AT&T

MERLIN LEGEND™

Communications System

**MLX-10™ Non-Display
Telephone User's Guide**
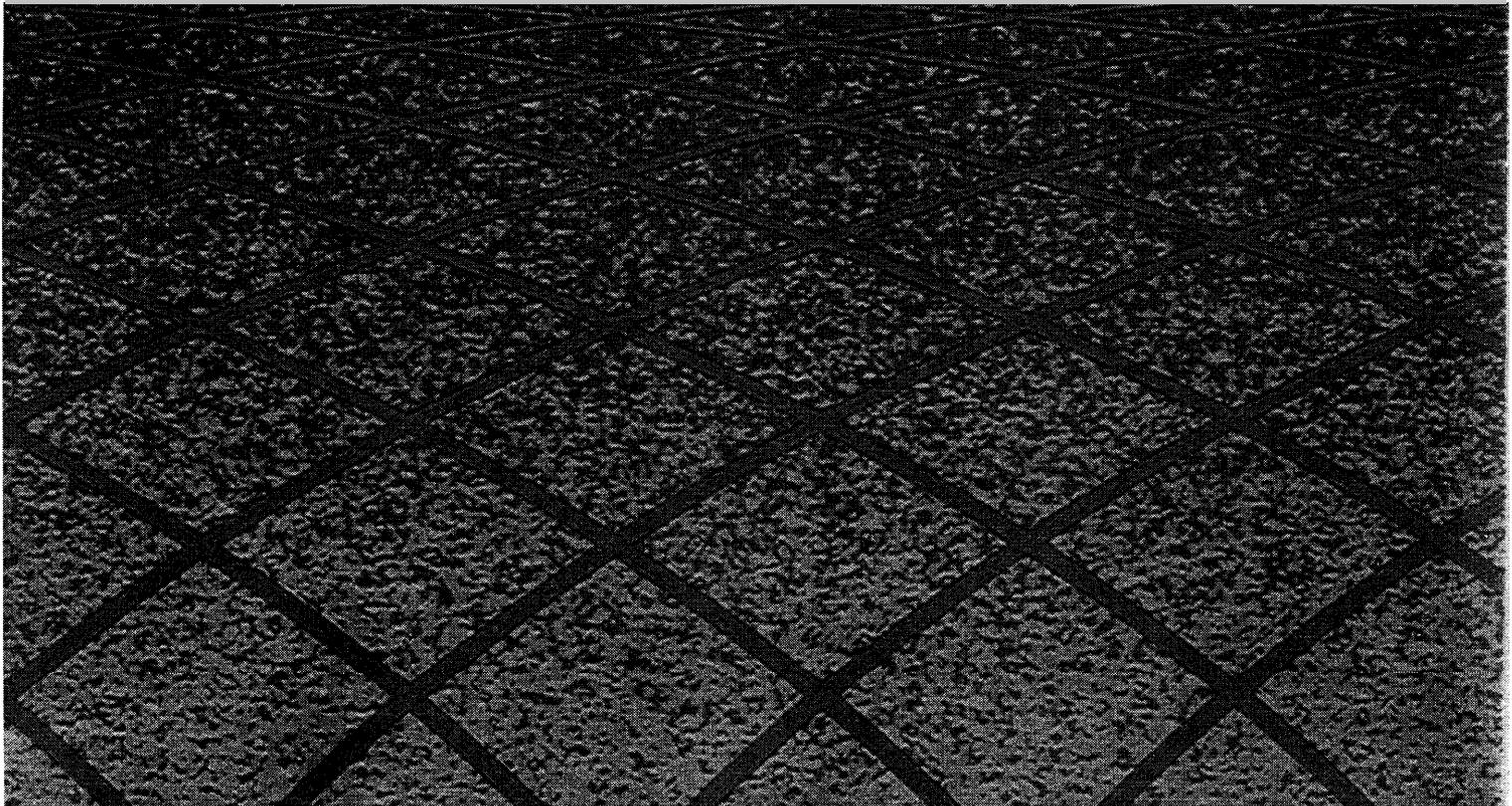
Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Federal Communications Commission (FCC) Electromagnetic Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant Ies limites applicables aux appareils numériques de la classe A prescrites dans Ie Réglement sur Ie brouillage radioélectrique édicté par Ie ministére des Communications du Canada.

Trademarks

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Rings

One long _____ Inside call
One long and one short _____ Outside call
One long and two short _____ Transfer or returning call
One long and three short _____ Returning Callback call

Line Button Lights

Red_____ Automatic connection
Green_____ Line or feature in use
Red and green _____ Line Request in use
Red and green _____ You're on line
Red and flash green _____ Incoming call
Red and flash green _____ Returning transfer
Fast flash green _____ Held call (yours)
Slow flash green _____ Held call (co-worker's)

Conference Calls

1. Dial first **extension** or **number**
2. Press **Conf**
3. Press **line** button
4. Dial next **extension** or **number**
5. Announce call and press
   Conf
6. Repeat steps 2–5 for each
   participant
7. Hang up to end conference

- Press **Drop** and **line** button to
  drop single participant

- Press **Hold** to temporarily leave
  conference

- Press any participant's **line** button
  to rejoin conference

Transfer Calls

Unannounced Transfer

1. Press **Transfer**
2. Press **line** or **SA** button
3. Dial **extension** or **number**
4. Press **Transfer or** hang up

Announced Transfer

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

One-Touch Manual Transfer

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

One-Touch Auto Transfer

1. Press **Auto Dial**

Camp-On

1. Press *Camp-On* or
   press **Feature** and
   dial **57**

Feature Use

Programmed Button

1. Program a line button for each feature (Appendix C)
2. Press **programmed** button

Feature Code

1. Press **Feature**
2. Dial **code** (see below)

Account Code Entry ———82+ code
Callback—Selective ————55
Call Waiting—Pickup ————87
Camp-On —————————57
Follow Me ————— 34 + ext.
Forward ————— 33 + ext.
Forward/Follow Me—Cancel
∎ all —————————∗ 34 ∗
∎ one —————————∗ 34 + ext.
∎ from your phone — 33 + your ext.
Last Number Dial ————84
Message—Cancel ——— ∗ 53
Message—Leave ————— 25
Personal Speed Dial ———— code
Pickup-Group —————88
Pickup-Inside ———— 9 + ext.
Pickup—Outside———9 + line
Privacy—Off————— ∗ 31
Privacy—On———————31
Recall ————————— 775
Reminder—Cancel ———— ∗ 81
Reminder—Set —81 + time + A or P
System Speed Dial ————code

Account Codes

Name	Code

Extension Numbers

Name	Ext

Contents

Contents

Contents

Contents

The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, electric shock, and injury to you and damage to the equipment.

■ Read and understand all instructions.

■ Follow all warnings and instructions marked on or packed with the telephone.

■ Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.

■ Do not use the telephone (other than a cordless-type telephone) during electrical storms in your immediate area. There is a remote risk of electric shock from lightning.

■ Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners on the phone.

- Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.

- Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.

- To reduce the risk of electric shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electric shock when the telephone is used.

- Call your AT&T representative or authorized dealer when service or repair work is needed.

- Accessories include answering machines, alerts, modems, and fax machines. To connect an accessory, you must first have a **Multi-Function Module (MFM).**

⚠ WARNING:

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

SAVE THESE INSTRUCTIONS

About This Book

This book gives you the information you need to use your non-display telephone. If you have questions about this book or need additional information, see your system manager. He or she is a co-worker who is responsible for managing the system.

Conventions Used

The following typographic conventions are used in this book:

■ Buttons that you program ("hand-labeled" buttons) are shown in bold italic type with initial capitals:

Press ***Privacy.***

■ Buttons that are programmed at the factory (imprinted buttons) are shown in bold Roman type with initial capitals:

Press **Transfer.**

■ Important words are shown in bold type:

Use this button to **make inside and outside calls.**

■ Symbols or numbers that you enter using the dialpad are shown in bold type:

Dial ✻ **760.**

How to Comment on This Book

We welcome your feedback on this book. Please use the feedback form on the next page. If the form is missing, send your comments to A. Sherwood, AT&T, 99 Jefferson Road, Rm. # 2A25, Parsippany, NJ 07054.

Your MLX-10 Telephone

Your MLX-10™ telephone is part phone, part intercom, and part computer. It has touch-tone dialing, a speakerphone, and programming capabilities.

Your phone has many features. Some of these, such as Transfer and Conference, are built in. Others, such as Forward and Call Waiting, can be programmed and used when you need them.

Your MLX-10 telephone is shown on the next page.

MLX-10 Model

Handset

Button Labeling Card

Line Buttons (10)

Message Light

Dialpad

Volume Control

Dedicated Feature Buttons (8)

User Cards and Tray
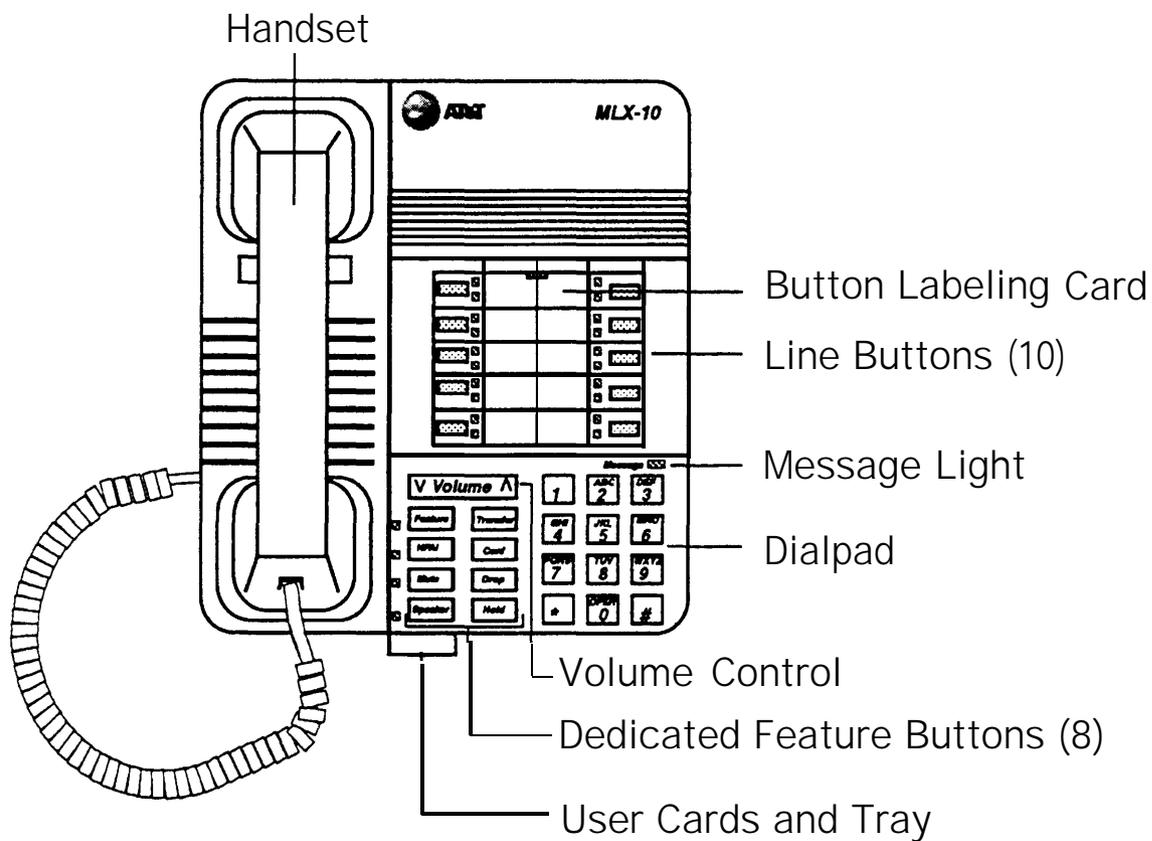
Button labeling card
A card you can label with the line or feature assigned to each line button

Dedicated feature buttons
The 8 imprinted buttons for the features used most often

Desk stand (not shown)
A support that adjusts to two heights and can be removed for wall mounting

Dialpad
The numbered buttons, including ✳ and **#,** that are used to dial phone numbers and feature codes

Handset
The hand-held part of the phone that you pick up, talk into, and listen from

Line buttons
The 10 buttons with red and green lights used to make and receive calls. You can program any unlabeled buttons for feature use.

Message light
A light that goes on when you have a voice-mail message, a fax, or a message from the system operator

User cards and tray
Instructions for feature use and directory information in a sliding tray under the phone

Volume control
A button for controlling the volume of the speaker, handset, and ringer

Dedicated Feature Buttons

Eight imprinted (dedicated) feature buttons, are located in the lower left corner of the phone. These buttons are programmed for the features you use most often.

Four of the buttons have lights next to them to show their on/off status. The **Feature, HFAI,** and **Speaker** lights are green. **Mute** is red.

Feature   Press to select and use your phone's features. Feature codes are listed in Appendix B and on the user cards under the phone.

HFAI   Press to respond to voice-announced calls without lifting the handset or using the speakerphone. You must press the **HFAI** (Hands Free Answer on Intercom) button and leave it on; you cannot press it to respond to a call after the call comes in.

Mute   Press to turn the microphone in the speakerphone on and off. By pressing **Mute** during a conversation, you can speak privately with someone in your office without being heard by the caller.

Speaker Press to turn on the speakerphone so you can make or answer a call without using the handset.

- Press **Speaker** before dialing to get a dial tone.
- Press **Speaker** when the phone rings to answer the call.
- Press **Speaker** while the handset is in use to turn off the handset and turn on the speakerphone. (You can then hang up the handset; the call remains on the speakerphone.)
- Press **Speaker** while the speakerphone is in use to hang up the phone.

Transfer Press to send a call to another phone.

Conf Press to add another person to a call for conferencing with up to five people including you.

Drop Press to disconnect a person from a conference call.

Hold Press to put a call on hold. The green light next to the line button with the call on hold flashes until the call is resumed or the person hangs up. As a reminder, the phone beeps once every 60 seconds. More than one call at a time can be put on hold.

Depending on how your system is set up, Transfer, Conf, Drop, and Hold may not work exactly as described here. Ask your system manager if your system works differently.

Line Buttons

There are ten line buttons—two columns of five each—in the center of the phone. Use these buttons to make and receive inside calls (calls to and from other extensions) and outside calls.

Two or more line buttons are labeled either **ICOM** (Intercom) or **SA** (System Access). You have either ICOM or SA buttons, but never both.

If you have ICOM buttons, use them for inside calls only. Use buttons labeled with phone numbers for outside calls.

If you have SA buttons, use them for both inside and outside calls. You must enter a dial-out code (usually a 9) to make an outside call on an SA button.

You can program a feature onto any unlabeled line button. See Chapter 3 for more on programming unlabeled line buttons.

Depending on your company, you may or may not have all the buttons described next. If your phone has SA buttons, turn to page 1-7. If your phone has ICOM buttons, turn to page 1-9.

Phones with SA Buttons
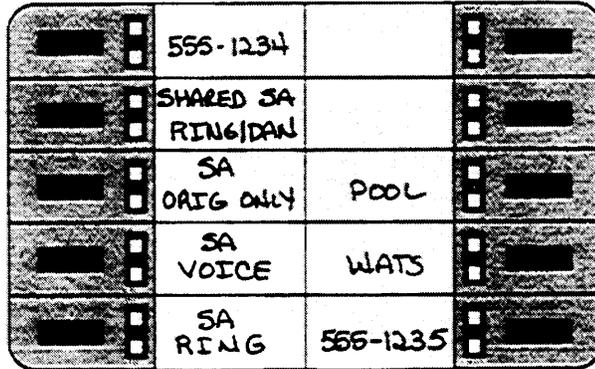
SA Ring. Use this button to **make and receive both inside and outside calls.** To call an inside number, dial only the extension. For outside calls, dial a dial-out code (usually a 9) before the phone number.

SA Voice. Use this button to **make inside voice-announced calls and outside calls** and to **receive both inside and outside calls.** Voice-announced inside calls do not ring—your co-worker hears your voice over the speakerphone instead. To make outside calls, enter a dial-out code (usually a 9) before the phone number.

SA Originate Only. Use this button **only to make calls**; calls do not come in on this button. To make an outside call, enter a dial-out code (usually a 9) before dialing the phone number. This button is set up by your company to make either inside ringing or voice-announced calls (not both).

Shared SA. Use this button to answer calls for co-workers and to join their conversations. Each button is linked to a specific SA button on a co-worker's phone. Shared SA buttons are labeled either *Shared SA Ring* or *Shared SA Voice*, depending on which type of inside calls the button allows you to make. You can use these buttons to make and receive inside and outside calls, just like your own *SA Voice* and *SA Ring* buttons.

555-1234. Use any button labeled with a phone number to **make or receive outside calls only.** This is called a "personal line" because it appears only on your phone or on a specific group of phones. It is a direct outside line that does not need a dial-out code.

WATS. Use buttons labeled with special service names like *WATS* to **make and receive outside calls** at a reduced cost. A dial-out code is not needed.

Pool. Use these buttons to **make and receive outside calls.** A *Pool* button automatically selects one of a group of outside lines. A dial-out code is not needed.

Phones with ICOM Buttons

ICOM Ring. Use this button to **make inside ringing calls** and to **receive both inside ringing and voice-announced calls.** You cannot use this button for outside calls, but they can be transferred to you.

ICOM Voice. Use this button to **make inside voice-announced calls** and to **receive both inside ringing and voice-announced calls.** Voice-announced calls do not ring— your co-worker hears your voice over the speakerphone instead. You cannot use this button for outside calls, but they can be transferred to you.

ICOM Originate Only. Use this button **to make inside calls**; calls do not come in on this button. This button is set up by your company to make either inside ringing or voice-announced calls.

555-1234. Use any button labeled with a phone number to **make or receive outside calls only.** This is called a "personal line" because it appears only on your phone or on a particular group of phones.

WATS. Use buttons labeled with special service names like ***WATS*** to **make and receive outside calls** at a reduced cost.

Line Button Lights

Each line button has two lights next to it, a red one and a green one, showing whether the line is available, in use, or on hold.

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. (See Chapter 3, "Using and Programming Features.")
Steady red and green	You are using this line button or the Line Request feature is in use. (See Line Request in Chapter 5.)
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.

Caring for Your Phone

First unplug the phone from the wall jack, then use a soft cloth lightly dampened with water or a mild soap solution to clean the phone.

⚠ **CAUTION:**

To prevent permanent damage, do not immerse the phone in water or any other liquid, or use liquid or aerosol cleaners directly on the phone.

Adjusting the Desk Stand

The angle of a desktop phone can be adjusted. Put the phone face down on a flat surface, remove the cord from the clips in the stand, and follow the steps below.

1. Press on the top rear center of the stand to release the tab.

2. Pull the stand toward you and away from the phone.
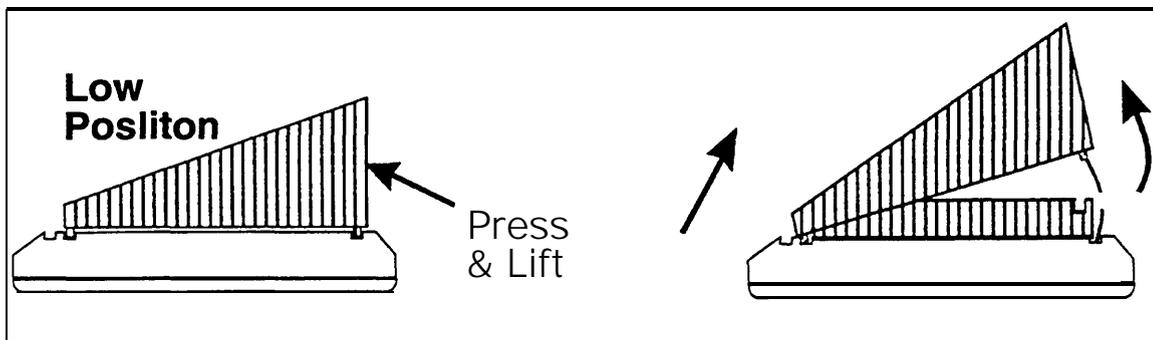
3. To adjust the stand to the low position, insert the tab at the bottom of the stand into the corresponding lower slot. To adjust the stand to the high position, insert the tab at the bottom of the stand into the corresponding upper slot.

4. Lower the stand and press the tab at the top into the corresponding slot on the phone. Replace the cord in the clips in the stand.
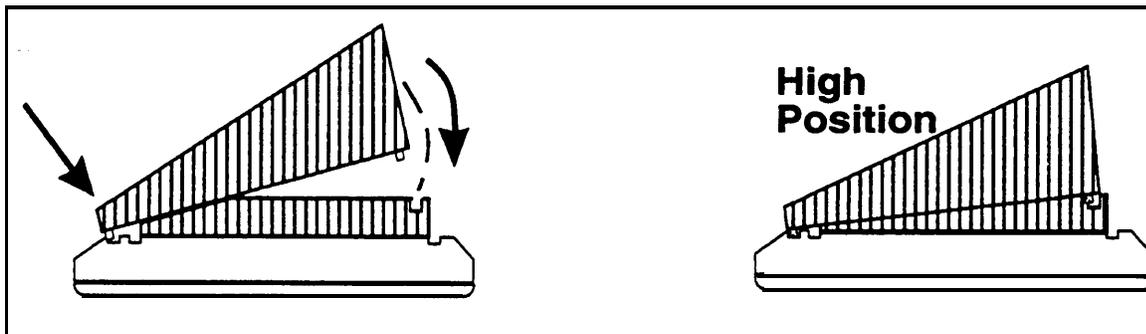
The diagram on the bottom of the user card tray also tells you how to adjust the stand.

Making and Answering Calls

2

How you make outside calls depends on the line buttons on your phone. Instructions for making outside calls on phones with **SA** buttons are on page 2-2. Instructions for making outside calls on phones with **ICOM** buttons are on page 2-3.

How you make inside calls and how you answer calls is basically the same for phones with ICOM buttons and phones with SA buttons. These instructions begin on page 2-4.

Making Outside Calls on Phones with SA Buttons

Use any SA button, or any line button labeled with a phone number, Pool, or the name of a special service (for example, WATS) to make an outside call.

Only SA buttons need a dial-out code (usually a 9) before dialing the phone number.

To Make an Outside Call

1. If the red light next to the line button you want to use is not on, press the button,
   The red light goes on.
2. Lift the handset or press **Speaker.**
   The green light next to the line button goes on.
3. If you are using an SA button, dial the dial-out code.
4. Dial the phone number.

Making Outside Calls on Phones with ICOM Buttons

You can use any line button labeled with a phone number or the name of a special service (for example, WATS) to make an outside call. (ICOM buttons are reserved for inside calls.)

To Make an Outside Call

1. If the red light next to the line button you want to use is not on, press the button.
   The red light goes on.
2. Lift the handset or press **Speaker.**
   The green light next to the line button goes on.
3. Dial the outside phone number.

Making Inside Calls

Inside calls are either voice-announced or ringing.

When you make a voice-announced call, your co-worker's phone does not ring; your voice is heard over the speakerphone instead. When your co-worker is on another call using the handset, your voice still comes over the speakerphone if your co-worker's phone is programmed to allow voice announcements.

If the person you dialed is already busy on the speakerphone or Voice Announce is turned off on that phone, your call rings instead. A busy signal indicates that Do Not Disturb is in use or all ICOM or SA buttons set up to receive calls are in use. See Chapter 5 for more on Voice Announce and Do Not Disturb.

To Make Inside Voice-Announced Calls

1. If the red light next to the **ICOM Voice** or **SA Voice** button is not on, press the button.
   The red light goes on.
2. Lift the handset or press **Speaker.**
   The green light next to the line button goes on.
3. Dial the extension number.
4. When you hear a beep, begin talking.

To Make Inside Ringing Calls

1. If the red light next to the **ICOM Ring** or **SA Ring** button is not on, press the button,
   The red light next to the line button goes on.
2. Lift the handset or press **Speaker.**
   The green light goes on.
3. Dial the extension number.

Note: If you have difficulty hearing the other person while using your speakerphone, background noise may be interfering with the reception and transmission. Lowering the volume of the speakerphone reduces the interference. Also, do not place anything in front of the speaker.

Answering Calls

Your phone alerts you to an incoming call in several ways. The phone can **ring** or you can receive a **voice-announced** call via the speakerphone. Or, while on the phone, you may hear a **Call Waiting signal—a beep—** indicating that you have another call. See Chapter 5 for more on Call Waiting.

You can prevent voice-announced calls by turning off Voice Announce or prevent both voice-announced and ringing calls by using Do Not Disturb. See Chapter 5 for more on Do Not Disturb and Voice Announce.

To Answer Voice-Announced Calls

You can answer a voice-announced call in the following ways:

- Lift the handset.

- Press the **Mute** button to talk over your speakerphone. (Mute comes on automatically when you receive a voice-announced call, and pressing the Mute button turns it off.)

- Use **HFAI.** If HFAI is on before the call comes in, talk directly into the speakerphone without doing anything else.

Note: If you have difficulty hearing the other person while using your speakerphone, background noise may be interfering with the reception and transmission. Lowering the volume of the speakerphone reduces the interference. Also, do not place anything in front of the speaker.

To Identify Ringing Calls (Distinctive Rings)

Your phone uses four distinctive ringing patterns to help you identify different types of incoming calls.

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 transferred to you or a returning transferred call (See Chapter 5 for more on Transfer.)
One long ring and three short rings	A returning Callback call (See Chapter 5 for more on Callback.)

To Answer Ringing Calls

If You Are Not On the Phone:

1. A flashing green light next to a line button indicates a call is ringing on that line button. If the red light next to the button with the call is not on, press that line button.
   The red light goes on.
2. Lift the handset or press **Speaker.**
   Both the red and green lights next to the line button stay on while you are on the call.

If You Are On the Phone:

1. To put a call on hold, press **Hold.**
2. To answer the ringing call, press the line button next to the flashing green light.
3. To return to the call on hold, press the line button next to the rapidly flashing green light.

Tones

When making a call or using a feature, you may hear a tone. Each tone has its own meaning.

Tone	Meaning
Dial tone (steady tone)	You can make a call.
Busy (slow repeating tone)	The phone you are calling is busy.
Fast busy (fast repeating tone)	No lines are available.
Alternating high and low tones	You dialed a number incorrectly or misused a feature.
Confirmation tone (double break in dial tone followed by steady tone)	You used a feature properly.
Callback tone (five short beeps)	The outside line or the extension is busy and your call is programmed for Callback. (See Chapter 5 for more on Callback.)
Call Waiting tone (one or two beeps while you are on another call)	You have an inside call (one beep) or outside call (two beeps) waiting.

Using and Programming Features

3

You can use most of your phone's features either by pressing programmed line buttons or by dialing feature codes, depending on the following:

■ **the number of unlabeled line buttons.** If all the line buttons have lines assigned to them, you can use features only by dialing feature codes. If there are unlabeled line buttons, you can program features onto them. You can then use the feature by pressing just that button instead of dialing the feature code.

■ **whether the feature needs a programmed line button.**
Some features, such as Do Not Disturb, cannot be used
with feature codes. You need to program a button to turn
the feature on and off. The light next to the button provides
a visual reminder when the feature is in use. The following
features require programmed buttons. Programming codes
are in Appendix C.

■ Auto Dial
■ Coverage
  — Coverage Off
  — Primary Individual Coverage
  — Secondary Individual Coverage
  — Group Coverage
■ Do Not Disturb
■ Headset/Handset Mute
■ Messaging
  — Posted Message
■ Saved Number Dial
■ Signaling and Notify

■ **whether the feature can be used only by dialing a
  feature code.** Some features are meant to be used by
  dialing a 1-, 2-, or 3-digit code. For example, Personal
  Speed Dial allows you to dial phone numbers quickly by
  using codes instead of programming separate Auto Dial
  buttons to dial each number. The following features require
  feature codes. These codes are in Appendix B.

  - Call Waiting—Pickup
  - Follow Me
  - Forward/Follow Me
    —cancel from all extensions
    —cancel from one extension
  - Messaging
    —cancel
  - Personal Speed Dial

General instructions for using and programming features
follow. Specific instructions for using and programming each
feature are in Chapter 5.

Using Features

There are two ways to use your phone's features:

■ **Press a programmed button.** When you have programmed a feature onto a line button, press that button to use the feature.

■ **Dial a feature code.** Many features have a 1-, 2-, or 3-digit feature code. So, if all your line buttons are programmed, you can still use these features by pressing the imprinted feature button and dialing their feature codes (listed on the user cards in the tray under your phone and in Appendix B).

To use a feature code:

1. Press **Feature.**

2. Dial **feature code.**

Programming Features

Your company may have already labeled and programmed features onto line buttons. You can program any unlabeled line buttons with the features of your choice. While it isn't necessary to program most features onto line buttons, it's much faster to use the features if you do.

In addition to features that you program onto line buttons, you can program other features to set up the way you want your phone to work. Once one of these features is programmed, you don't need to press a programmed button to use it. For example, you can program your phone with Ringing Options to change how your phone rings, or you can turn on Call Waiting to make sure important calls get through.

To Program Features Using Programming Codes

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

While you are programming, the phone rings to alert you that you cannot make or receive calls until the ringing stops. To turn off the ringing, press **Speaker.** In addition, depending on the ringing option programmed on your phone, the lights next to the line buttons remain steady (immediate ring), flash (delayed ring), or don't come on at all (no ring) when you program your phone. For more on Ringing Options, see Chapter 5.

If you are unable to program your phone, someone may be programming the system. Ask your system manager if you have problems.

1. Press **Feature** and dial **00.**
   *Your phone rings repeatedly. To turn off the ringing, press **Speaker.***
2. Press **button** you labeled.
3. Dial **programming code** (listed in card tray and in Appendix C), See Notes.
4. Repeat steps 2 and 3 for any other buttons you want to program.
5. Press **Feature** and dial ✶ **00.**

Notes:
■ If you want to change the feature on a button that is already programmed, simply press that button in step 2 to program the new feature over the existing feature.
■ Step 3 may need additional steps, depending on the feature you are programming. For example, Auto Dial requires that you dial a phone number. (See Auto Dial, Chapter 5.)

Feature Finder

4

The Feature Finder on the next few pages helps you easily identify and find features by function instead of by name:

- Calling Basics

- Covering Calls

- Messaging and Paging

- Privacy

- Ringing

Chapter 5 lists features alphabetically with descriptions and step-by-step instructions for programming and use.

Calling Basics

If you want to . . .	See . . .	Page
Dial numbers with the touch of a button	**Auto Dial**	5-4
Program codes to quickly dial numbers you call often	**Personal Speed Dial**	5-38
Quickly dial numbers programmed by your company	**System Speed Dial**	5-52
Automatically redial a number you dialed previously	**Last Number Dial** **Saved Number Dial**	5-25 5-48
Connect automatically to a busy extension or outside line when it's free	**Callback** **Line Request**	5-6 5-26
Quickly disconnect one call and dial another without pressing the switchhook	**Recall**	5-43
Enter an account code before or during a call	**Account Code Entry**	5-2
Add as many as four others to the same call	**Conference**	5-11
Transfer a call	**Transfer**	5-53

Covering Calls

If you want to . . .	See . . .	Page
Answer a co-worker's ringing phone from your phone	**Pickup**	5-39
Have a co-worker answer your calls	**Coverage**	5-13
Forward your calls to another phone	**Forward and Follow Me**	5-20

Messaging and Paging

If you want to . . .	See . . .	Page
Let a co-worker know you called or find out if you have a fax or message	**Messaging**	5-27
Broadcast an announcement	**Paging**	5-32
Put a call on hold while you page a co-worker	**Park** **Paging**	5-34 5-32
Signal a co-worker to contact you	**Signaling and Notify**	5-49
Know if someone is calling while you are on a call	**Call Waiting**	5-9

Privacy

If you want to . . .	See . . .	Page
Prevent interruptions by blocking calls to your phone	**Do Not Disturb**	5-19
Prevent co-workers from joining your calls	**Privacy**	5-42
Prevent the person on a call from hearing you speak to someone in your office	**Headset/Handset Mute**	5-24
Choose if you want to receive voice-announced calls	**Voice Announce**	5-61

Ringing

If you want to . . .	See . . .	Page
Have your phone ring differently from other phones	**Personalized Ring**	5-37
Set your phone to ring immediately, after a delay, or not at all, and to ring once or repeatedly while you're on the phone	**Ringing Options**	5-45
Remind yourself of meetings or appointments	**Reminder service**	5-44

Features

5

This chapter describes features alphabetically with instructions for programming and using them. Some features have to be programmed on your phone before you can use them. Others are built in to the system and do not need programming.

You use most features by pressing a **programmed line button** or dialing a **feature code.**

Account Code Entry

Account codes help your company track phone use to bill clients and to forecast and budget costs. You can use account codes for incoming as well as outgoing calls if your system is programmed for both.

If your system has this feature, it is either required or optional:

■ **Required.** You must enter an account code before making an outside call. Entering an account code for incoming calls is optional.

■ **Optional.** If you choose to use account codes, you can enter them on both incoming and outgoing calls, either before or during the call.

To Program an Account Code Entry Button

1. Label button to be programmed as *Account Code.*
2. Press **Feature** and dial **00.**
3. Press button you labeled *Account Code.*
4. Dial ✻ **82.**
5. Press **Feature** and dial ✻ **00.**

To Enter an Account Code Before Calling

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

Notes:
- For step 2, if you have programmed an outside Auto Dial button with a specific account code followed by #, you can press the button whenever you need to enter the code. (See Auto Dial.)
- If you are using account codes on a conference call, follow steps 1–5 and press **Conf.** When adding additional participants, repeat steps 1, 2, 3, and 5 and press **Conf** again.

To Enter or Change Account Codes During a Call

1. Press programmed *Account Code* button, or press **Feature** and dial **82.**
2. Dial **account code** followed by **#.**

Notes:
- Your caller does not hear you enter the account code.
- If you make a mistake, you can correct the code using the above procedure.
- If an account code was already entered for a call when the call arrived, you cannot change it.

Auto Dial

Use Auto Dial to automatically dial either inside or outside numbers you call often.

You can program inside Auto Dial buttons for extensions of co-workers or paging areas. The green light next to the Auto Dial button goes on if your co-worker is on the phone or using Do Not Disturb.

You can program outside Auto Dial buttons for important numbers, account codes, long-distance billing numbers, bank access codes, or emergency contact numbers.

Note: Program emergency numbers and make test calls during off-peak hours. Stay on the line and briefly explain the reason for your call to the dispatcher.

To Program Inside and outside Auto Dial Buttons

1. Label button with person's name or other identifier.
2. Press **Feature** and dial **00.**
3. Press button you labeled.
4. Dial ✳ **22** for inside numbers or ✳ **21** for outside numbers. See Notes.
5. Dial **extension** or **outside number** (including any necessary dial-out code, long-distance carrier code, area code, and special characters). See Notes.
6. Repeat steps 1, 3, 4, and 5 to program additional buttons.
7. Press **Feature** and dial ✳ **00.**

Notes:
- Program account codes, access codes, and outside numbers as outside Auto Dial buttons.
- Special characters may be needed when you program an outside Auto Dial button. For more on special characters and their meanings, see Appendix A.

To Use an Outside Auto Dial Button

Press programmed *Auto Dial* button.
Your speakerphone goes on, and the number is dialed automatically.

Note: If your phone has SA buttons and the Auto Dial number includes the dial-out code, the number will dial automatically on an SA line button. If the dial-out code is not included, you need to press an SA button and dial the dial-out code, or press another type of line button before pressing the Auto Dial button.

To Use an Inside Auto Dial Button for Voice-Announced Calls

1. Press *ICOM Voice* or *SA Voice.*
2. Press programmed *Auto Dial* button.
   Your speakerphone goes on, and the number is dialed automatically.
3. Begin talking after the beep.

To Use an Inside Auto Dial Button for Ringing Calls

Press programmed *Auto Dial* button.
Your speakerphone goes on, and the number is dialed automatically.

Callback

When you reach a busy extension or the outside line you want to use is busy, use Callback to automatically place the call when the extension or line is free.

You'll hear a priority ring—one long ring and three short rings —as soon as the extension or line is free. The call is placed when you lift the handset or press **Speaker.**

On phones with ICOM buttons, Callback works only for busy inside extensions; use Line Request for busy outside lines. On phones with SA buttons, Callback works with busy inside extensions; it works with busy outside lines only when you are using an SA or Pool button.

Callback works only when the outside **line** you want to use is busy, which is indicated by a **fast** busy signal. Callback does not work when the outside **phone** you call is busy, which is indicated by a **normal** busy signal.

You can use Callback either selectively or automatically:

■ **Selective Callback** is activated when you dial the feature code or press a programmed button.

■ **Automatic Callback** is activated every time you reach a busy extension or, if your phone has SA buttons, a busy outside line. You need to program your phone for Automatic Callback.

To Program a Selective Callback Button

1. Label button to be programmed as *Callback.*
2. Press **Feature** and dial **00.**
3. Press button you labeled *Callback.*
4. Dial * **55.**
5. Press **Feature** and dial * **00.**

To Use Selective Callback for Busy Extensions

1. When you reach a busy extension, press programmed *Callback* button, or press **Feature** and dial **55.**
2. Hang up when you hear five short beeps.
   Your call is placed in queue until the extension becomes available. The green light next to the line button flashes.
3. Lift handset or press **Speaker** when you hear one long ring and three short rings.
   You hear three short beeps, and your call is dialed automatically.

To Use Selective Callback for Busy Outside Lines

1. If you hear a fast busy signal after dialing an outside number, press programmed *Callback,* or press **Feature** and dial **55.**
   If you hear a second dial tone, finish dialing the number and press #.
2. Hang up when you hear five short beeps.
   Your call is placed in queue until the line becomes available.
   The green light next to the line button flashes.
3. Lift handset or press **Speaker** when you hear one long ring and three short rings.
   You hear three short beeps, and your call is dialed automatically.

Note: On phones with ICOM buttons, use Line Request instead of Selective Callback for busy outside lines.

To Turn Automatic Callback On and 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 reach a busy line or extension and hear five short beeps, hang up.
   Your call is placed in queue until the line or extension becomes available. The green light next to the line button flashes.
2. When you hear one long ring and three short rings, lift handset or press **Speaker.**
   You hear three short beeps, and your call is dialed automatically.

To Cancel a Callback Request

1. Press the button the call is on.
2. Lift handset or press **Speaker.**
3. Press **Drop.**
4. Press the button the call is on again.

Call Waiting

When all the ICOM or SA buttons on your phone are busy and another call comes in, Call Waiting informs you of inside calls with a single beep and outside calls with two beeps.

To answer a waiting call, you can either hang up or put your current call on hold. If you hang up, your phone will ring with the waiting call. If you put the call on hold, you need to press an **ICOM Originate Only** or **SA Originate Only** button and dial the feature code to pick up the waiting call. If you have more than one call waiting, the calls are delivered to your phone in the order they arrived. Callers hear a special Call Waiting ring instead of a busy signal.

Call Waiting works only on ICOM and SA buttons, and only when they are all in use. Call Waiting does not work if your calls are being covered. You must program your phone to accept Call Waiting.

To Turn Call Waiting On and 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 a Waiting Call

1. When you hear Call Waiting tone, hang up.
   Your phone rings.
2. Lift handset or press **Speaker.**
   You are connected to the call.

To Put a Call on Hold and Pick Up a Waiting Call

1. Press **Hold.**
2. Press **SA Originate Only** or **ICOM Originate Only.** See Note.
3. Press **Feature** and dial **87.**
   You are connected to the call.
4. To return to call on hold, press button with fast-flashing light.

Note: An **ICOM Originate Only** or **SA Originate Only** button must be available for you to pick up the call; otherwise you must hang up to get the call.

Conference

Use Conference to include up to five people in the same conversation. You can conference one or two outside numbers and up to three extensions, including your own.

Conference allows you to consult privately with each participant before adding him or her to the conference and to put the entire conference on hold. To drop any participant from the conference, press the **Drop** button.

Note: Conference calls to outside locations may vary in transmission quality.

To Set Up a Conference Call

1. Make call to **first outside number** or **extension.**
2. Press **Conf** after person answers.
   The green light next to the line button flashes to signal that the person is on hold for the conference.
3. To make next call, press an **ICOM** or **SA** button for an inside call or an **SA** or **line button** for an outside call.
4. Dial **number** or **extension**; after the person answers, press **Conf.** See Note.
   All partlicipants, including you, are connected.
5. Press **Conf** again to add another person.
   You are separated from the conference while you add the next person, but participants are still able to talk.
6. Repeat steps 3, 4, and 5 for rest of
7. To end conference, hang up.

Note: If you make a dialing error while adding a participant to a conference, you must hang up and start over.

To Leave a Conference Temporarily

1. Press **Hold.**
   Conference participants are still able to converse.
2. To rejoin conference, press **line button** of any conference participant.

To Drop a Conference Participant

1. Press **Drop.**
2. Press **line button** of any conference participant. See Note.

Note: Drop does not work when the conference is on hold.

Coverage

Coverage allows co-workers to answer your calls from their phones or you to answer co-workers' calls from your phone. Coverage can be set up on an individual or group basis and turned on or off as necessary.

You can program your phone to have inside and outside calls covered. Or you can program your phone so that only outside calls are covered.

Individual Coverage

With Individual Coverage, your co-worker's phone can be programmed in either of the following ways:

■ **Primary Individual Coverage.** When your phone rings, the call is sent immediately to all co-workers with primary Individual Coverage buttons for your extension. The green lights next to the buttons flash immediately. Your co-workers can program their phones for immediate ring (the co-workers' phones ring immediately), delayed ring (the co-workers' phones ring after a system-programmed interval of 1–6 rings), or no ring (the co-workers' phones do not ring). This kind of coverage is often used by secretaries when away from their desks or by executives who want their calls screened.

■ **Secondary Individual Coverage.** When your phone rings,
the call is sent immediately to all co-workers with secondary
Individual Coverage buttons for your extension. The green
light next to each button flashes immediately, Your co-
workers can program their phones for immediate ring (the
co-workers' phones ring after your phone rings two times),
delayed ring (the co-workers' phones ring after your phone
rings two times plus the system-programmed interval of 1-6
rings), or no ring (the co-workers' phones do not ring). This
kind of coverage is useful for executives who prefer to
answer their phones unless busy or away from their desks,
or as a backup when a secretary is unavailable.

Group Coverage

Your company may be organized into groups with certain
individuals designated to answer calls for each group. This
kind of coverage is useful when departments share personnel,
as in a secretarial pool. One group of secretaries can be set
up like a message center to cover calls for all the phones in
the system.

Your phone must be programmed by your company to have
your calls sent to Group Coverage. However, if you receive
calls sent to Group Coverage, you can program your own
phone with **Group Coverage** buttons.

Group Coverage can work with Individual Coverage or alone. If you have both, your calls only go to Group Coverage if the person who provides Individual Coverage does not answer after a system-programmed number of rings, or if his or her phone is busy. If you have only Group Coverage, your calls ring at your own phone and, after a system-programmed number of rings, at Group Coverage phones.

To Have Your Calls Covered

To have a co-worker or group of co-workers cover your calls, program your phone for inside and outside coverage or outside coverage only, and program a button to turn coverage on and off.

If you set Ringing Options for no ring on any line buttons, calls on those line buttons do not go to coverage. In addition, if you have Group Coverage and you turn Coverage off, your co-workers cannot use Group Pickup to answer your calls (see Pickup).

To Program Which Calls Are Covered

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

Notes:
- This procedure applies to both Individual and Group Coverage.
- Your phone is preset for both inside and outside coverage. Follow these steps to change the setting from inside and outside coverage to outside only or to change outside only to inside and outside coverage.

To Program a Coverage Off Button

1. Label button to be programmed as *Coverage Off.*
2. Press **Feature** and dial **00.**
3. Press button you labeled *Coverage Off.*
4. Dial ✳ **49.**
5. Press **Feature** and dial ✳ **00.**

To Turn Coverage Off and On

1. Press programmed **Coverage Off** button.
   The green light next to the button goes on, and your calls do not go to coverage.
2. Press programmed **Coverage Off** button again.
   The green light next to the button goes off, and your calls are sent to coverage.

To Cover Calls

If you cover calls for a particular co-worker, program an Individual Coverage button for either primary or secondary coverage. If a co-worker covers calls for you, he or she needs to program an Individual Coverage button. If you cover calls for a group of co-workers, program Group Coverage buttons.

Program at least one Group Coverage button for each group you cover. To handle more than one call at a time for a particular group, you can program as many as eight Group Coverage buttons for that group.

To Program an Individual Coverage Button

1. Label button to be programmed as **Coverage–(name).**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Coverage–(name).**
4. Dial ✳ **40** for primary Coverage or ✳ **41** for secondary Coverage.
5. Dial **extension** of phone you want to cover.
6. Press **Feature** and dial ✳ **00.**

To Program a Group Coverage Button

1. Label button to be programmed as **Group Coverage–(name).**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Group Coverage–(name).**
4. Dial ✳ **42.**
5. Dial **group number** (ask system manager for this number).
6. Press **Feature** and dial ✳ **00.**

To Use Individual or Group Coverage

1. Lift handset or press **Speaker** when call rings on programmed **Individual Coverage** or **Group Coverage** button.
2. If not immediately connected, press programmed **Individual Coverage** or **Group Coverage** button.

Do Not Disturb

Do Not Disturb prevents your phone from ringing and prevents paging and voice-announced inside calls from being heard on your speakerphone. You are not alerted to inside calls, but if you receive an outside call, the green light next to the line button flashes. Inside callers hear a busy signal when Do Not Disturb is on, and outside callers hear ringing.

Do Not Disturb does not prevent Callback calls, transferred calls returning to you, or calls from anyone covering your phone with an Individual Coverage button. Do Not Disturb must be programmed onto a line button.

To Program a Do Not Disturb Button

1. Label button to be programmed as **Do Not Disturb.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Do Not Disturb.**
4. Dial ✶ **47.**
5. Press **Feature** and dial ✶ **00.**

To Use Do Not Disturb

1. To turn on, press programmed **Do Not Disturb** button.
   The green light next to the button goes on.
2. To turn off, press programmed **Do Not Disturb** button again.
   The green light next to the button goes off.

Forward and Follow Me

Forward and Follow Me send your calls to another extension or to an outside phone. This allows callers to reach you when you are working at someone else's desk or even at another location, such as your home. Your phone must be set up by your company to allow you to forward calls to an outside number (ask your system manager).

Note: Calls forwarded to outside locations may vary in transmission quality.

You can also forward calls to another extension when you are too busy to answer them yourself or if you want your calls screened. However, voice-announced calls are not forwarded.

Forward is set up **from your phone** and can be canceled from either your phone or the extension calls are forwarded to.

Follow Me is set up **from another extension** and can be canceled from that extension or from your own phone. Once set up, your calls are sent to the extension where Follow Me was initiated.

If several people are sending their calls to you, you can cancel Forward and Follow Me from your phone—either one extension at a time or all extensions at once.

To Program a Forward Button

1. Label button to be programmed as *Forward.*
2. Press **Feature** and dial **00.**
3. Press button you labeled *Forward.*
4. Dial ✶ **33.**
5. Press Feature and dial ✶ **00.**

To Forward Calls to an Extension

1. Press any **ICOM** or **SA** button.
2. Lift handset or press **Speaker.**
3. Press programmed *Forward* button, or press **Feature** and dial **33.**
4. Dial **extension.**
   Listen for double break in dial tone or check if green light next to Forward button is on. Your calls are now forwarded to the extension.

To Forward Calls to an Outside Number

1. Press any **ICOM** or **SA** button.
2. Lift handset or press **Speaker.**
3. Press programmed *Forward* button, or press **Feature** and dial **33.**
4. Dial **9** on phones with ICOM buttons or the **dial-out code** on phones with SA buttons. See Note.
5. Dial **phone number**; then dial **#.**
   Listen for double break in dial tone; check if green light next to Forward button is on. Your calls are now forwarded to the outside number.

Note: If your phone has ICOM buttons, dial 9 to automatically select a free outside line for forwarding your calls.

Forward and Follow Me **5-21**

To Set Up Follow Me from Another Extension

    1. Press any **ICOM** or **SA** button.
    2. Lift handset or press **Speaker.**
    3. Press **Feature** and dial **34.**
    4. Dial **your extension.**
      *Listen for double break in dial tone. Your calls are forwarded to the
      extension where Follow Me was initiated.*

To Cancel Forward or Follow Me from Your Phone

    1. Press any **ICOM** or **SA** button.
    2. Lift handset or press **Speaker.**
    3. Press programmed *Forward* button, or press **Feature** and
      dial **33.**
    4. Dial **your extension.**
      *Listen for double break in dial tone or check if green light next to **Forward**
      button is off. Calls you setup for Forward or Follow Me now ring at your
      phone.*

To Cancel Forward and Follow Me Sent from One Extension

1. Press any **ICOM** or **SA** button.
2. Lift handset or press **Speaker.**
3. Press **Feature** and dial ✳ **34.**
4. Dial **extension** calls are sent from.
   Listen for double break in dial tone. Calls from that extension are no longer sent to your phone.

To Cancel Forward and Follow Me Sent from All Extensions

1. Press any **ICOM** or **SA** button.
2. Lift handset or press **Speaker.**
3. Press **Feature** and dial ✳ **34** ✳ **.**
   Listen for double break in dial tone. Calls from all extensions are no longer sent to your phone.

Headset/Handset Mute

When you are on the phone using the handset or headset, use Headset/Handset Mute to talk privately with someone in your office without the caller hearing you (you can still hear the caller). Headset/Handset Mute must be programmed onto an unlabeled line button.

When you press the programmed **Headset/Handset Mute** button while using the handset or headset, the red light next to the button goes on and the microphone in the headset or handset goes off. The light goes off and the microphone comes back on when you press the **Headset/Handset Mute** button again or when you hang up.

To Program a Headset/Handset Mute Button

1. Label button to be programmed as **Headset/Handset Mute.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Headset/Handset Mute.**
4. Dial ✶ **783.**
5. Press **Feature** and dial ✶ **00.**

To Turn Headset/Handset Mute On and Off

1. To turn on, press programmed **Headset/Handset Mute** button while using the headset or handset.
   The red light next to the button goes on, and the caller cannot hear you.
2. To turn off, press **Headset/Handset Mute** button again.
   The red light next to the button goes off, and the caller can hear you.

Last Number Dial

Use Last Number Dial to automatically redial the last inside or outside number you called.

To Program a Last Number Dial Button

1. Label button to be programmed as **Last Number.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Last Number.**
4. Dial ✶ **84.**
5. Press **Feature** and dial ✶ **00.**

To Use Last Number Dial

1. Press the same type of button **(ICOM, SA, Pool,** or special service such as **WATS)** you used to place the call the first time.
2. Press programmed **Last Number** button, or press **Feature** and dial **84.**
   Your speakerphone goes on, and the number is dialed automatically.

Line Request

Line Request puts you in queue ("in line") for access to a busy outside line. When the line becomes available, your phone alerts you with a beep. For example, when you want to use a WATS line and it is busy, use Line Request to notify you when the line is free. Aline is busy if the greeen light next to the line button is on.

Line Request works only on line buttons labeled with a phone number or the name of a special service (such as *WATS*). If you used an SA or Pool button to make an outside call, use Callback to request busy outside lines.

Line Request is always present in your system; you don't have to program it on your phone. If you press another line button or receive a call, Line Request is canceled.

To Use Line Request

1. When outside lines are busy, press **line button** you want to use (do not lift handset or press **Speaker**).
2. When line is available, the phone beeps—lift handset or press **Speaker.**
3. Dial **number.**

Messaging

Use Messaging to send messages directly to co-workers with display phones and to co-workers with voice-mail. The Message light on your phone is on when the system operator has a message for you. A fax or voice-mail message can also turn on the light. Ask your system manager how voice-mail is used by your company.

Leaving Messages

When you reach a busy or unanswered extension, you can leave a message that you called. You can also leave a message without calling first:

■ **For Co-Workers with Display Phones.** By dialing a feature code or pressing a programmed button, you can leave a message for a co-worker on the display screen. The display phone automatically records your name or extension and the time and date you called. If you leave a second message before the first one is retrieved, it replaces the first one.

■ **For Co-Workers with Non-Display Phones.** If your system has voice-mail, you can leave a recorded message for a co-worker with a non-display phone. If you try to leave a message on a phone that doesn't have a display or voice-mail, you'll hear a single beep.

To Program a Leave Message Button

1. Label button to be programmed as **Leave Message.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Leave Message.**
4. Dial ✶ **25.**
5. Press **Feature** and dial ✶ **00.**

To Leave a Message on a Busy or Unanswered Phone

When you reach a busy or unanswered extension, press the programmed **Leave Message** button or press **Feature** and dial **25** within 15 seconds after dialing. See Note.
You continue to hear ringing or a busy signal, but your co-worker's message light goes on and the message is recorded.

Note: If your co-worker has a display phone, a display message is left automatically. If your co-worker has voice-mail, a recorded message, with your extension and name, is left.

To Leave a Message on a Display Phone without Calling

1. Press **Feature** and dial **53.**
2. Dial **co-worker's extension.**

To Cancel a Message You Left on a Display Phone

    1. Press **Feature** and dial ✳ **53.**
    2. Dial **co-worker's extension.**

  Note: You cannot cancel voice-mail messages.

Receiving Messages

When the red Message light on your phone is on, you have a message from the system operator, or a voice-mail message, if your phone is set up for voice-mail. The red Message light can also be turned on by a fax machine to signal that a fax has arrived.

To Turn Off Your Message Light

Press **Feature** and dial **54.**
The light goes off.

Posting Messages

To let co-workers know where you are when you don't answer your phone, you can post a message that appears on their display phones when they call you. Program a line button on your phone to post messages.

You can post 1 of 20 programmed messages to appear on co-workers' display phones. The 10 messages shown below are provided by your company (they may have been changed by your system manager or additional messages may have been programmed).

Code	Posted Message	Code	Posted 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 Program a Posted Message Button

1. Label button to be programmed as *Posted Message.*
2. Press **Feature** and dial **00.**
3. Press button you labeled *Posted Message.*
4. Dial ✶ **751.**
5. Press **Feature** and dial ✶ **00.**

To Post a Message

1. Press programmed *Posted Message* button.
   The green light next to the button flashes.
2. Dial **code** for message you want to post (01-20).
   The green light next to the button becomes steady.

To Cancel a Posted Message

1. Press programmed *Posted Message* button.
   The green light next to the button flashes.
2. Dial **00.**
   The green light next to the button goes off.

Paging

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

Speakerphone Paging is heard on all speakerphones or, if set up by your company, by a selected group such as a department or work area. A Page All number is reserved for paging all the speakerphones; Group Page numbers are reserved for paging certain groups of speakerphones. Your system manager can provide these numbers. You can program Page All and Group Page buttons.

Loudspeaker Paging is heard by everyone in the building or area (called a "zone"), depending on how the loudspeaker system is set up. A line button on your phone may have been programmed by your company for Loudspeaker Paging. (You cannot program a Loudspeaker Paging button yourself.) Or, if you don't have a button, you can use Pickup and dial the line number for Loudspeaker Paging (provided by your company).

To Program Speakerphone Paging Buttons

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

To Use Speakerphone Paging

1. Press any **ICOM** or **SA** button.
2. Lift handset. See Note.
3. Press *Group Page–(name)* or *Page All* button or dial **extension.**
4. Make announcement after beep.

Note: Using the speakerphone for Speakerphone Paging may create a feedback tone.

To Use Loudspeaker Paging

1. Lift handset. See Notes.
2. Press programmed *Loudspeaker Page* button, or press **Feature** and dial **9** and **Loudspeaker Page line number.**
3. Dial **code** for zone you want to page (if necessary).
   See Notes.
4. Make announcement.

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

Park

If your co-worker doesn't answer when you transfer a call, use Park to hold the call while you page him or her.

When you park a call on your phone, you are putting it on hold so it can be answered from any phone in the system. You then page your co-worker and announce the call. Your co-worker can pick up the call from the nearest phone by using Pickup and dialing your extension.

Unanswered parked calls ring back at your phone within 30 seconds to 5 minutes, depending on how your system is programmed. Calls that come in on Coverage buttons cannot be parked.

For information on Coverage buttons, see Coverage. For information on Speakerphone Paging and Loudspeaker Paging, see Paging. For instructions on using a Pickup button to answer a parked call, see Pickup.

To Program a Park Button

    1. Label button to be programmed as *Park.*
    2. Press **Feature** and dial **00.**
    3. Press button you labeled *Park.*
    4. Dial ✻ **86.**
    5. Press **Feature** and dial ✻ **00.**

To Use Park and Speakerphone Page

    1. While on a call, press programmed *Park* button, or press **Transfer,** dial **your extension,** and press **Transfer** again or hang up.
    2. Press appropriate *Group Page* or *Page All* button, or press any **ICOM** or **SA** button and dial **Group Page** or **Page All extension.**
    3. Announce call and give your extension.
    If parked call is unanswered, it rings back at your phone. See Notes.

Notes:
■ If you park the call by transferring the call to your extension, you hear a busy signal.
■ You can pick up a call you parked at your extension without waiting for it to ring back by pressing the line button where the call is parked.

To Use Park and Loudspeaker Page

1. While on a call, press programmed *Park* button, or press **Transfer,** dial **your extension,** and press **Transfer** again, or hang up.
2. Press programmed **Loudspeaker Page** button, or press **Feature** and dial **9** and **Loudspeaker Page line number.**
3. Dial **code** for zone you want to page.
4. Announce call and give your extension.
    If parked call is unanswered, it rings back at your phone.

Notes:
■ If you park the call by transferring the call to your extension, you hear a busy signal.
■ You can pick up a call you parked at your extension without waiting for it to ring back by pressing the line button where the call is parked.

To Pick Up a Parked Call

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

Personalized Ring

You can choose one of eight ringing patterns to make it easier to distinguish your phone's ring from someone else's. You hear the personalized part of the ring before you hear the distinctive ring for an inside, outside, transferred, or Callback call. (Chapter 2 tells you more about distinctive rings.)

To Program Personalized Ring

1. Press **Feature** and dial **00.**
2. Press any **ICOM** or **SA** button.
3. Dial ✻ **32.**
4. Dial **1,2,3, . . . 8,** as many times as needed and in any order, to hear all eight patterns.
   After dialing each number, you will hear a different ringing pattern.
5. When you hear the ringing pattern you like, press **Feature** and dial ✻ **00.**
   When you receive a call, you will hear your selected ringing pattern.

Note: Choose a different ringing pattern from your co-workers' to distinguish your phone's ring from theirs.

Personal Speed Dial

Use Personal Speed Dial to dial 2-digit codes instead of the entire dialing sequence for numbers you call often. Personal Speed Dial is also convenient for account codes or when long-distance access codes and area codes make a dialing sequence long. You can program up to 24 Personal Speed Dial codes that can be used only from your phone.

To Program Personal Speed Dial Codes

1. Press **Feature** and dial **00.**
2. Dial **#** and **2-digit code** from 01 to 24 and then ✶ **21.**
3. Dial **phone number** or **account code** (including dial-out code and any necessary numbers such as long-distance access code, area code, and/or special characters). See Notes.
4. Repeat steps 2 and 3 to program additional codes.
5. Press **Feature** and dial ✶ **00.**

Notes:
- Special characters may be needed when programming a Personal Speed Dial code. For more on special characters, see Appendix A.
- Use the Personal Speed Dial card in the card tray under your phone to record the codes.

To Use Personal Speed Dial

1. Press **Feature.**
2. Dial **2-digit code** (01-24).
   Your speakerphone goes on, and the number is dialed automatically.

Pickup

Pickup lets you answer a ringing phone from another extension. You can pick up calls by dialing the feature code for Pickup along with the ringing phone's extension or the number of the line with the call. Or you can press a programmed Pickup button.

Your company can also use Group Pickup to organize your co-workers into groups. When you are part of a pickup group, you can answer other phones in the group by pressing a button or dialing a code. Ask your system manager if you are part of a pickup group.

You can also use Pickup to answer a parked call—a call put on hold so it can be answered from any extension. (See Park.) However, if you answer a co-worker's calls on a regular basis, use Coverage instead.

To Program a Pickup Button for Any Line or Extension

1. Label button to be programmed as *Pickup.*
2. Press **Feature** and dial **00.**
3. Press button you labeled *Pickup.*
4. Dial ✴ **9.**
5. Press **Feature** and dial ✴ **00.**

To Use Pickup for Any Line or Extension

1. Press programmed **Pickup** button, or press **Feature** and dial **9.**
   Your speakerphone turns on automatically.
2. Dial **extension** or **line number.**
   You are connected to call.

To Program a Pickup Button for a Specific Line or Extension

1. Label button as **Pickup-(line, extension, or name).**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Pickup-(line, extension, or name).**
4. Dial ✳ **9.**
5. Dial **extension** or **line number** (ask your system manager for line numbers).
6. Press **Feature** and dial ✳ **00.**

To Use Pickup for a Specific Line or Extension

Press programmed **Pickup** button for line or extension.
Your speakerphone turns on automatically, and you are connected to call.

To Program a Group Pickup Button

1. Label button to be programmed as **Pickup–(name of group)**.
2. Press **Feature** and dial **00.**
3. Press button you labeled **Pickup–(name of group)**.
4. Dial ✳ **88.**
5. Press **Feature** and dial ✳ **00.**

To Use Group Pickup

Press programmed **Pickup–(name of group)** button, or press **Feature** and dial **88.**
Your speakerphone turns on automatically, and you are connected to call.

Privacy

Use Privacy to prevent co-workers from connecting to your calls. Privacy can be turned on before or during a call and remains on until turned off. If another person has already joined your call, turning Privacy on does not drop the person from the call. If you put a call on hold, Privacy is no longer in effect and your co-workers can join the call.

When Privacy is programmed on a button, the light next to the button indicates when Privacy is on. If you use a feature code to turn Privacy on, there is no visual reminder that it is active. Be sure to cancel Privacy when you want others to join your calls.

To Program a Privacy Button

1. Label button to be programmed as *Privacy.*
2. Press **Feature** and dial **00.**
3. Press button you labeled *Privacy.*
4. Dial ✳ **31.**
5. Press **Feature** and dial ✳ **00.**

To Use Privacy

1. To turn on, press programmed *Privacy* button, or press **Feature** and dial **31.**
2. To turn off, press programmed *Privacy* button, or press **Feature** and dial ✳ **31.**

Recall

If your phone has ICOM buttons, use Recall to disconnect from one call and get a dial tone to make another call without hanging up. Just press the **Recall** button you programmed to get a new inside or outside dial tone. Or, if you make a mistake, press the **Recall** button and begin dialing again.

If your phone has SA buttons, you can press a programmed **Recall** button to disconnect from an inside call and get a dial tone to make another call without hanging up.

Recall only works on certain kinds of outside lines. Ask your system manager if Recall works for outside lines on your phone.

To Program a Recall Button

1. Label button to be programmed as **Recall.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Recall.**
4. Dial ✱ **775.**
5. Press **Feature** and dial ✱ **00.**

To Use Recall

1. Press programmed **Recall** button (don't hang up).
2. Wait for dial tone and make another call.

Reminder Service

Use Reminder Service to set your phone to ring at a set time like an alarm clock. Your phone will ring at the set time daily until you cancel the reminder. You can set only one reminder.

To Program a Reminder Set Button

1. Label button to be programmed as **Reminder Set.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Reminder Set.**
4. Dial ✶ **81.**
5. Press **Feature** and dial ✶ **00.**

To Set Reminder

1. Press **Reminder Set** button, or press **Feature** and dial **81.**
2. Dial a **4-digit time** from 1200 to 1159.
3. Dial **2** (A) for AM or **7** (P) for PM.

To Program a Reminder Cancel Button

1. Label button to be programmed as **Reminder Cancel.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Reminder Cancel.**
4. Dial ✶ ✶ **81.**
5. Press **Feature** and dial ✶ **00.**

To Cancel A Reminder

Press **Reminder Cancel** button, or press **Feature** and dial ✶ **81.**

Ringing Options

There are several ways your phone can ring with an outside call or with inside calls that come in on SA buttons—immediately, after a delay, or not at all. Outside line and SA buttons can be programmed with the same ringing option, or each button can have a different one. Coverage buttons can also be programmed with different ringing options.

You must program ringing options individually for each SA or Coverage button.

You can program your phone to ring

■ **immediately,** which is the standard setting

■ **after a delay,** to answer outside calls when the system operator is unavailable

■ **not at all** (the light next to the button flashes)

When you are already on a call and a second call comes in, you can set your phone to

■ **ring once** (Abbreviated Ring), which is the standard setting

■ **ring repeatedly** (normal ringing)

To Program Ringing Options on All Outside Line Buttons

1. Press **Feature** and dial **00.**
2. Press an **outside line** button.
3. Select ringing option:
   - Dial ✻ **345** for no ring.
     The red lights next to all line buttons go off.
   - Dial ✻ **346** for delayed ring.
     The red lights next to all line buttons flash.
   - Dial ✻ **347** for immediate ring.
     The red lights next to all line buttons remain steady.
4. Press **Feature** and dial ✻ **00.**

To Program Ringing Options on Individual Outside Line, SA, or Coverage Buttons

1. Press **Feature** and dial **00.**
2. Press an **outside line, SA,** or *Coverage* button.
3. Select ringing option:
   - Dial ✻ **35** for no ring.
     The red light next to the line button goes off.
   - Dial ✻ **36** for delayed ring.
     The red light next to the line button flashes.
   - Dial ✻ **37** for immediate ring.
     The red light next to the line button remains steady.
4. Press **Feature** and dial ✻ **00.**

To Turn Abbreviated Ring On and Off

1. Press **Feature** and dial **00.**
2. Press an **outside line** or **SA** button.
3. Dial ✳ **341** to turn on, or ✳ **342** to turn off.
4. Press **Feature** and dial ✳ **00.**

Saved Number Dial

When you reach a busy or unanswered number that you intend to call again later, use Saved Number Dial to save it and redial it automatically with the press of a programmed button.

Saved Number Dial lets you make other calls in the meantime. The number remains stored, no matter how many times you redial it, until you replace it with another number. You must program Saved Number Dial on a line button.

To Program a Saved Number Dial Button

1. Label button to be programmed as **Saved Number.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Saved Number.**
4. Dial ✳ **85.**
5. Press **Feature** and dial ✳ **00.**

To Save and Redial a Number

1. When you reach a busy or unanswered number, press programmed **Saved Number** button before hanging up.
2. To redial number, press the same type of button (**ICOM, SA, Pool,** or special service such as **WATS**) you used to place the call the first time.
3. Press programmed **Saved Number** button.
   Your speakerphone goes on, and the number is dialed automatically.

Signaling and Notify

In addition to calling directly, there are two other ways to use the phone to contact your co-worker, Use Signaling to beep or use Notify to turn on a light on a co-worker's phone.

Signaling. To use Signaling, program a *Signal* button. You can signal your co-worker without lifting your handset. Your co-worker's phone beeps for as long as you hold down the button.

You can use Signaling even when you and/or your co-worker are on the phone. The green light next to your *Signal* button shows when your co-worker is on the phone or using Do Not Disturb. (Do Not Disturb prevents Signaling.)

If you have already programmed an Auto Dial button for a co-worker, do not program a *Signal* button for that extension. Instead, reprogram that Auto Dial button as a *Signal* button. Then, when you need to call, lift the handset or press **Speaker,** and press the *Signal* button to automatically dial the extension.

Notifying. To use Notify, program a *Notify Send* button on your phone and a *Notify Receive* button on your co-worker's phone, or program a *Notify Receive* button on your phone and a *Notify Send* button on your co-worker's phone (both buttons must be programmed). When you press the *Notify Send* button, the green light next to your co-worker's *Notify Receive* button goes on to show that you want to talk.

To Program a Signal Button

1. Label button to be programmed as **Signal–(name).**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Signal–(name).**
4. Dial ✳ **23.**
5. Dial **co-worker's extension.**
6. Press **Feature** and dial ✳ **00.**

To Use Signaling

Press programmed **Signal–(name)** button without lifting handset. If you are on a call, just press **Signal–(name)** button.
Your co-worker's phone beeps.

To Use Signaling for Auto Dial

1. Press any **ICOM** or **SA** button. See Note.
2. Lift handset or press **Speaker.**
3. Press programmed **Signal–(name)** button.
   The extension is dialed automatically.

Note: To make a voice-announced call, press **ICOM Voice** or **SA Voice.** To make a ringing call, press **ICOM Ring** or **SA Ring.**

To Program Notify Buttons

1. Label button to be programmed as **Notify Send (name)** or **Notify Receive (name).**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Notify Send (name)** or **Notify Receive (name).**
4. Dial ✷ **757** for Notify Send or ✷ **758** for Notify Receive
5. Dial **co-worker's extension.**
6. Press **Feature** and dial ✷ **00.**

Note: Notify Send will not work unless your co-worker programs a **Notify Receive** button.

To Use Notify

1. To turn on Notify lights, press programmed **Notify Send (name)** button.
   *The lights go on next to **Notify Send (name)** button on your phone and next to **Notify Receive (name)** button on co-worker's phone.*
2. Turn off Notify lights, press either programmed **Notify Send (name)** or **Notify Receive (name)** button.
   The lights go off on both phones.

System Speed Dial

Use System Speed Dial to dial 3-digit codes instead of an entire sequence for phone numbers programmed by your company. Ask your system manager for a list of the codes, and record them on the System Speed Dial card in the card tray under your phone.

For one-touch dialing, you can program buttons with System Speed Dial codes. Just press the button to dial the code.

To Program System Speed Dial Buttons

1. Label button to be programmed with name or other identifier.
2. Press **Feature** and dial **00.**
3. Press button you labeled.
4. Dial ✻ **24.**
5. Dial 3-digit **Speed Dial code.**
6. Press **Feature** and dial ✻ **00.**

To Use System Speed Dial

1. Lift handset or press **Speaker.**
2. Press programmed **Speed Dial** button, or press **Feature** and dial 3-digit **Speed Dial code.**
   Your call is dialed automatically.

Transfer

Transfer sends calls to both inside and outside phones. When a call you transferred to an inside phone goes unanswered, it rings back at your phone after the length of time programmed by your company. Unanswered calls transferred to outside phones do not ring back at your phone.

There are two basic ways to transfer a call:

- You can call first to see if the person will take the call and then make the transfer (announced call).

- You can transfer without announcing the call.

Note: Calls transferred to outside locations may vary in transmission quality. Ask your system manager if you can transfer calls to outside numbers.

To Make Announced Transfers

1. Press **Transfer.**
   Call is put on hold automatically.
2. Press an **SA** or **outside line** button to make an outside transfer. See Notes.
3. Dial **extension** or **outside phone number** (including dial-out code, if necessary) followed by a **#.**
4. Announce the call:
   - If person can take the call, press **Transfer** or hang up.
   - If person cannot take the call, return to call on hold by pressing the **line button** with flashing green light. See Notes.

   Notes:
   - Your phone automatically selects an *SA Voice* or *SA Ring* or an *ICOM Voice* or *ICOM Ring* button. Press an ICOM or SA button only when the button you want to use is not selected automatically.
   - If the extension is busy, use Camp-On (see page 5-57).

To Make Unannounced Transfers

1. Press **Transfer.**
   Call is put on hold automatically.
2. Press an **SA** or **outside line button** to make an outside transfer. See Notes.
3. Dial **extension** or **outside phone number** (including dial-out code, if necessary) followed by a **#.**
4. Press **Transfer** or hang up. See Notes.

Notes:

■ Your phone automatically selects an *SA Voice* or *SA Ring* or an *ICOM Voice* or *ICOM Ring* button. You do not need to press an ICOM or SA button when the button you want to use is selected automatically.

■ If the extension is busy, use Camp-On (see page 5-57).

■ If the call is not answered in the time allowed by the system, it rings back at your phone.

One-Touch Transfer

One way to transfer calls to inside phones is by pressing **Transfer** and dialing the extension (see above). Another way is to use One-Touch Transfer, with either automatic or manual completion.

Ask your system manager if your system is set up for One-Touch Transfer with automatic completion or with manual completion.

■ **One-Touch Transfer with automatic completion.** Press a programmed Auto Dial button to transfer the call. The call is sent to the extension automatically.

■ **One-Touch Transfer with manual completion.** Press a programmed Auto Dial button and then press **Transfer** or hang up. You can announce the call to see if the person can take the call before you press **Transfer** or hang up.

To Use One-Touch Transfer with Automatic Completion

Press programmed **Auto Dial** button.
Call is transferred automatically.

Note: One-Touch Transfer with automatic completion works only when transferring calls to extensions.

To Use One-Touch Transfer with Manual Completion for Announced Calls

1. Press programmed **Auto Dial** button.
   Call is put on hold, and co-worker's extension is dialed automatically.
2. Announce the call:
   - If person can take the call, press **Transfer** or hang up.
   - If person cannot take the call, return to call on hold by pressing the **line button** with flashing green light. See Notes.

Notes:
- If the extension is busy, use Camp-On (see page 5-57).
- One-Touch Transfer with manual completion only works when transferring calls to extensions.

To Use One-Touch Transfer with Manual Completion for Unannounced Calls

1. Press programmed **Auto Dial** button.
   Call is put on hold, and co-worker's extension is dialed automatically.
2. Press **Transfer** or hang up. See Notes.

Notes:
- If the extension is busy, use Camp-On (see below).
- One-Touch Transfer with manual completion works only when transferring calls to extensions.

Camp-On

When transferring a call to a busy extension, use Camp-On to hold the call at your co-worker's extension for a longer period of time than Transfer allows. An unanswered Camp-On call rings back at your phone within 30 seconds to 5 minutes depending on your system. Also, the person you transferred the call to hears a tone indicating there's another call waiting.

Camp-On cannot be used by itself to send a call to another extension. You have to use one of the other methods for transferring a call first. In addition, Camp-On works only when transferring calls to busy extensions.

To Program a Camp-On Button

1. Label button to be programmed as **Camp-On.**
2. Press **Feature** and dial **00.**
3. Press button you labeled **Camp-On.**
4. Dial ✷ **57.**
5. Press **Feature** and dial ✷ **00.**

To Use Camp-On

If you reach a busy extension when attempting to transfer a call, press programmed **Camp-On** button, or press **Feature** and dial **57.** *Co-worker hears Call Waiting tone.*

To Receive Transferred Calls

Transferred calls always come in on either an ICOM or SA button. How you answer a transferred call depends on how it was sent. If the person transferring the call announced the call, you are automatically connected to the transferred call when the transfer is completed. If the call is transferred to you unannounced, you answer the call as you would any other call.

If you are busy on another call and receive a transferred call via Camp-On, you hear a tone indicating that you have a call waiting. You use the same feature code to answer a Camp-On call as you do to pick up a waiting call. (See Call Waiting).

If more than one call is camped-on at your phone, you receive the calls in the order they arrived.

To Answer Announced Transferred Calls

1. If red light is not on next to **ICOM** or **SA** button with call, press that button.
2. Lift handset or press **Speaker.**
   You are connected with person transferring the call.
3. When co-worker completes transfer, you are automatically connected to the caller. Stay on the line and begin talking.

To Answer Unannounced Transferred Calls

1. If red light is not on next to **ICOM** or **SA** button with call, press
   that button.
2. Lift handset or press **Speaker.**
   You are connected with transferred call.

Note: If you don't answer the transferred call in the time
allowed by your system, the call returns to the person who
transferred it.

To Answer Camp-On Calls

1. When you hear call waiting tone, hang up.
   Your phone rings.
2. Lift handset or press **Speaker.**
   You are connected to the call.

Note: If you don't answer the Camp-On call in the time
allowed by your system, the call returns to the person who
transferred it.

Voice Announce

To prevent interruptions from voice-announced calls and speakerphone paging, you can turn off your phone's ability to receive all voice announcements. If you later decide that you want to hear voice announcements, you can turn it back on.

You do not have to program a button to turn this feature on and off.

To Program Voice Announce

1. Press **Feature** and dial **00.**
2. Press any **ICOM** or **SA** button.
3. To prevent voice announcements, dial ✶ ✶ **10,** or to receive voice announcements, dial ✶ **10.**
4. Press **Feature** and dial ✶ **00.**

Programming Special Characters

A
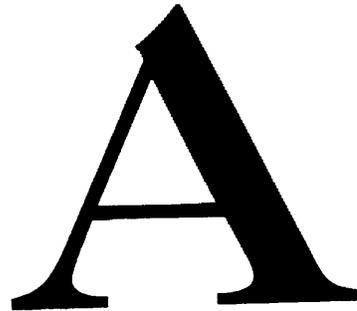
When you program Auto Dial buttons or Personal Speed Dial codes, you are storing a sequence of numbers to be dialed automatically.

Some sequences need special characters—for example, press **# #** to signal the end of a dialing sequence, or press **Hold** to insert pauses after a dial-out code or to separate a phone number from an extension number.

The chart beginning on the next page describes special characters and is followed by an example of programming special characters in a Personal Speed Dial sequence.

Ask your system manager which special characters are
needed and when to use them. Also, see Auto Dial and
Personal Speed Dial in Chapter 5.

Press...	Means...	Description
Drop	Stop	Inserts a stop within a sequence of automatically dialed numbers. For example, if you enter a credit card number, authorization code, or password that needs a response from the system, you insert a stop to allow time for a response, and then enter the next numbers in the sequence. Or, you can program an outside Auto Dial button with a password and a Stop, followed by a phone number. Then, to use Auto Dial with a stop in the sequence: press the button to dial the password, listen for the dialing and connection, and press the button again to dial the phone number.
Conf	Flash	Sends a switchhook flash needed for some custom calling features. Flash must be the first entry in the sequence.

Press...	Means...	Description
Hold	Pause	Inserts a brief pause (1.5 seconds) in the dialing sequence to wait for a response, such as a new dial tone. If you insert two pauses, for example, automatic dialing continues after a three-second delay. You can insert as many pauses as needed.
##	End of Dialing	Speeds call processing by the system. Use at the end of a dialing sequence to indicate you have finished dialing or to separate one group of dialed digits from another. To send one pound character, you must enter **# #.** For example, if you must enter an account code before dialing a number, you can program the account code followed by **# #,** and the phone number.

Example of Using Special Characters

When you program a Personal Speed Dial number that includes a long-distance access code and a phone number, you may need to include pauses **(Hold)** and indicate end of dialing sequence (**# #**):

1. Dial dial-out code if necessary (if using a phone with **ICOM** buttons, skip steps 1 and 2).

2. Enter pause(s) by pressing **Hold** to wait for a second dial tone.

3. Dial **long-distance access number** (for example, 10ATT).

4. Dial **area code** and **phone number.**

5. Dial **# #** to indicate end of dialing.

The dialing sequence described is as follows:

9 **Hold Hold** 10ATT 215 555 1234 ##.

See Chapter 5 for more on Personal Speed Dial.

Feature Codes

B

When you haven't programmed a line button for a feature, use the feature code to activate the feature. To use a feature code, press the **Feature** button and dial the code.

Not all features can be activated by a code. Some features, like Do Not Disturb, must be programmed onto a line button to turn the feature on and off. The light next to the button reminds you that the feature is in use. Feature codes for your MLX-10 phone follow.

Feature	Code
Account Code Entry	82 + code
Callback—Selective	55
Call Waiting	
pick up†	87
Camp-On	57
Follow Me†	34 + extension
Forward	
inside	33 + extension
outside	33 + dial-out code + number + #
Forward/Follow Me	
cancel from all extensions†	✶ 34 ✶
cancel from one extension†	✶ 34 + extension
cancel from your phone	33 + your extension
Last Number Dial	84
Messaging	
cancel message†	✶ 53 + extension
leave message	25
leave message without calling	53
turn Message light off	54
Paging	
loudspeaker page	9 + line number + zone code
Personal Speed Dial†	code (01–24)

† Denotes features that **must** be used via feature codes.

Feature	Code
Pickup	
group pickup	88
inside	9 + extension
outside	9 + line number
Privacy	
off	✳ 31
on	31
Recall	775
Reminder Service	
cancel reminder	✳ 81
set reminder	81 + time + A or P
System Speed Dial	code

Programming Codes

C

Programming codes are used to program a feature onto a button for one-touch feature use or to set up how your phone works. You can use any unlabeled line button to program features of your choice. See Chapter 3 for more on programming.

Feature	Code
Account Code Entry	✳ 82
Auto Dial	
inside†	✳ 22 + extension
outside†	✳ 21 + number

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

Feature	Code
Callback	
automatic callback off‡	✳ ✳ 12
automatic callback on‡	✳ 12
selective callback	✳ 55
Call Waiting	
off‡	✳ ✳ 11
on‡	✳ 11
Camp-On	✳ 57
Coverage	
group†	✳ 42 + group
inside and outside‡	✳ 48
off†	✳ 49
outside only‡	✳ ✳ 48
primary individual coverage†	✳ 40 + extension
secondary individual coverage†	✳ 41 + extension
Do Not Disturb†	✳ 47
Forward	✳ 33
Headset/Handset Mute†	✳ 783
Last Number Dial	✳ 84

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

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

Feature	Code
Messaging	
leave message	✳ 25
turn Message light off	✳ 54
posted message†	✳ 751
Paging	
group	✳ 22 + group ext.
Park	✳ 86
Personalized Ring‡	✳ 32 + ring(s) (1–8)
Personal Speed Dial	# (01–24) + ✳ 21
Pickup	
general pickup	✳ 9
group pickup	✳ 88
inside	✳ 9+ extension
outside	✳ 9+ line number
Privacy	✳ 31
Recall	✳ 775
Reminder Service	
cancel reminder	✳ ✳ 81
set reminder	✳ 81

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

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

Feature	Code
Ringing Options	
Abbreviated off‡	✳ 342
Abbreviated on‡	✳ 341
delayed all lines‡	✳ 346
delayed one line‡	✳ 36
immediate all lines‡	✳ 347
immediate one line	✳ 37
no ring all lines‡	✳ 345
no ring one line‡	✳ 35
Saved Number Dial†	✳ 85
Signaling and Notify	
signaling†	✳ 23 + extension
notify receive†	✳ 758 + extension
notify send†	✳ 757 + extension
System Speed Dial	✳ 24 + code
Voice Announce	
off‡	✳ ✳ 10
on‡	✳ 10

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

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

Index/Glossary

A

Abbreviated Ring
The standard setting that rings your phone once when you are on a call. **5-45, 5-47**

account code
A code used by your company to associate incoming and outgoing calls with corresponding accounts, employees, projects, and clients. **5-2, 5-3**

Account Code Entry
A feature you use to enter account codes. **5-2**

Auto Dial
A feature you use to automatically dial an inside or outside number by pressing a programmed button. **5-4**

Automatic Callback
See *Callback.*

B

button labeling card
A card you can label with the lines and features you assign to the line buttons. **1-2, 3-5**

C

Callback
A feature that automatically redials your call as soon as a busy extension or busy line is free. **5-6**
Selective Callback—Callback that is activated only for selected calls. **5-6, 5-7**
Automatic Callback—Callback that is activated every time you reach a busy extension or, if your phone has SA buttons, a busy outside line. **5-6, 5-8**

Call Waiting
A feature that signals you with a tone when you have an incoming call while you are on the phone. **5-9**

Camp-On
A feature you use to hold a transferred call at a busy extension and put the call through automatically when the extension is free. **5-57**

Conf button
A button you press to set up a conference call. **1-5**

Conference
A feature you use to set up a single call with up to four other people. **1-5, 5-11**

Coverage
A feature co-workers use to answer your calls from their phones and vice versa. **5-13**
Individual Coverage—Used to answer calls for an individual co-worker either immediately when a call is received (primary) or after a delay of two rings (secondary). **5-13, 5-14**
Group Coverage—Used by a designated individual to answer calls for a group of co-workers. **5-14, 5-15**

D

dedicated feature buttons

The imprinted feature buttons on your phone, for example, Transfer and Hold. **1-2, 1-3, 1-4, 1-5**

desk stand

An adjustable support you can remove from the phone for wall mounting. **1-3, 1-13, 1-14**

dial-out code

A code (usually a 9) you must dial when using an SA (System Access) button to make an outside call. **1-7**

dialpad

The numbered buttons and the asterisk ($*$) and pound sign (**#**) on your phone. **1-2, 1-3**

digital/ISDN (MLX) telephone

A style of phone that is compatible with the system and includes the MLX-10,™ MLX-10D,™ MLX-28D,™ and MLX-20L™ phones. **1-2, 1-3**

distinctive rings

Four different ways your phone rings to identify an inside, outside, transferred, or returning call. **2-7**

Do Not Disturb

A feature you use to prevent ringing calls and voice-announced calls when you do not want to be interrupted by the phone. **5-19**

Drop button

A button you use to disconnect a participant from a conference call or to cancel a Callback call. **1-5, 5-8, 5-11, 5-12**

F

fax machine
Equipment that can be connected to a phone to produce an exact likeness of a document and send it instantaneously to similar equipment at another location. **5-29**

Feature button
An imprinted button you press to use features via their feature code. **1-4**

feature code
A 1-, 2-, or 3-digit code you dial to use features. **3-1, 3-2, 3-3, 3-4, 5-1, B-1**

Feature Finder
A table in this book that helps you find features by function instead of by name. **4-1**

Follow Me
A feature that sends your calls to a co-worker's extension. Follow Me must be programmed from the extension where you are sending the calls. **5-20**

Forward
A feature you use from your phone to send your calls to any phone inside or outside the system. **5-20**

G

Group Coverage
> See *Coverage.*

Group Paging
> See *Paging.*

Group Pickup
> See *Pickup*

H

handset
> The hand-held part of the phone that you pick up, talk into, and listen from. A handset is also called a "receiver." **1-2, 1-3**

Headset/Handset Mute
> A feature you use to mute the microphone in your headset or handset so you can speak privately with someone in your office without your caller hearing you. **5-24**

HFAI button
> (Hands Free Answer on Intercom.) A button you press to set up your phone so you can answer voice-announced calls without picking up the handset. **1-4**

Hold button
> A button you use to put a call on hold. **1-5**

I

ICOM (Intercom) buttons
  Three buttons you use to make inside calls. **1-9, 1-10**
  ICOM Ring—to make or receive inside ringing calls. **1-9**
  ICOM Voice—to make or receive voice-announced inside calls. **1-9**
  ICOM Originate Only—to make only inside ringing calls. (Some phones may be setup so that you use this button to make voice-announced calls.) **1-10**

Individual Coverage
  See *Coverage.*

inside calls
  Calls to and from co-workers. **2-4**
  Ringing—inside calls that ring. **2-5**
  Voice-Announced—inside calls that do not ring but are heard over speakerphones instead. **2-4**

L

Last Number Dial
  A feature you use to automatically redial the last inside or outside number you called. **5-25**

Leave Message
  A Message feature you use to leave messages for co-workers with display or non-display phones. **5-28**

line buttons

The rows of buttons above and/or to the right of your dialpad, which you or your company can program with lines or features. **1-2, 1-3, 1-6**

Line Request

A feature that alerts you when a busy outside line is free. **5-26**

Loudspeaker Paging

See *Paging.*

M

Message light

A light that goes on when you have a fax or a voice-mail message. The message light also goes on when you have a message to be picked up from the system operator. **1-2, 1-3, 5-29**

Messaging

A feature you use to get voice-mail messages or messages from the system operator. You can also use Messaging to send messages to co-workers with display phones or to post messages on co-workers' displays when you are unable to answer your phone. **5-27**

Mute button

A button you press to mute your speakerphone so you can speak privately with someone in your office without your caller hearing you. **1-4**

N

Notify
A Signaling feature you use to notify a co-worker by turning on a light on his or her phone. **5-49, 5-51**

Notify Receive button
A programmed button on your phone that goes on when a co-worker notifies you. **5-49, 5-51**

Notify Send button
A programmed button you use to notify a co-worker by turning on a light on his or her phone. **5-49, 5-51**

O

One-Touch Transfer
A feature you use to put a call on hold and transfer it to an extension. **5-55**
One-Touch Transfer with Automatic Completion—Press a programmed Auto Dial button to automatically transfer a call. **5-55, 5-56**
One-Touch Transfer with Manual Completion—Press a programmed Dial button and then press Transfer or hang up to transfer a call. **5-55, 5-56**

outside call
A call to or from a phone outside the system. **2-2, 2-3**

P

Page All button
See *Paging.*

Paging
A feature you use to broadcast announcements through your co-workers' speakerphones or over a loudspeaker system. **5-32**
Loudspeaker Paging—A feature you use to broadcast announcements over a loudspeaker system. **5-32, 5-33**
Speakerphone Paging—A feature you use to broadcast announcements through your co-workers' speakerphones. You can use Speakerphone Paging with Page All to page all speakerphones and Group Paging to page certain groups of speakerphones. **5-32, 5-33**

Park
A feature you use to put a call on hold so it can be picked up from any extension. **5-34**

Personalized Ring
A feature you use to select one of eight different ringing patterns to distinguish your phone's ring from other phones in your area. **5-37**

Personal Speed Dial
A feature you use to dial 2-digit codes instead of complete phone numbers, long-distance company access codes, or account codes. **5-38**

Pickup
A feature you use to answer a ringing phone from another extension or to pick up a parked call. **5-39**

Pool button

A line button you use to make and receive outside calls on phones with SA (System Access) buttons. Only SA button phones have Pool buttons. **1-8**

Posted Message

A Messaging feature you use to post a message on co-workers' display phones explaining why you are unable to answer your phone. **5-30**

Privacy

A feature you use to prevent unwanted interruptions during a phone call. **5-42**

programming code

A 1-, 2-, or 3-digit code, preceded by an asterisk (✻), that you use to program features on your phone. **3-5, C-1**

R

Recall

A feature you use to disconnect from one outside call and get a dial tone to dial another number without hanging up your handset or pressing the Speaker button. **5-43**

Reminder Cancel button

A button you press to cancel previously set reminder times. **5-44**

Reminder Service

A feature you can set to automatically ring your phone at specific times. **5-44**

Reminder Set button
A button you press to set reminder times. **5-44**

Ringing Options
A feature you use to control whether or not your phone will ring and how it will ring. **5-45**

S

SA (System Access) buttons
Three buttons you press to make inside and outside calls. **1-7, 1-8**
SA Ring—to make and receive inside and outside calls. **1-7**
SA Voice—to make voice-announced inside calls, receive inside voice-announced and ringing calls, and make and receive outside calls. **1-7**
SA Originate Only—to make inside and outside calls. **1-8**

Saved Number Dial
A feature you use to automatically redial a number you saved by pressing a programmed button. **5-48**

Selective Callback
See *Callback.*

Shared SA button
A button you press to answer calls for co-workers. You can also use the Shared SA button to join co-workers' conversations. **1-8**

Signal button
A button you program to signal (beep) a co-worker to contact you. **5-49, 5-50**

Signaling

A feature you use to send a private signal (a beep) to a co-worker's phone. **5-49**

Speaker button

A button you press to activate the built-in speakerphone on your phone. **1-5**

speakerphone

The part of your phone that allows you to make and receive calls without using the handset. **1-5**

Speakerphone Paging

See *Paging.*

special character

A pause, stop, or end-of-dialing signal you need to include when you program some dialing sequences, such as a Personal Speed Dial number. **A-1**

system manager

A co-worker who helps to plan and program the system and is responsible for managing it. **vii**

system operator

A co-worker who answers incoming calls and transfers the calls or takes messages. **5-27**

System Speed Dial

A feature you use to dial 3-digit codes programmed by your company instead of complete phone numbers or long-distance company access codes. **5-52**

System Speed Dial
A feature you use to dial 3-digit codes programmed by your company instead of complete phone numbers or long-distance company access codes. **5-52**

T

Tone
The signal you hear when making a call or using a feature. **2-9**

Transfer
A feature you use to send calls to inside and outside phones. **5-53**

Transfer button
A button you press to transfer calls to other phones. **1-5**

U

user cards
Instruction cards stored in the card tray under your phone. **1-2, 1-3**

V

Voice Announce
A feature you use to allow your phone to receive voice announcements or to prevent your phone from receiving voice announcements. **5-61**

voice-announced calls
Calls you receive via the speakerphone. **2-6**

Volume control
A button for controlling the volume of your phone's ring, handset, and speakerphone. **1-2, 1-3**

W

WATS (wide area telephone service)
A service that allows you to make calls to or from certain areas for a flat-rate charge based on expected usage. **1-8, 1-10**