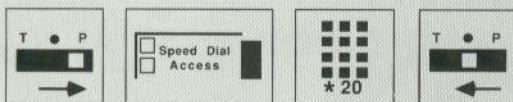
Label a button (at step 4 on systems with Feature Module 2, dial 60 through 99) and follow these steps:



NOTE: In a behind-switch system you need to program a Speed Dial Access button to use a dial code for System Speed Dial or Personal Speed Dial.

To program a Speed Dial Access button:

Label a button and follow these steps:



To place a call:

- 1 Lift your handset.
- 2 If you have a button programmed with this code, press the button. If not, take one of these steps:
 - ▶ In a square or pooled system, dial the pound sign and code (#600 through #729 on systems with Release 3; #60 through #99 on systems with Feature Module 2).
 - ▶ In a behind-switch system, press **Speed Dial Access** and dial the code without the pound sign (600 through 729 on systems with Release 3; 60 through 99 on systems with Feature Module 2).

IMPORTANT: When programming emergency numbers and/or making test calls to emergency numbers:

- 1 Remain on the line and briefly explain to the dispatchers the reason for the call before hanging up.
- 2 Perform such activities in the off-peak hours, such as early morning or late evening.

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Posted Message*

Using Posted Message

You can post a message at your phone that will appear on an intercom caller's display to tell him or her why you can't answer. You can post only one message at a time. This feature does not work when Do Not Disturb is activated.

The following 10 messages are provided with your system.

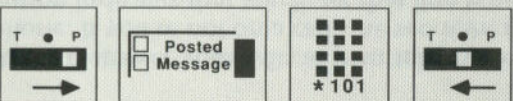
01 DO NOT DISTURB	06 IN CONFERENCE
02 OUT TO LUNCH	07 WITH A CLIENT
03 AT HOME	08 WITH A CUSTOMER
04 OUT SICK	09 AWAY FROM DESK
05 IN A MEETING	10 OUT ALL DAY

Your system administrator may change these and can also add 10 more. See your system administrator for a complete list of messages.

Program a Posted Message button to activate this feature.

To program:

Label an available button *with lights* and follow these steps:



To post a message:

- 1 Press **Posted Message**.
The green light flashes.
- 2 Dial the code for the message you want posted (01 through 20).

To cancel a posted message:

- 1 Press **Posted Message**.
- 2 Dial 00.

* This feature is not available on systems with Feature Module 2.

Answering Your Calls

You can answer your calls at your telephone or at another phone. If you're not on a call, the red light next to a line button indicates that you'll get that line when you lift your handset. If you have a telephone with a display and if your system is administered for Incoming Line Identification,* a seven-character label will show on your display when you press the button with its red light on.

Answering Calls at Your Telephone

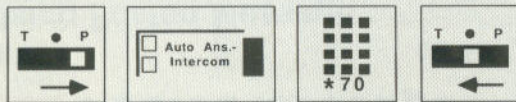
You can answer calls by picking up the handset or activating the speakerphone, if you have one. You can have intercom calls activate your speakerphone automatically.

Answering Intercom Calls Automatically

If your phone has the Hands-Free Answer on Intercom (HFAI) feature or is connected to a Hands-Free Unit (HFU), you can have your speakerphone go on automatically whenever you receive an intercom call. To do this, you must program an Auto Answer-Intercom button.

To program:

Label a button *with lights* and follow these steps:



* This feature is not available on systems with Feature Module 2.

The label may be a line number or any seven characters, such as a department name, administered for that line. This feature is especially useful on busy phones or for calls on hold. Display phones also show an intercom number, or a person's name if administered, in messages associated with intercom calls, Group Page calls, transfer returns, and the Leave Word Calling feature.

To answer a call:

- 1 Lift your handset.

To activate the automatic answer feature:

- 1 Press HFAI or Auto Answer-Intercom.
The light next to the button goes on.

To deactivate the automatic answer feature:

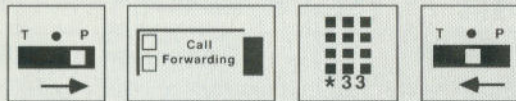
- 1 Press HFAI or Auto Answer-Intercom.
The light next to the button goes off.

Forwarding Your Calls

You can use the Call Forwarding/Follow Me feature to have all calls that come into your telephone forwarded to another phone in the system. You activate Call Forwarding at your own phone and Follow Me at the phone to which you want your calls forwarded.

To program:

Label a button *with lights* and follow these steps:



To activate Call Forwarding:

- 1 At your phone, press **Call Forwarding**. If you don't have that button, press **Intercom-Ring**, lift the handset, and dial *89.
- 2 Press the Auto Intercom button or dial the intercom number of the phone to which your calls should be forwarded.

To cancel Call Forwarding:

- 1 At your phone, press **Call Forwarding**. If you don't have that button, press **Intercom-Ring**, lift the handset, and dial *89.
- 2 Dial your intercom number.

To activate Follow Me:

- 1 At the phone you are sending your calls to, press **Intercom-Ring**.
- 2 Lift the handset and dial *80.
- 3 Press the Auto Intercom button or dial the intercom number for your phone.

To cancel Follow Me:

- 1 At your phone, press **Call Forwarding**. If you don't have that button, press **Intercom-Ring**, lift the handset, and dial *80.
- 2 Dial your intercom number.

Answering Calls for Co-workers

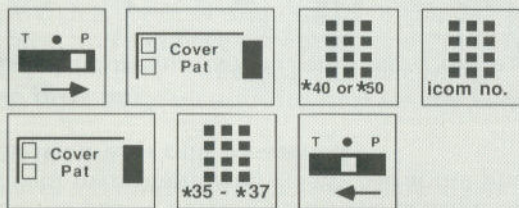
Using Call Coverage

You can use Call Coverage to have all calls that come into a co-worker's telephone ring at your phone as well.

You can program primary or secondary coverage. With primary coverage, the call rings at your phone as soon as it comes in. With secondary coverage, the call rings at your phone after two rings at the covered phone. You can also program the Cover button so covered calls ring immediately, after a delay of two rings, or not at all.

To program:

Label a button *with lights* and follow the steps below. The codes are *40 (primary coverage), *50 (secondary coverage), *35 (no ring), *36 (delayed ring), and *37 (immediate ring).



To answer a call for the person you're covering:

- 1 Press the Cover button, unless the red light is already on next to it.
- 2 Lift your handset.

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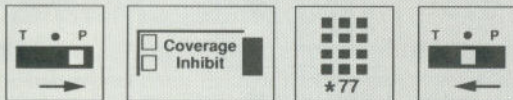
Using Coverage Inhibit

With a Coverage Inhibit button, you can temporarily turn off the Call Coverage feature (see above) at the phone of someone who has been covering your calls. When the Coverage Inhibit feature is on, calls to your phone do not ring at the phone that was covering your calls.

If you are away from your console, another attendant can use the Call Coverage feature to answer your calls. When you return, you activate Coverage Inhibit so that your calls only ring at your console again.

To program:

Label a button *with lights* and follow these steps:



To stop Call Coverage:

- 1 Press **Coverage Inhibit**.
The green light next to the button goes on.

To reactivate Call Coverage:

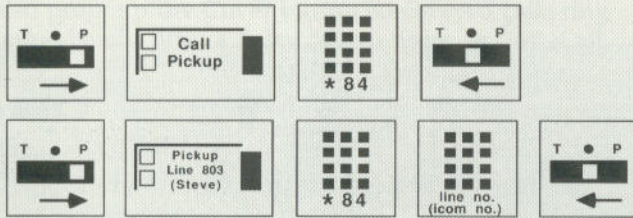
- 1 Press **Coverage Inhibit**.
The green light next to the button goes off.

Using Call Pickup

You can use Call Pickup to answer a call coming into someone else's phone. To pick up the call you must know either the line number* or the intercom number. You can program a general Call Pickup button or an individual Call Pickup button for a particular line or telephone.

To program a Call Pickup button:

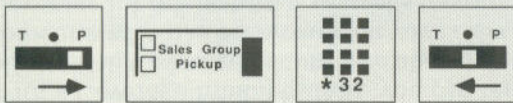
Label a button and follow these steps:



NOTE: If you're a member of a Call Pickup Group, you just press a button or dial a code to pick up calls for other group members.

To program a Call Pickup Group button:

Label a button and follow these steps:



To pick up calls:

If you have an individual Call Pickup button programmed for the particular line or telephone, just press the button. Otherwise, follow these steps:

- 1 Take the appropriate action:
 - ▶ Press **Call Pickup** and lift your handset.
 - ▶ Press **Intercom-Voice** or **Intercom-Ring**, lift your handset, and dial *9.
- 2 Dial the number of the line on which the call is coming in or is on hold, or dial the intercom number of the phone where the call is ringing or is on hold.

To pick up calls for group members:

- 1 Take the appropriate action:
 - ▶ Press the Call Pickup Group button and lift your handset.
 - ▶ Press **Intercom-Voice** or **Intercom-Ring**, lift your handset, and dial *88.
- 2 When you hear a beep or an answer, speak into your handset.

* Line numbers aren't the same as telephone numbers. Ask your administrator for a list of line numbers for your system.

Handling Calls with the Hold and Transfer Features

You use fixed buttons on your telephone to put calls on hold and transfer them to other people.

Putting Calls on Hold

After you put a call on hold, you can hang up your handset or press a line button to take another call. When you put a call on hold, a green light flashes next to the line button. Your phone beeps every 60 seconds to remind you of the call.

Transferring Calls

You use a fixed button on your phone to transfer outside or intercom calls to other phones. You can transfer a call to an individual or to a Call Distribution group. If the person to whom you transfer the call doesn't answer, the call rings at your phone again.

NOTE: One-touch options are available for transferring and screening calls. If you transfer many calls, ask your administrator whether your system is set for One-Touch Transfer or One-Touch Hold with Call Announcement. Then consult the appropriate entry in the *MERLIN II System Manual*. See the entries for Camp On and Call Park as well.

To put a call on hold, then retrieve it:

- 1 To put a call on hold, press **Hold**.
- 2 To take a call off hold, lift your handset, if necessary, and press the line button of the held call.

To transfer a call:

- 1 Press **Transfer**.
- 2 Press the button or dial the intercom number or code for the person or group.
- 3 Perform the appropriate step:
 - ▶ If your system is square or pooled, hang up.
 - ▶ If you have a behind-switch system, refer to your PBX instructions.

Placing Intercom Calls

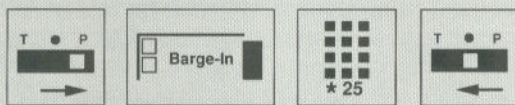
You can call anyone in the MERLIN II system by dialing his or her intercom number *or* by pressing a button you've programmed with that number. You can also program buttons for one-touch calls to Call Distribution groups (groups of people who answer incoming calls on a round-robin basis). If you don't have a list of intercom numbers and Group Call Distribution codes, see your administrator.

Executive Barge-In*

In an emergency, if you must contact someone who is on a call or has activated Do Not Disturb, use Executive Barge-In to join his or her call or to override the Do Not Disturb feature.

To program:

Label an available button and follow these steps:



* This feature is not available on systems with Feature Module 2.

NOTE: If your system has four-digit intercom numbers, you will *not* hear any tones as you dial to transfer a call. Be patient; your call is most likely going through.

And when an emergency arises that requires consultation with one of your co-workers who is on the phone, you can contact him or her with Executive Barge-In.

To use Executive Barge-In:

- 1 Place a ringing intercom call.
- 2 If you hear a busy signal or the person doesn't answer, press **Barge-In**.

Making Intercom Calls

You can place ringing or voice-announced calls. With voice-announced calls, the person hears your announcement through the speaker. People with 7406D telephones or basic telephones don't hear announcements; they just hear ringing.

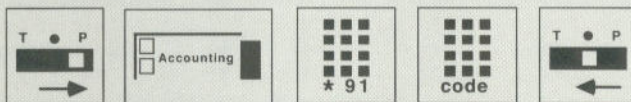
To program an Auto Intercom button:

Label a button and follow these steps:



To program a Group Call Distribution button for a group:

Label a button and follow these steps. The factory-set codes are 870 through 875.



To place a ringing call using a button:

- 1 Press the Auto Intercom button or Group Call Distribution button.
- 2 If someone answers, lift your handset. If not, press **Speakerphone** to cancel the call.

To place a ringing call by dialing:

- 1 Press **Intercom-Ring**.
- 2 Lift your handset.
- 3 Dial the intercom number or Group Call Distribution code.

To place a voice-announced intercom call:

- 1 Press **Intercom-Voice**.
- 2 Take the appropriate action:
 - ▶ If you have an Auto Intercom button programmed for the person, press it.
 - ▶ If not, lift your handset and dial the person's intercom number.
- 3 When you hear a beep, speak into your handset.

Setting Up a Conference Call

You can set up a conference call that includes up to two people in the MERLIN II system, two people from outside the system, and yourself. People that you call through tie lines are considered as outside the system.

To set up a conference call:

- 1 To set up a call when one of the people is already on the line, press **Conference**.
- 2 Press an outside line button or an Intercom button.
- 3 Dial the outside telephone number or the intercom number of the person you're adding to the call.
- 4 Take the appropriate action:
 - ▶ If the person answers, begin the conversation or repeat steps 1 through 3 to add another person.
 - ▶ If the person doesn't answer, press **Drop**, press the line or intercom button, and repeat the procedure to add someone else to the conference.

To leave and reenter a conference call:

- 1 Press **Hold** to remove yourself from the call.
- 2 To rejoin the call, press one of the line buttons associated with the call.

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Using the Speakerphone and Speaker

Using the Speakerphone

If you have a speakerphone, you can dial and conduct a call without lifting your handset. You can activate the speakerphone before you place the call or at any time during the call. The lights next to **Speakerphone** and **Microphone** go on whenever the speakerphone is on.

Using the Speaker

If you don't have a speakerphone, you can use your telephone speaker to monitor calls as you place them or while you're on hold. You don't need to lift your handset until you're ready to speak.

To turn the speakerphone on or off:

- 1 Press **Speakerphone**.

To listen while you place a call:

- 1 Press **Speaker**, then dial the call.
- 2 If someone answers, lift your handset. If not, press **Speaker** to disconnect the call.

To monitor while you're waiting on hold:

- 1 When you're put on hold, press **Speaker** and hang up.
- 2 When you're taken off hold, lift your handset.

To let others hear an in-progress call:

- 1 Press **Speaker** without hanging up.

Using Privacy Features

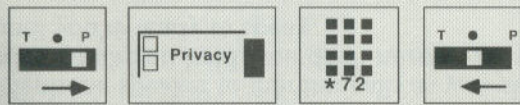
You can program privacy features on buttons with lights. Then press the buttons to turn the features on or off.

Privacy

The Privacy feature prevents people who share your lines from joining your conversation. While the feature is activated, the green light next to the button is on.

To program:

Label a button *with lights* and follow these steps:



To turn Privacy on and off:

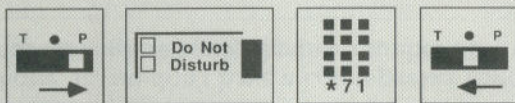
- 1 Press Privacy.

Do Not Disturb

The Do Not Disturb feature prevents calls from ringing at your telephone. Green lights flash next to the line buttons for incoming calls, but you don't hear anything. While the feature is activated, the green light next to the button is on.

To program:

Label a button *with lights* and follow these steps:



To turn Do Not Disturb on and off:

- 1 Press Do Not Disturb.

Paging

With the Paging features, you can make announcements to individuals or groups of people through your telephone.

Group Page

If your administrator has set up paging groups, you can make announcements to members of a particular group. Ask your administrator for the group codes.

To make an announcement to a paging group:

- 1 Press **Intercom-Voice** or **Intercom-Ring**.
- 2 Lift your handset and dial the code for the group.
- 3 At the beep, make your announcement.

Loudspeaker Page

If your business has a loudspeaker paging system, you can make announcements over the system from your phone. If you don't have a Loudspeaker Page button, ask your administrator for the line number for this feature.

To make an announcement:

- 1 Take the appropriate action:
 - ▶ Press **Loudspeaker Page**, then lift your handset.
 - ▶ Press **Intercom-Voice** or **Intercom-Ring**, lift your handset, and dial *9, then the loudspeaker page line number.
- 2 Make your announcement.

Notes

System Feature Checklist

(Check those that apply and fill in any required data.)

Dial Access to Line Pools. Codes:

System Speed Dial. Codes:

Group Call Distribution. Codes:

Account Code Entry. Account Codes:

Group Page. Codes:

Loudspeaker Page. Line Number:

Restricted Night Service (password required).

Restricted Direct Inward System Access (password required).

One-Touch Transfer

or

One-Touch Hold with Call Announcement.

Use this space to record other information about your system, such as intercom numbers, line numbers, and Personal Speed Dial codes (5- and 10-button sets only).