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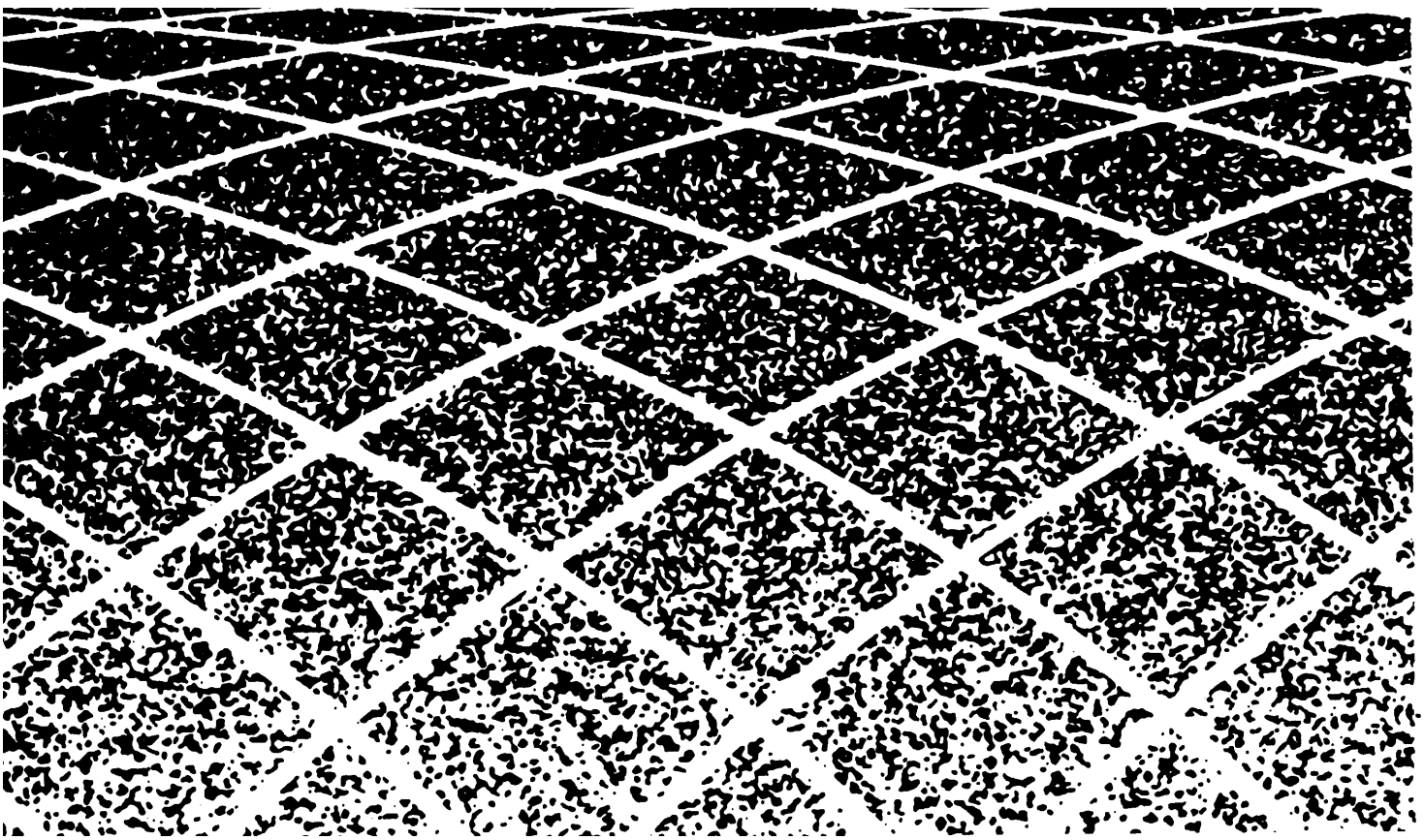
Issue 1
October 1992

MERLIN LEGEND™
Communications System Release 2.0

Analog Direct-Line Consoles Operator's Guide



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Notice

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

Federal Communications Commission (FCC) Electromagnetic Interference Information

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

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

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Contents

About This Guide 1

- Conventions 2
- Commenting on this Guide 3

1 About Your Direct-Line Console 1-1

- Using Your Direct-Line Console 1-2
- Direct-Line Console Models 1-4
- BIS-22D Telephone 1-5
- BIS-34 Telephone 1-6
- BIS-34D Telephone 1-7
- MERLIN II System Display Console 1-9
- Console Equipment 1-11
- Line and DSS Buttons 1-13
- Lights 1-19

Contents

2 Quick Start 2-1

- Basic Console Operations 2-2
- Identifying Call Types 2-3
- Making a Call 2-5
- Answering a Call 2-8
- Transferring a Call 2-9
- Setting Up a Conference 2-11

3 Feature Finder 3-1

4 Features 4-1

- Feature Availability 4-2
- Using Features 4-4
- Programming a Feature on a Button 4-5
- Programming a Feature Button 4-7

Contents

Features (continued)

- Account Code Entry 4-9
- Alarm 4-12
- Alarm Clock 4-13
- Auto Dial 4-16
- Barge-In 4-18
- Calendar 4-19
- Camp-On 4-21
- Conference 4-23
- Extension Status 4-27
- Messaging 4-31
- Night Service 4-39
- Paging 4-42
- Park 4-45
- Reminder Service 4-48
- System Speed Dial 4-53
- Timer 4-55
- Transfer 4-56

Contents

A	**Feature Codes**	A-1
B	**Programming Codes**	B-1
C	**Special Characters**	C-1
D	**System Specifics**	D-1

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

IMPORTANT SAFETY INSTRUCTIONS

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

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the telephone.
- Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.

- Do not use the telephone during electrical storms in your immediate area. There is a remote risk of electrical shock from lightning.
- Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners on the telephone.
- Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.
- Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.
- To reduce the risk of electrical shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electrical shock when the telephone is used.
- Call your sales representative or authorized dealer when service or repair work is needed.

SAVE THESE INSTRUCTIONS

About This Guide

The MERLIN LEGEND™ Communications System supports the use of analog direct-line consoles. This guide tells you how to use your console and its operator features. To understand and use the additional features available to you and your co-workers, see the *Analog Multiline Telephones User's Guide.* If you have questions about this guide or need additional information, see your system manager. He or she is a co-worker responsible for managing the system.

Conventions

The following typographical conventions are used in this guide:

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

  Press **Hold.**

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

  Dial *feature code.*

- `Constant width` type is used for information on telephone display screens.

  The display will show `Event Deleted.`

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

  Dial **`#55.`**

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

  The green light flashes.

Commenting on this Guide

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

About Your Direct-Line Console

1

Your Direct-Line Console (DLC) is a telephone for operators. It has the standard features of an analog multiline telephone as well as features for performing operator tasks. This chapter provides an overview of those tasks and describes the kinds of telephones that can be used as analog consoles.

Using Your Direct-Line Console

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

For information on standard multiline telephone features, see the *Analog Multiline Telephones User's Guide.*

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

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

Additional call-handling features are available on consoles with displays.

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

Direct-Line Console Models

Your console is one of the following analog multiline telephones:

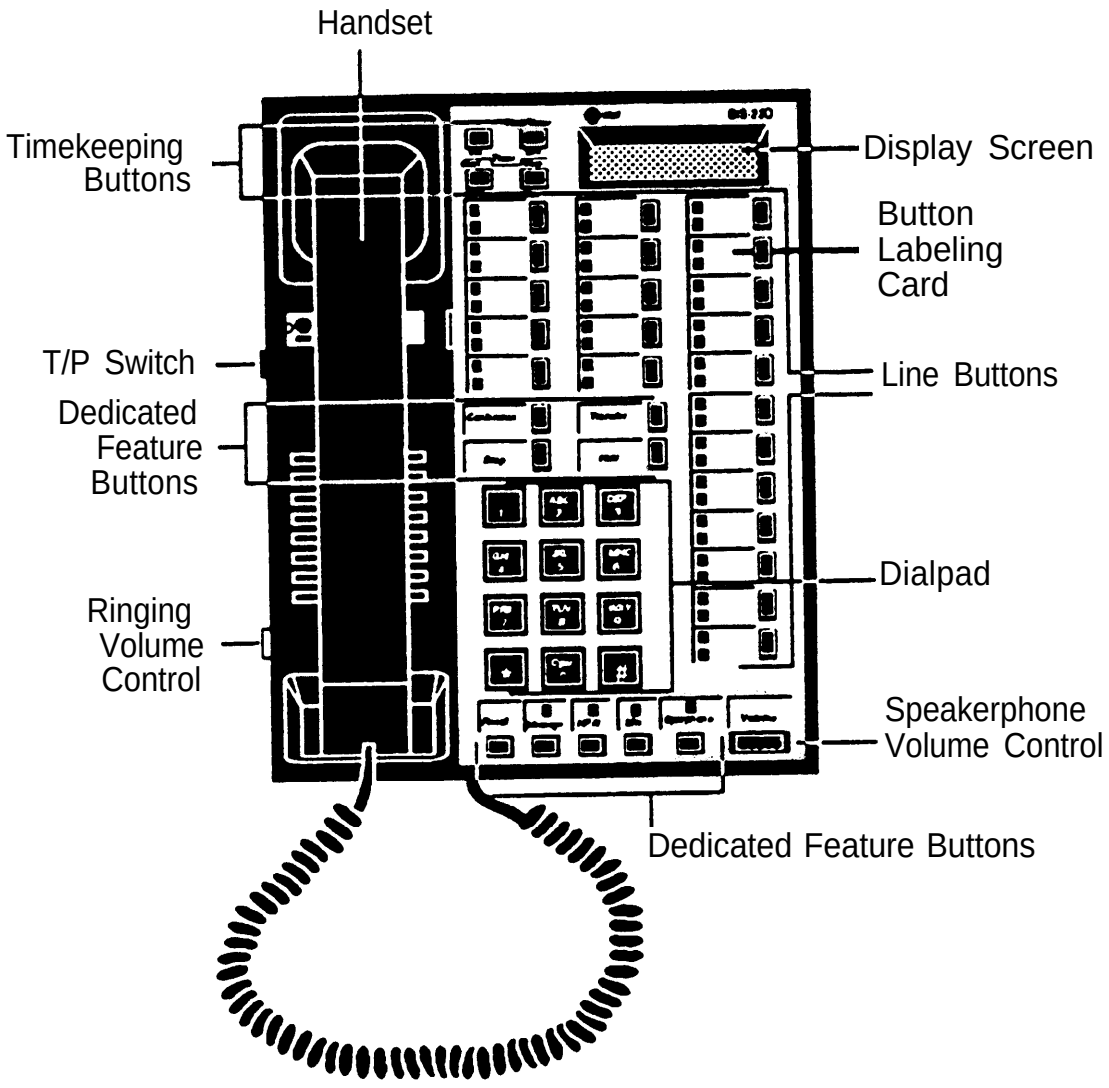
- BIS-22D telephone (with display)
- BIS-34 telephone (without display)
- BIS-34D telephone (with display)
- MERLIN II System Display Console (with display and built-in DSS)

  The Direct Station Selector (DSS) on the MERLIN® II System Display Console adds extension buttons and other inside calling buttons. You can use the extension buttons for one-touch dialing to make or transfer calls to co-workers.

Illustrations of these telephones follow. Descriptions of the BIS models' components are explained following the BIS-34D illustration.

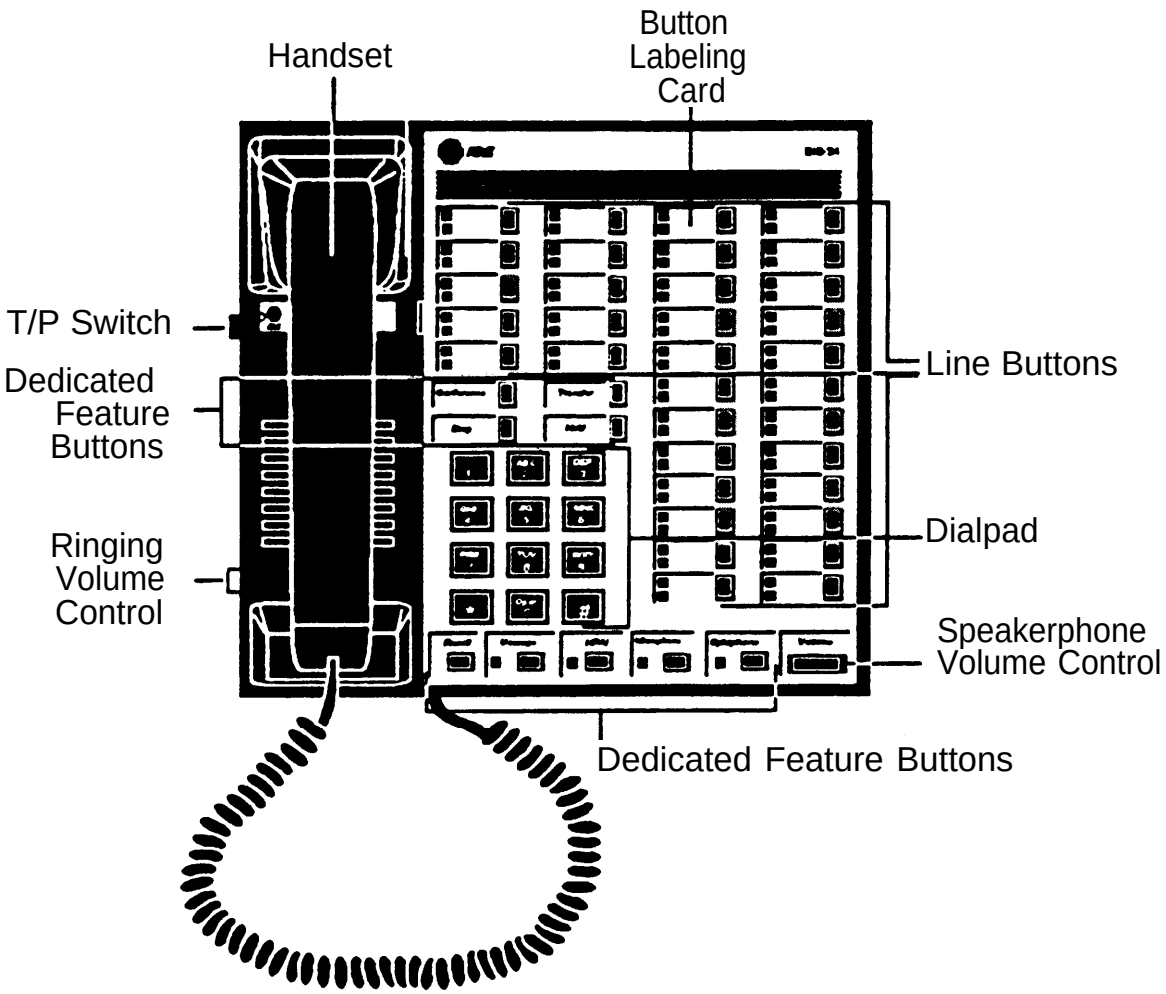
BIS-22D Telephone

See descriptions on page 1-8.



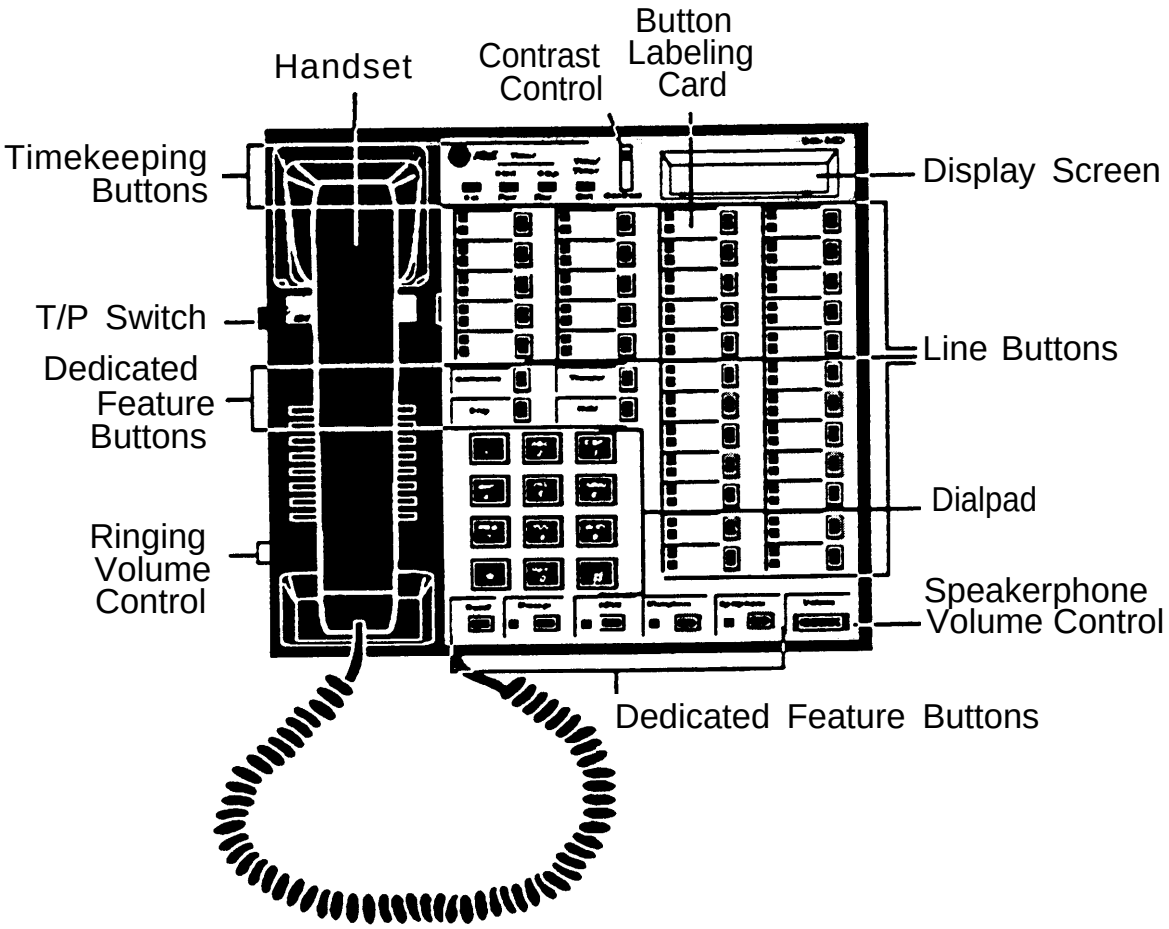
BIS-34 Telephone

See descriptions on page 1-8.



BIS-34D Telephone

See descriptions on page 1-8.



BIS Telephones

Button Labeling Card
A removable card on which to record your button labels

Contrast Control (on 34D only)
A dial used to brighten or dim the display

Dedicated Feature Buttons
Nine imprinted buttons for the features used most often:

- **Conference** to add a line or extension to a conference call
- **Transfer** to send a call to another extension
- **Drop** to disconnect an extension or line from a conference call
- **Hold** to put a call on hold
- **Recall** to disconnect from one call and get a dial tone to make another call without hanging up
- **Message** to indicate when a message is waiting (light next to button goes on) **HFAI** (Hands Free Answer on Intercom) to answer voice-announced calls without the handset **Mic** (BIS-22D) and **Microphone** (BIS-34 and -34D) to turn the speakerphone microphone on and off
- **Speakerphone** to talk on and listen to a call without lifting the handset

Dialpad
The buttons used to dial telephone numbers

Timekeeping Buttons
(BIS-22D and BIS-34D)
Four buttons used for displaying and setting timekeeping functions

Display Screen
(BIS-22D and BIS 34D)
1-line display that shows call information, date, and time

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

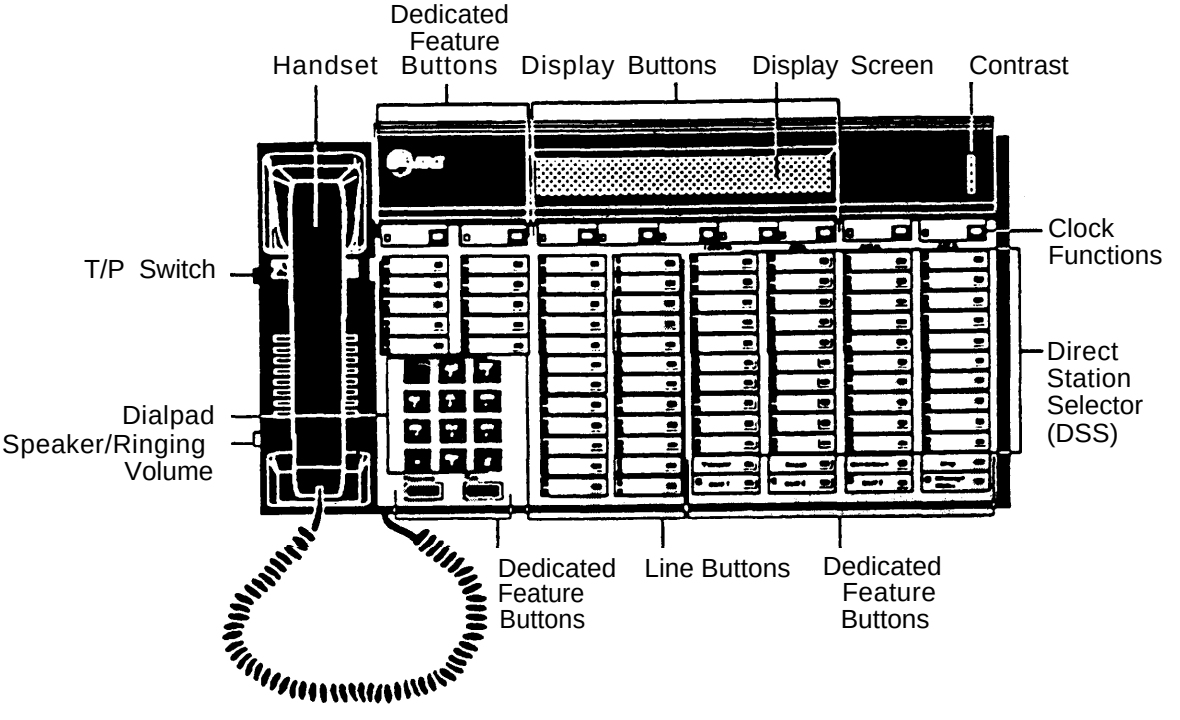
Line Buttons
22 (BIS-22D) or 34 (BIS-34 and BIS-34D) buttons used to make and receive calls—you can program unlabeled buttons for one-step feature use

Ringing Volume Control
A sliding control for adjusting the ringer volume

Speakerphone Volume Control
A control for adjusting the speaker volume

T/P Switch
A sliding switch used for testing and programming the telephone

MERLIN II System Display Console



Contrast
A dial used to brighten or dim the display

Dedicated Feature Buttons
Imprinted buttons for the features used most often:

Disconnect (not used)
Hold for putting a call on hold
Clock Functions for setting alarm, timer, date, and time
Message to indicate when a message is waiting (light next to button goes on)
Speaker to talk on and listen to a call without lifting the handset
Conference to add a line or extension to a conference call
Drop to disconnect an extension or line from a conference call
Message Status used with **Shift** buttons to see which telephones have Message lights on
Recall to disconnect from one call and get a dial tone to make another call without hanging up
Shift Buttons (1, 2, and 3) used with DSS buttons to handle calls for up to 120 extensions
Transfer for sending a call to another extension

Dialpad
The buttons used to dial telephone numbers

Display Buttons
Five buttons used for setting timekeeping (clock) functions

Display Screen
2-line by 40 character display that shows call information, date, and time

Direct Station Selector (DSS)
40 buttons for making or transferring calls

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

Line Buttons
34 buttons that can be used to make and receive calls—you can program unlabeled buttons for one-step feature use

T/P Switch
A sliding switch used for testing and programming the telephone

Speaker/Ringing Volume A sliding control for adjusting the speaker and ringer volume

Console Equipment

The system supports various headsets and headset amplifiers. This section describes these equipment options. For detailed information about the actual use of the equipment, refer to the equipment's accompanying documentation.

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

Headsets

Four headsets are available for use with your console:

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

Amplifiers

The following amplifiers work with the supported headsets:

- **Modular Amplifier** — connects the StarSet, Mirage, Supra, and Supra NC headsets to a telephone equipped with a modular handset.
- **Plug Prong Amplifier** — connects the StarSet, Mirage, Supra, and Supra NC headsets to a telephone equipped with a headset adapter.

  Plug Prong Amplifiers must have a 502C adapter.

Both amplifiers have volume and mute controls.

Line and DSS Buttons

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

Line Buttons

The BIS-22D has 22 line buttons and the BIS-34, BIS-34D, and MERLIN II System Display Console have 34 line buttons. Two or more of your line buttons are programmed as either Intercom **(ICOM)** or System Access **(SA)** buttons. You cannot have both. **ICOM** and **SA** buttons provide two options for call announcement, depending on how they are programmed:

- **Ring** button — when you call another extension on a **Ring** button, the telephone at that extension rings.
- **Voice** — when you call another extension on a **Voice** button, the person at that extension hears a beep, and then your voice on his or her speakerphone.

In order to assist in transfers, your telephone may have been programmed with a line button labeled **Orig Only.** This button is used only to make calls, and can be set to make either Ring or Voice calls.

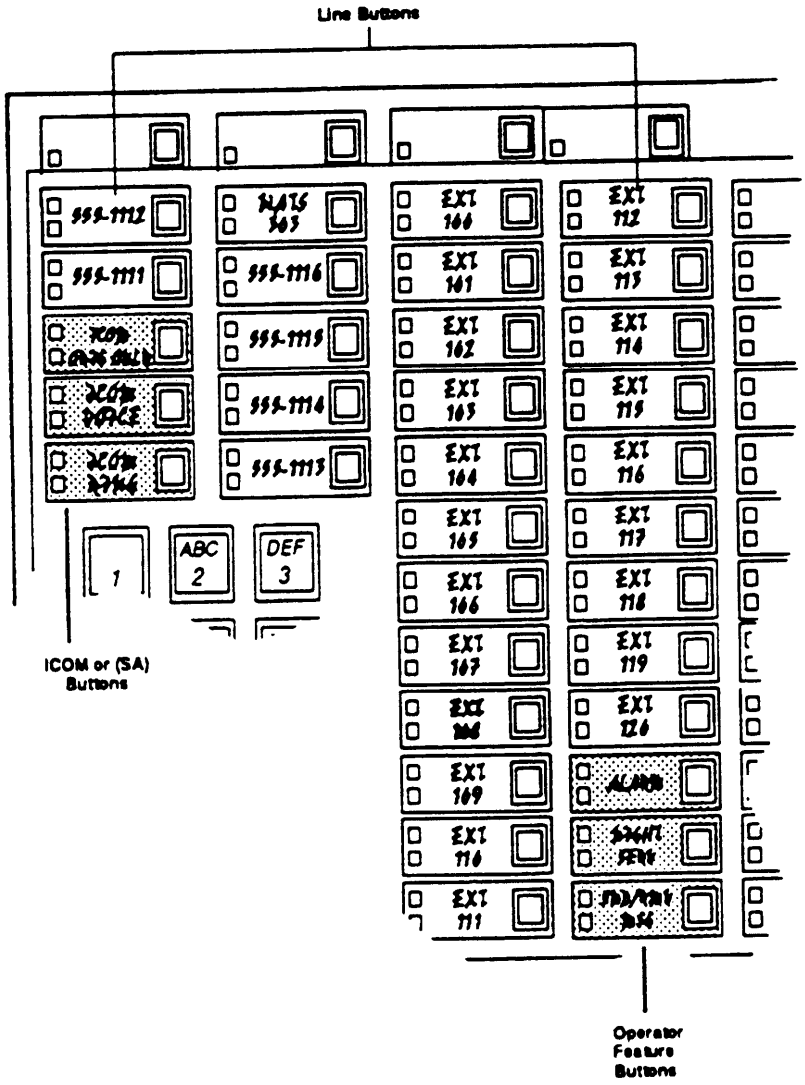
Use the **ICOM** buttons for inside calls only.

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

Line/feature buttons can be programmed as inside Auto Dial buttons. This feature enables one-touch dialing of extension numbers. The buttons are labeled accordingly.

You might also have some of the line/feature buttons programmed as operator feature buttons. These operator-specific features are used to cover telephones after hours, turn on a co-worker's message light, leave messages on a display telephone, or alert you of a system problem. You can also program any remaining unlabeled buttons with additional features using a simple button programming procedure.

The following illustration shows an example of programmed and labeled line buttons.

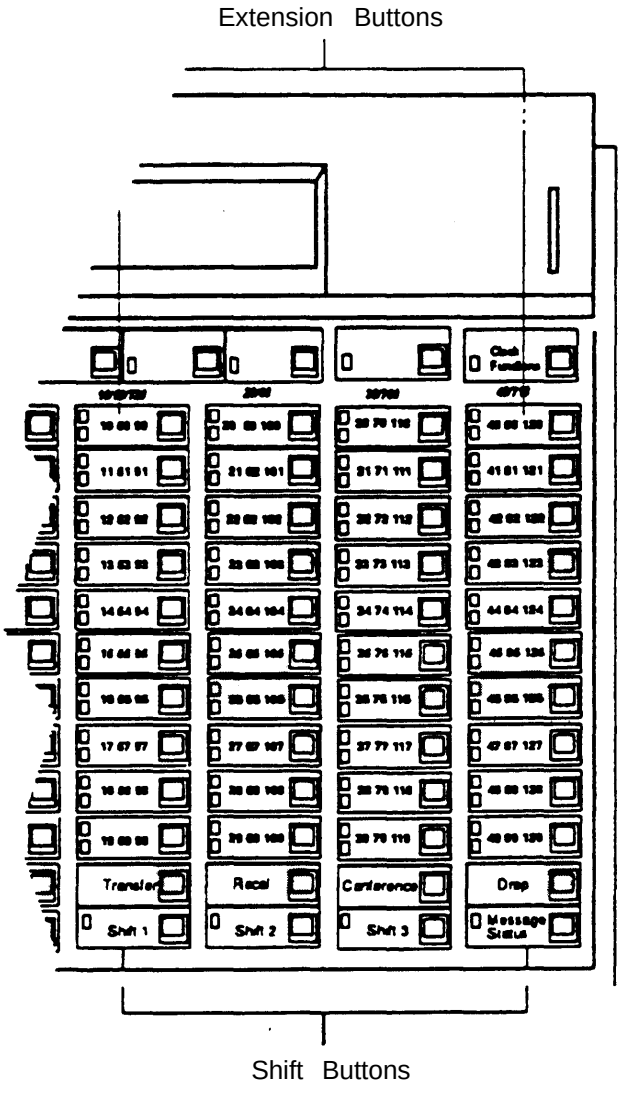


Using DSS Buttons

The MERLIN II System Display Console has a built-in DSS. You use the DSS buttons for one-touch dialing of extensions when making or transferring calls and for manual signaling of calls.

DSS buttons have assigned numbers usually in consecutive order, starting with the top left corner button. Each button can have three numbers assigned to it. For example, the following illustration shows 10, 50, 90 assigned to the first button.

To find out about the numbers assigned to your DSS, or if your console is not labeled with extension numbers, see your system manager.


Extension Buttons
Transfer
Recall
Conference
Drop
Shift 1
Shift 2
Shift 3
Message Status
Shift Buttons

Using Shift Buttons to Access Extension Numbers

To access an assigned extension number, you use **Shift 1, Shift 2,** or **Shift 3** with the DSS button. Each **Shift** button accesses a specific range of extension numbers, as determined by your system setup. For more information, see your system manager.

NOTE:
After you press a **Shift** button, press a DSS button to dial an extension number.

Shift 1 is used to reach the first number on each DSS button. In the preceding illustration, this button allows you to reach extensions 10-49.

Shift 2 is used to reach the second number on each DSS button. In the preceding illustration, this button allows you to reach extensions 50-89.

Shift 3 is used to reach the third number on each DSS button. In the preceding illustration, this button allows you to reach extensions 90-129.

Lights

Your console's lights provide visual cues for handling calls. The lights next to the console's line and DSS buttons have different meanings, depending on the following:

- the purpose of the button
- the type of console
- the call-handling task

Understanding Line Button Lights

Each line button has an associated red and green light. The state of the light shows the state of the line button as follows.

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

Understanding DSS Button Lights

Each DSS button has an associated green light. This light provides the following information.

Light	Meaning
Off	This co-worker is not on the telephone and does not have Do Not Disturb (DND) activated. (For information about Do Not Disturb, see the *Analog Multiline Telephones User's Guide.)*
On	This co-worker is on the telephone or has DND activated.
Fast Flashing	This co-worker is calling you.
Slow Flashing	A call you transferred to this extension is returning to you.

NOTE:
The Message Status light must be off when you check this information.

Using Message Status Lights

When the light next to the **Message Status** button is blinking, the green light next to the DSS button shows message status; if the DSS button light is on, your co-worker has an operator message waiting.

The red light next to an Auto Dial button programmed with a co-worker's extension also shows message status: when the light is on, your co-worker has an operator message waiting.

To alert a co-worker of a waiting message, you can use the Send/Remove Message feature to turn on the message light on his or her telephone.

NOTE:
If a co-worker's message light is already on, sending a second message turns off the message light. To avoid this error, use the **Message Status** button on the MERLIN II System Display Console to check the status of that person's message light before you use the Send/Remove Message feature.

Quick Start

2

This chapter is designed to help you begin using the basic features of your console immediately. To use features not addressed in this section, see Chapter 3, “Feature Finder.” As an operator, you have a more powerful system with which to use the Transfer and Conference features. See “Features” Chapter 4, for all the options available to you.

Basic Console Operations

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

You can answer calls and hang up in three ways:

- using a handset
- using a headset
- using a speakerphone

The **Auto Answer All** button on your console, if activated, sends calls through your headset (or other equipment) if your system is set up for this.

NOTE:
Since headset adapter button labels vary, the following procedures instruct you to simply “use your headset” to receive a call. If you have questions, see your system manager.

Identifying Call Types

Before lifting the handset, you can identify an incoming call as follows:

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

Call information stays on your display for 15 seconds. After 15 seconds, the display shows the date and time.

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

You hear (Distinctive Ring)...	You see...	Display shows...	Call Type
2 rings	Green flashing light beside line button	Blank screen*†	Outside
1 ring	Green flashing light beside SA or ICOM/fast flashing light beside DSS button	Caller's extension number or name	Inside
Caller's voice	Green steady light next to SA or ICOM and steady light beside DSS button	Caller's extension number or name	Inside
3 rings	Green flashing light beside line button/slow flashing light beside DSS button of the extension to which you transferred the call	Tfr Ret + extension number or name	Returning‡

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

† Will show line label, if one has been programmed.

‡ If a transfer is not completed because the person is unavailable, the call returns to your console for further handling. Unanswered Camp-On calls and unanswered parked calls also return to your console.

Making a Call

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

To Make an Inside Ringing Call

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

To Make an Inside Voice-Announced Call

1. Press **ICOM Voice** or **SA Voice.**
2. Lift the handset, press **Speakerphone** or **Speaker,** or use the headset.
3. Press a DSS or Auto Dial button for the extension, or dial the extension number.
4. If you hear a beep, begin talking. If you hear ringing or busy tone, the person is unavailable. Hang up.

NOTE:
A person with a speakerphone can enable voice-announced calls even if the telephone is in use. See the *Analog Multiline Telephones User's Guide* for more on Voice Announce.

To Make an Outside Call

1. If the red light next to the line or **SA** button to be used for the call is not on, press the button.
2. Lift the handset, press **Speakerphone** or **Speaker,** or use the headset.
3. Listen for dial tone, press the Auto Dial button or dial the System Speed Dial code (if your system provides them), or dial the telephone number (include dial-out code, if necessary).

NOTE:
If you are making the call for a co-worker, follow the appropriate procedure to transfer a call in Chapter 4.

Answering a Call

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

To Answer a Voice-Announced Call

Choose one of the following:

- Lift the handset.
- Use the headset.
- Press the **Microphone** button to talk over your speakerphone (only on a voice-announced call.)
- Use Hands-Free Answer on Intercom (HFAI). If HFAI is on before the call comes in, you can talk directly into the speakerphone without doing anything else.

Putting a Call on Hold

1. Press **Hold** to put a call on hold.
   The green light next to the line button with the call on hold flashes quickly until the call is picked up or the person hangs up.

Transferring a Call

You can transfer a call from your extension to another inside extension or outside number. The following procedure provides the basic steps for transferring a call. To use one-touch transfer and other system features available during transfer, see "Transfer" in Chapter 4.

To Transfer to an Inside Extension

1. If your phone has Auto Dial buttons, check the light next to the button for the person's extension.
   - If the light is on, the person is unavailable.
     Consider using Camp-On, Paging, or Park and Paging. See Chapter 4 for more information on these features.
   - If the light is off, go to Step 2.
2. Press **Transfer.**
   *The call is put on hold automatically and the system selects an **SA** or **ICOM** button.*
3. Press the Auto Dial button or dial the person's extension.
   - If the person is available, announce the call and hang up.
     The call is transferred.
   - If the person is unavailable, return to the caller by pressing the **SA** or line button with the held call.

To Transfer to an Outside Number

1. Press **Transfer.**
   The call is put on hold automatically.
2. Press a line button to get an outside line, or press an **SA** button and dial the dial-out code.
   You hear a dial tone.
3. Dial the outside number.
   - If the person is available, hang up.
     The call is transferred.
   - If the person is unavailable, return to the caller by pressing the **SA** or line button with the held call.

Setting Up a Conference

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

1. Make a call to the first extension or outside number.
2. Press **Conference** after the person answers and you have announced the call. The green light next to the line button flashes, signaling that the call is on hold for the conference.
3. If the next call is an inside extension, press an **ICOM** or **SA** button; if it is an outside number, press an **SA** or line button.

   NOTE:
   If you have **SA** buttons and any are available, the system selects one automatically for you.

4. Dial the next extension or outside number.

   NOTE:
   If you make a dialing error while adding a participant to a conference, you must hang up and restart the procedure to add a participant, beginning with Step 3.

5. Confirm participation:
   - If the person is available, announce the conference and press **Conference.**
     All participants, including you, are connected.
   - If the person is unavailable, hang up.

     If this is the case, select a new line and make another call or return to the original call.

CAUTION:
If the system selects an **SA Voice** *button when adding a conference participant, you hear a beep instead of ringing after you dial the extension to be included in the conference. If the call is not answered, and you press* **Conference** *to complete the call, your conversation with other parties on the conference is broadcast on that extension's speakerphone. Be sure to* **Drop** *an unanswered extension on an* **SA Voice** *button to prevent an unintentional broadcast from happening.*

6. Press **Conference** again to add another person.
   You are separated from the conference while you add the next person, but the participants who are already on can still talk.
7. Repeat Steps 3 through 5 to add more participants.

8. While on a conference:
   - Disconnect yourself without ending the call by pressing **Hold.**
   - Rejoin the conference by pressing the line button for any participant.
   - Disconnect a participant by pressing **Drop** and then pressing participant's line button. (Do not use **Drop** to disconnect a participant when the conference is on hold. Do not use **Drop** to disconnect yourself from a conference you initiated.)
9. To end the conference, hang up.

Feature Finder

3

The following tables are designed to help you find features for these operator tasks:

- handling console basics
- answering and transferring calls
- making calls

Chapter 4 lists features alphabetically with descriptions and step by step instructions for their programming and use. For more information on the standard features, see the *Analog Multiline Telephones User's Guide.*

Handling Console Basics

If you want to...	See...
Use your display console as an alarm clock	**Alarm Clock**
Set the time and date on your display	**Calendar**
Monitor the status of telephones in a Calling Group or of agents in a Call Management System (CMS)	**Extension Status**
Monitor the status of hotel housekeeping services	**Extension Status**
Respond to a system alarm	**Alarm**
Send a wake-up call	**Reminder Service**
Remind yourself and co-workers of appointments	**Reminder Service**
Post a message to inform co-workers (with display telephones) that you are temporarily unavailable	**Messaging**
Time calls, meetings, or breaks with your display console	**Timer**
Set your system to cover outside calls after business hours	**Night Service**

Answering and Transferring Calls

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

Making Calls

If you want to...	See...
Enter a billing or charging code when making an outside call	**Account Code Entry**
Use a programmed button for one-touch dialing of inside and outside calls	**Auto Dial**
Use a code to dial outside numbers quickly	**System Speed Dial**

Features

4

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

Before using the features, a quick review of the section “Feature Availability” in this chapter can help you determine which features are available for your console.

Feature Availability

The following table uses check marks (✔) to indicate which features are available on display consoles only and if the feature requires a programmed line button. If neither column is checked, the feature is available on all consoles and no programmed button is required.

Feature codes and programming codes are listed in Appendixes A and B. For information on additional features, see the *Analog Multiline Telephones User's Guide.*

Feature Availability

Feature	Display Console	Programmed Line Button Required
Account Code Entry		
Alarm		✔
Alarm Clock	✔	
Auto Dial		✔
Barge-In		✔
Calendar	✔	
Camp-On		
Conference		
Extension Status		
Messaging ■ Posted Message ■ Send/Remove Message		✔
Night Service		✔
Paging ■ Speakerphone ■ Loudspeaker		
Park		
Reminder Service ■ Next Message ■ Missed Reminder ■ Reminder Cancel ■ Reminder Set	✔ ✔	✔
System Speed Dial		
Timer	✔	
Transfer		

Using Features

The following sections describe how to program a **Feature** button, how to use a feature code with a **Feature** button, and how to program a feature on an unused button.

NOTE:
If you cannot program your console, someone may be programming the system. See your system manager.

Programming a Feature on a Button

Your console may already have features programmed. You can program unlabeled buttons with additional features.

1. Label the button you want to program.
2. Slide the **T/P** switch to the **P** position.
   You hear a tone every 20 seconds to remind you that you are in programming mode.
3. Press the button you labeled.
4. Dial the programming code (See Appendix B for list of programming codes).
   Some features require additional entries. For example, you must dial an extension for inside Auto Dial.
5. Slide the **T/P** switch to the center position.

Using a Feature Code

There are two ways to access a feature:

- Press a button programmed with a specific feature.

  You can program some features on line buttons for one-touch use or to toggle the feature on and off. Your console may already have features programmed. You can program any unused line buttons with additional features.

- Press a programmed **Feature** button and dial a feature code.

  Many features have a one-, two-, or three-digit code. If you have no more available line buttons for programming a feature, you can access additional features by dialing their feature codes. All feature codes are listed in Appendix A.

NOTE:
Using a **Feature** button or a button with a specific feature programmed on it are the recommended access methods. You can use # instead of a **Feature** button *only* in the following circumstances:

- When you have lifted the handset (or used **Speakerphone** or **Speaker** or a headset) on an **ICOM** or **SA** button and hear a dial tone. *You must not be on an outside line* — that is, you must be listening to the system's dial tone, *not* the telephone company's dial tone.
- When you are connected to another party on an inside or outside call.

Programming a Feature Button

1. Label the button you want to program as **Feature.**
2. Slide the **T/P** switch to the **P** position.
   You hear a tone every 20 seconds to remind you that you are in programming mode.
3. Press the button you labeled **Feature.**
4. Dial ***20.**
5. Return the **T/P** switch to the center position.

Using a Feature Code

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

Programming a Feature on a Button

1. Remove the clear label cover from the console by inserting the end of a paper clip in the notch on the cover.
2. Write the feature name next to the button to be programmed.
3. Replace the cover.
4. Slide the **T/P** switch to the **P** position.
   Your telephone rings every 20 seconds to remind you that you are in programming mode.

5. Press the button you labeled.
6. Dial the programming code.
   Some features require additional entries. For example, you must enter an extension for inside Auto Dial.
7. Slide the **T/P** switch to the center position.

To use the feature, simply press the programmed button.

Account Code Entry

Account codes help your company track telephone use to bill clients and to forecast and budget costs.

You can use account codes for incoming as well as outgoing calls, if your system is programmed for both.

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

- **Required** — you must enter an account code before making an outside call. You may enter an account code for an incoming call.
- **Optional** — if you choose to use account codes, you can enter them on both incoming and outgoing calls, either before or during the call.

If you make an error when entering an account code, whether it is required or optional, you can change the code during a call. The caller cannot hear you enter the account code.

NOTE:
You must have account codes and instructions on how and when to use them.

To Program an Account Code Entry Button

1. Label the button to be programmed as **Account Code.**
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled **Account Code.**
4. Dial ***82.**
5. Slide the **T/P** switch to the center position.

To Enter an Account Code Before a Call

1. Do *one* of the following:
   - Press the programmed **Account Code** button.
   - Press the programmed **Feature** button and dial **82.**
2. Dial the account code followed by **#.**

NOTE:
You can program an outside Auto Dial button with a specific account code followed by a **#.** Press the button whenever you need to enter the code. (See "Auto Dial" later in this chapter.)

3. Press an **SA** or line button.

4. Lift the handset, press **Speakerphone** or **Speaker,** or use the headset.
5. Dial the telephone number (including dial-out code if necessary).

NOTE:
If using account codes on a conference call, follow Steps 1 through 5 and press **Conference.** When adding a participant, repeat Steps 1, 2, 3, and 5 and press **Conference** again.

To Enter or Change an Account Code During a Call

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

NOTE:
If you make an error, you can correct the code by repeating Steps 1 and 2.

Alarm

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

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

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

Alarm Clock

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

To Set Alarm Clock (BIS-22D and BIS-34D Models)

1. Press **Set** until `Alarm` appears on display.
2. Press **Fwd** to select `On`.
3. Press **Set.**
   `Hour` *and* `AM/PM` *begin to flash.*
4. Press **Fwd** or **Rev** to set the hour.
5. Press **Set.**
   `Minutes` *begins to flash.*
6. Press **Fwd** or **Rev** to set the minutes.
7. Press **Exit.**
   A bell appears on the display next to the time.

To Cancel Alarm Clock (BIS-22D and BIS-34D models)

1. Press **Set.**
   `Alarm On` *begins to flash.*
2. Press **Fwd.**
   `Alarm Off` *begins to flash*
3. Press **Exit.**
   Bell disappears from screen.

To Set Alarm Clock (MERLIN II Display Console)

1. Press **Clock Functions.**
   The green light goes on.
2. Select `Alarm` from display.
3. Select `Alrm Set` from display.
4. Press the `Hour` ↑, `Hour` ↓, `Min` ↑, and `Min` ↓, keys to set the time. Up arrow raises numbers, down arrow lowers numbers.
5. Select `Exit.`
6. Select `Alrm On` from display.
   A bell appears to right of time.
7. Select `Exit` from display.
8. Press **Clock Functions.**
   The green light goes off.

To Cancel Alarm Clock (MERLIN II Display Console)

1. Press **Clock Functions.**
   The green light goes on.
2. Select `Alarm` from display.
3. Select `Alrm Off` from display.
   Bell disappears from screen.
4. Select `Exit` from display.
5. Press **Clock Functions.**
   The green light goes off.

Auto Dial

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

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

The green light next to an Auto Dial button programmed with an extension lights if that extension is busy or Do Not Disturb is activated. The red light next to the Auto Dial button lights when your co-worker has an operator message.

For instructions on using Auto Dial buttons to enter account codes, see "Account Code Entry" in this chapter.

To Program an Auto Dial Button

1. Label button to be programmed with name or other identifier.
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled.
4. Dial ***21** for outside numbers, or ***22** for inside numbers.

NOTE:
Account codes, access codes, and outside telephone numbers must be programmed as outside Auto Dial buttons.

5. Dial extension or telephone number (including dial-out code, long distance access code, area code, and any special characters).

NOTE:
Special characters may be needed when programming an outside Auto Dial button. For more on special characters, see Appendix C.

6. Slide the **T/P** switch to the center position.

Barge-In

If a co-worker is on the phone or using Do Not Disturb, you can use Barge-In to reach that person in an emergency or if you have special instructions to interrupt. When the extension is busy, you hear a tone and Barge-In connects you to the call; if your co-worker is using Do Not Disturb, his or her telephone rings. A **Barge-In** button must be programmed by your system manager. For telephones which have forwarded their calls by using Coverage, Forward, or Follow Me, you hear the telephone ringing at the extension which you dialed.

You cannot use Barge-In on the following:

- A conference call if the conference already has the maximum number of participants.
- Telephones that have Privacy in use. (You hear a fast busy signal.)
- Telephones that are being programmed. (You hear a ringing.)
- Telephones which are in the process of dialing. (You hear a fast busy signal.)

To Use Barge-In

1. Place call to co-worker.
2. Press **Barge-In.**
   Both parties hear a tone.

Calendar

You can set the current time, day, and date on your display so you can record the time on messages.

To Set Time, Day, and Date (BIS-22D and BIS-34D Models)

1. Select `Set` until time, day, or date begins to flash on display.
2. Press **Fwd** or **Rev** to change item.
3. Repeat Steps 1 and 2 to select and change another item.
4. Press **Exit.**

To Set Time, Day, and Date (MERLIN II Display Console)

1. Press **Clock Functions.**
   The green light goes on.
2. Select `Set` from display.
3. Select `Day` from display.
4. Press button below display until display shows current day.
5. Select `Time` from display.
6. Press the `Hour` ↑, `Hour` ↓, `Min` ↑, and `Min` ↓ keys to set the time. Up arrow raises numbers, down arrow lowers numbers.
7. Select `Date` from display.
8. Press the `Month` ↑, `Month` ↓, `Date` ↑, and `Date` ↓ arrow keys. Up arrow raises numbers, down arrow lowers number.
9. Select `Exit` twice.
10. Press **Clock Functions.**
    The green light goes off.

Camp-On

You can use Camp-On to complete a transfer of a call to a busy inside extension and put the call on hold for a preset length of time. This interval is programmed by your system manager.

The person you transferred the call to hears a tone, signaling there is another call waiting. If the call remains unanswered, it returns to you for further handling. When a call returns, you hear three rings. You can use Camp-On with either a programmed line button or a feature code.

To Program a Camp-On Button

1. Label the button to be programmed as **Camp-On.**
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled Camp-On.
4. Dial ***57.**
5. Slide the **T/P** switch to the center position.

To Use Camp-On with Manual Dial

1. Press **Transfer** and dial the extension.
2. Press programmed **Camp-On** button or press programmed **Feature** button and dial **57.**
3. Hang up.

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

1. While active on a call, press the DSS or Auto Dial button.
2. Press programmed **Camp-On** button or press programmed **Feature** button and dial **57 .**

NOTE:
If your system is programmed for One-Touch Transfer with automatic completion, you must follow the instructions under “To Use Camp-On with Manual Dial”.

3. Hang up.

Conference

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

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

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

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

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

To Set Up a Conference

1. Make a call to the first extension or outside number.
2. Press **Conference** after the person answers and you have announced the call.
   The green light next to the line button flashes quickly, signaling that the call is on hold for the conference.
3. If the next call is an inside call, press an **ICOM** or **SA** button; if it is outside, press an **SA** or line button.

NOTE:
If you have an available **SA** button, the system automatically selects one.

CAUTION:
If the system selects an **SA Voice** *button when adding a conference participant, you hear a beep instead of ringing after you dial the extension to be included in the conference. If the call is not answered, and you press* **Conference** *to complete the call, your conversation with other parties on the conference is broadcast on that extension's speakerphone. Be sure to* **Drop** *an unanswered extension on an* **SA Voice** *button to prevent an unintentional broadcast from happening.*

4. Call the next outside number or extension.
5. Confirm participation:
   - If the participant is available, announce the conference and press **Conference.**
     All participants, including you, are connected.
   - If the participant is unavailable, hang up.
     Press another line to add another party or press the line with the existing conference to return to the conference.
6. Press **Conference** again to add another person.
   You are separated from the conference while you add the next person, but the participants can still talk.
7. Repeat Steps 2 through 5 to add more participants.
8. While on a conference:
   - Disconnect yourself without ending the call by pressing **Hold.**
     Participants are able to converse, and you can continue to receive calls.
   - Rejoin the conference by pressing any **SA** or **ICOM** or line button for a conference participant.
   - Disconnect a conference participant by pressing **Drop** and then pressing participant's line button.
   - You cannot use **Drop** when the conference is on hold.
9. To end the conference, hang up.

NOTE:
If you make a dialing error while adding a participant to a conference, you must hang up and restart the procedure to add the participant at Step 3. You do not need to press **Conference** again.

Extension Status

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

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

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

To Program an Extension Status Button

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

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

- **ES Off** means that the light next to that extension is off. (Room is occupied and telephone is in regular call-handling status.)
- **ES1** means that the light next to that extension is flashing. (Room is unoccupied and ready for cleaning; outside calls cannot be made from the telephone.)
- **ES2** means that the light next to that extension is on. (Room is vacant and outside calls cannot be made from the telephone.)

2. Slide the **T/P** switch to the **P** position.
3. Press one of the buttons to be programmed.

4. Dial one of the following, as appropriate:
   - ***760** for ES Off
   - ***761** for ES1
   - ***762** for ES2
5. Repeat Steps 3 and 4 to program remaining buttons.
6. Slide the **T/P** switch to the center position.

To Change Extension Status from Your Console

1. Press the programmed **ES Off, ES1,** or **ES2** button.
2. Press the DSS or Auto Dial button for the extension you want to change.

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

To Change Extension Status from a Single-Line Telephone

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

To Change Extension Status from a Multiline Telephone

1. Press the programmed **Feature** button without lifting handset.
2. Dial *one* of the following:
   - **45** for **ES1**
   - **44** for **ES2**

Messaging

If co-workers cannot be reached, you can use Send/Remove Message to alert them that they have messages waiting. Using Send/Remove Message, you can turn a co-worker's message light either on or off, and send or cancel display messages to co-workers who have display telephones.

Use Posted Message to let co-workers with display telephones know when you are unavailable. See "Posted Message" later in this section.

If you have a display console, co-workers can leave a message for you. When the green light next to the **Message** button is on, press the button to read the message on your display.

If you have a non-display console without a voice mail system, only another system operator can send you a message. If the light is on next to your **Message** button, ask the other operator for your message and press the button to turn off the light.

Send/Remove Message

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

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

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

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

The **Send/Remove Message** button may also turn off a co-worker's message light, if the only message was from an operator, and cancel the operator message delivered to a display telephone. If you have a MERLIN II System Display Console, you can make sure you do not turn off a message light that was turned on by another operator by using the **Message Status** button. To check the status of a co-worker's message light, press the **Message Status** button. If the green light next to that person's DSS button is on, then he or she has an operator message and his or her message light is

on. Also, if an inside Auto Dial button has been programmed, the red light next to that button is turned on when an operator has sent that extension a message.

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

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

To Program a Send/Remove Message Button

1. Label the button to be programmed as **Send/Remove Message.**
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled **Send/Remove Message.**
4. Dial ***38.**
5. Slide the **T/P** switch to the center position.

To Send a Message (MERLIN II Display Console)

1. Press the **Message Status** button to check whether or not an operator message is present.
   The red light goes on.
   - If the green light next to the DSS button is on, there is a message.
   - If the green light next to the DSS button is off, there is no message.
2. Press the **Send/Remove Message** button, or press the programmed **Feature** button and dial **38,** then press the DSS button to turn on your co-worker's message light.
3. Press the **Message** Status button to return to call handling.
   The red light goes out.

To Turn Off Message Lights (MERLIN II Display Console)

1. Press the **Message Status** button.
2. Check the green light next to the DSS button. If necessary, use the **Shift** button to locate the extension.
   - If the light is on, press the **Send/Remove Message** button, or press the programmed **Feature** button and dial **38,** and press the DSS or Auto Dial button for the extension to turn off co-worker's message light.

- If the light is off, go to Step 3. If you use Send/Remove Message, you will turn on co-worker's message light.

3. Press the **Message Status** button to return to call handling.

To Turn Message Lights On and Off from a Console with Auto Dial Buttons

1. Check the red light next to the Auto Dial button for the extension.
   If the light is on, co-worker's message light is on; if the light is off, co-worker's message light is off.
2. Press the **Send/Remove Message** button, or press the programmed **Feature** button and dial **38,** then press the inside Auto Dial or DSS button to turn co-worker's message light on or off.

To Turn Message Lights On and Off from a Console without Auto Dial or DSS Buttons

1. Press the **Send/Remove Message** button, or press the programmed **Feature** button and dial **38.**
2. Dial the person's extension or press the DSS or Auto Dial button for that extension.

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

Posted Message

Use Posted Message to let co-workers with display phones know when you are unavailable. When a co-worker dials your extension, the Posted Message you have chosen appears on his or her display. To post a message, you need a programmed line button on your console, but you do not need a display console.

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

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

Standard posted messages are as follows:

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

NOTE:
When you turn on the Do Not Disturb feature, the system automatically posts the message "Do Not Disturb." When you turn off the feature, the system removes the message. You can also post or remove the "Do Not Disturb" message with the Posted Message button, but this does not turn the feature on or off.

Blank (not yet programmed) messages are displayed as CUSTM MSG 11, CUSTM MSG 12, and so on.

To Program a Posted Message Button

1. Label the button to be programmed as **Posted Message.**
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled **Posted Message.**
4. Dial ***751.**
5. Slide the **T/P** switch to the center position.

To Post a Message

1. Press the programmed **Posted Message** button.
   The green light next to the button flashes.
2. Dial the number of message you want (01-20).
   The green light next to the button stops flashing and remains on.

To Cancel a Posted Message

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

Night Service

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

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

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

To Program a Night Service Button

1. Label the button to be programmed as **Night Service.**
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled **Night Service.**
4. Dial ***39.**
5. Slide the **T/P** switch to the center position.

To Use Night Service

1. Press the programmed **Night Service** button.
   If you do not need a password, the green light next to the button is on or off to indicate whether Night Service is on or off. If a password is required, the *green light flashes*
2. Dial the password, if required.
   The green light now turns on if it had been off, turns off if it had been on.

NOTE:
You must complete the password within 60 seconds or start the procedure again. If you make a mistake when entering a password, the light next to the **Night Service** button returns to its previous state.

Overriding Outside Call Restriction on Night Service

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

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

NOTE:
Numbers programmed as Night Service emergency numbers can be dialed without a password.

Paging

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

- **Speakerphone Paging** is heard on all multiline telephones throughout the system or, if programmed that way, by selected groups such as departments or work areas. Extension numbers can be assigned for paging all speakerphones (Page All) or for paging just the speakerphones in certain groups (Group Page).
- **Loudspeaker Paging** is heard by everyone in the building or in an area (called a zone), depending on how the loudspeaker system is set up. If your system does not have a programmed button, Loudspeaker paging may require entering the feature code for Pickup followed by the line number. Your console's **Loudspeaker Page** button may be already programmed.

NOTE:
Paging features must be programmed system-wide. Speakerphone Paging extension numbers and/or Loudspeaker Paging line numbers and access codes are required.

To Program Speakerphone Paging Buttons

1. Label the button as **Group Page** — *(name)* or **Page All.**
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled **Group Page** — *(name)* or **Page All.**
4. Dial ***22** and the extension for Group Page or Page All

   See your system manager for these numbers.
5. Slide the **T/P** switch to the center position.

To Use Speakerphone Paging

1. Press the **ICOM Ring** or **SA Ring** button.
2. Lift the handset or use the headset.
3. Press the programmed **Group Page** — *(name)* or **Page All** button or dial the extension for Group Page or Page All.
4. Make announcement.

NOTE:

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

To Use Loudspeaker Paging

1. Lift the handset or use the headset.

   NOTE:
   Using the speakerphone can create a feedback tone.

2. Press the **Loudspeaker Page** button, or press the programmed **Feature** button and dial **9** and line number (801—880).

3. Dial the code for the zone to be paged.

   NOTE:
   If the loudspeaker system has more than one zone, you will hear a beep or a dial tone. Dial the code supplied by your system manager for the zone you want to page.

4. Make announcement.

Park

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

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

Your co-worker can then pick up the call from the nearest telephone by using Pickup and dialing the extension you announced. If the call is not picked up after a set time, it returns to your console.

You can use Park with a programmed **Park** or **Park Zone** button. You can also use **Transfer** to park a call.

NOTE:

- Park Zone and Paging features must be programmed system-wide.
- You must have Park Zones (maximum 8), Speakerphone Paging group numbers and/or Loudspeaker Paging access codes and line numbers.

To Program a Park Button

1. Label the button to be programmed as **Park.**
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled **Park.**
4. Dial ***86.**
5. Slide the **T/P** switch to the center position.

To Program a Park Button for a Specific Park Zone

1. Label the line button to be programmed as **Park** — *(zone).*
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled **Park —** *(zone).*
4. Dial ***22** and the Park Zone extension.
5. Slide the **T/P** switch to the center position.

To Use Park and Paging

1. Park the call.
   - To park the call at your extension:
     Press the programmed **Park** button, or press **Transfer,** dial your extension, and press **Transfer** again.

- To park the call at a Park Zone:
  Press the programmed **Park** — *(zone)* button, or press **Transfer,** dial the Park Zone extension, and press **Transfer** again.

2. Set up page.
   - For Speakerphone Page, press the programmed **GroupPage** — *(name)* or **Page All** button, or dial the extension for Group Page or Page All.
   - For Loudspeaker Page, press the **Loudspeaker Page** button, or press the **Feature** button, dial **9** and the line number (801—880) and, if necessary, the code for the page zone.
3. Announce the call and the extension or Park Zone extension where the call is parked.

Reminder Service

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

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

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

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

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

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

NOTE:
You must have a DSS adjunct or inside Auto Dial buttons programmed to use this feature. The system maybe programmed to cancel all outstanding reminders at a preset time every day.

To Program Reminder Service Buttons

1. Label the button to be programmed as one of the following:
   - **Reminder Set**
   - **Reminder Cancel**
   - **Next Message** (display consoles only)
   - **Missed Reminder** (display consoles only)
2. Slide the **T/P** switch to the **P** position.
3. Press one of the buttons to be programmed.
4. Dial:
   - ***81** for Reminder Set
   - ****81** for Reminder Cancel
   - ***28** for Next Message
   - ***752** for Missed Reminder
5. Repeat Steps 3 and 4 to program remaining buttons.
6. Slide the **T/P** switch to the center position.

To Set a Reminder

1. Press the programmed **Reminder Set** button, or press the programmed **Feature** button and dial **81.** *The light next to the* **Reminder Set** *flashes.*
2. Press the DSS or inside Auto Dial button for the extension.
3. Dial a four-digit time from **0100** to **1259.**
4. Dial **2** (A) for AM or **7** (P) for PM.
   The light goes on next to the **Reminder Set** *button.*
   If the station associated with the DSS button or inside Auto Dial button has a **Reminder Set** *button programmed, that light goes on also. If the station has no* **Reminder Set** *button programmed, the Reminder Set light goes off.*
5. Repeat Steps 2 through 4 for each additional telephone.
6. Press the **Reminder Set** button.
   The light next to the **Reminder Set** *button goes out.*

To Read Reminder Messages on the Display

1. Press the programmed **Reminder Set** button, or press the programmed **Feature** button and dial **81.**
2. Press the DSS or inside Auto Dial button for the extension.
3. Look at the display:
   - If the reminder call was answered, you see `(extension: A time AM/PM).`
   - If the reminder call was missed, you see `(extension: X time AM/PM).`
   - If the reminder call has not been placed yet, you see `(extension: time AM/PM).`
   - If no reminder has been set, you see `(extension: No Rmdr Set).`
4. Repeat Steps 2 and 3 to see additional reminder times for other stations.
5. Press the **Reminder Set** button.

To Cancel Set and Answered Reminders

1. Press the programmed **Reminder Cancel** button or press the programmed **Feature** button and dial ***81.**
2. Press the DSS or Auto Dial button for the extension.
   The display will show `Rmdr Off` *at extension #.*

To Clear a Missed Reminder

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

1. Press the programmed **Missed Reminder** button.
   The green light next to the button goes steady, to indicate that you are in missed reminder mode. The display shows the time, name, and extension of the last missed reminder.
2. Press the programmed **Reminder Cancel** button, or press the programmed **Feature** button and dial `*81.`
   The display shows `Event Deleted.`
3. If there is more than one missed reminder, press the programmed **Next Message** button or press the programmed **Feature** button and dial **28.**
4. Repeat Steps 2 and 3 until the display reads `No More Rmdrs.`
5. Press the programmed **Missed Reminder** button.
   The green light next to the **Missed Reminder** *button goes out.*

System Speed Dial

Three-digit System Speed Dial codes (from 600-729) can be assigned to numbers you and your co-workers call often. Use these codes to dial outside numbers. You can also program line buttons with System Speed Dial codes; just press the buttons to dial the codes.

NOTE:
System Speed Dial must be programmed by your system manager. You must obtain a listing of codes and numbers associated with them from your system manager.

To Program System Speed Dial Buttons

1. Label the button to be programmed with name or other identifier.
2. Slide the **T/P** switch to the **P** position.
3. Press the button you labeled.
4. Dial ***24.**
5. Dial the 3-digit System Speed Dial code.
6. Slide the **T/P** switch to the center position.

To Use System Speed Dial

1. Lift the handset, press **Speakerphone** or **Speaker,** or use the headset.
2. Press the programmed **System Speed Dial** button, or press the programmed **Feature** button and dial the 3-digit System Speed Dial code.
   The call is placed automatically.

Timer

You can use the built-in timer on display consoles to time calls, meetings, or breaks. When activated, the timer appears next to the date, counts to 59 minutes and 59 seconds, then resets to zero and continues counting.

To Use Timer (BIS-22D and BIS-34D - models)

1. Press **Time/Timer.**
2. Press **Start** to reset timer.
   The timer is reset to 00:00 and starts counting.
3. When you are finished timing, press **Stop.**
   The timer stops counting.
4. Press **Time/Timer** to return to call handling.

To Use Timer (MERLIN II Display Console)

1. Press the **Clock Functions** button.
   The green light goes on.
2. Select `Timer` from display.
3. Select `Start` from display.
4. Select `Reset` from display to reset timer.
   Timer resets to 00:00 and starts counting.
5. Select `Stop` from display to stop timer.
6. Select `Exit` from display.
7. Press the **Clock Functions** button to return to call handling.
   The green light goes off.

Transfer

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

You can transfer a call with or without consultation:

- When transferring *with consultation* (to an inside extension only), you speak to the person receiving the call before completing the transfer.
- When transferring *without consultation* (to an inside extension or an outside number), you complete the transfer without speaking to the person receiving the call.

How you transfer calls depends on the following:

- System setup. The system is either programmed or not programmed for One-Touch Transfer. With this feature, a single press of a DSS or Auto Dial button puts a call on hold for transfer and dials an inside extension. Ask your system manager about the availability of One-Touch Transfer.
- Console setup. If you have DSS or Auto Dial buttons and your system is programmed for One-Touch Transfer, see “To Transfer to an Inside Extension Using One-Touch Transfer” in this section. If you do not

have DSS or Auto Dial buttons or your system is not set up for One-Touch Transfer, see “To Transfer to an Inside Extension without Using One-Touch Transfer” in this section.

- Whether the number accepting the transfer is an extension or an outside number. See “To Transfer to an Inside Extension Using One-Touch Transfer” and “To Transfer to an Inside Extension without Using One-Touch Transfer” for inside transfers, and “To Transfer to an Outside Number” for outside transfers.
- Features chosen to handle unsuccessful transfers. If the person receiving the transferred call is on another call or not in, you can use Camp-On, Barge-In, or Park and Paging. See “Handling an Unsuccessful Transfer” in this section.

NOTE:

- You must have an available **SA** or **ICOM** button to transfer a call using a DSS or Auto Dial button. When you press a DSS or Auto Dial button to transfer a call, the system automatically selects an **SA** or **ICOM** button for the transfer.
- If an **SA Voice** or **ICOM Voice** button is selected for a transfer with consultation, the transfer is called a *voice-announced transfer.* The person to whom you are transferring will hear your voice on his or her speakerphone after a beep.

To Transfer to an Inside Extension without Using One-Touch Transfer

Whether or not your system is programmed for One-Touch Transfer, you can transfer an inside or outside call to an inside extension as follows:

1. If your console has DSS or Auto Dial buttons, check the light next to the button for the person's extension.
   - If the light is on, the person is unavailable.
     See "Handling an Unsuccessful Transfer" in this section.
   - If the light is off, go to Step 2.
2. Press **Transfer.**
   The call is put on hold automatically and the system selects an **SA** *or* **ICOM** *button. If an* **SA Ring** *or* **ICOM Ring** *button is selected, your display prompts you with* `Transfer to:` *If an* **SA Voice** *or* **ICOM Voice** *button is selected, your display prompts you with* `Announce to:`
3. Press the DSS or Auto Dial button or dial the person's extension.
4. For a transfer without consultation, hang up.
5. For a transfer with consultation, announce the call.
   - If the person accepts the call, hang up.
     The call is transferred.
   - If the person does not accept the call, press the line button with the held call to return to the call.

If your system is not programmed for One-Touch Transfer, you can use the following alternative method for transferring an *outside call only* to a co-worker whose phone has the same line buttons as your console.

1. Check the light next to the DSS or Auto Dial button for the person's extension.
   - If the light is on, the person is unavailable.
     See "Handling an Unsuccessful Transfer" in this section.
   - If the light is off, go to Step 2.
2. Press the button for the person's extension.
   The call is put on hold and the extension is dialed automatically.
3. Announce the line that the call is on.
   - If the person accepts the call, hang up.
     He or she can answer the call by pressing the button with the call.
   - If the person does not accept the call, press the line button with the held call to return to the call.

To Transfer to an Inside Extension Using One-Touch Transfer

If your system is programmed for One-Touch Transfer, it is also programmed either for automatic completion or manual completion. Automatic completion sends the call directly to the extension. Manual completion lets you consult with the person, if you wish, before sending the call.

With automatic completion:

1. Check the light next to the DSS or Auto Dial button for the person's extension.
   - If the light is on, the person is unavailable.
     See "Handling an Unsuccessful Transfer" in this section.
   - If the light is off, go to Step 2.
2. Press the button for the person's extension.
   The call is transferred automatically.

With manual completion:

1. Check the light next to the DSS or Auto Dial button for the person's extension.
   - If the light is on, the person is unavailable.
     See "Handling an Unsuccessful Transfer" in this section.
   - If the light is off, go to Step 2.
2. Press the button for the person's extension.
   The call is put on hold and the extension is dialed automatically.
3. For a transfer without consultation, hang up.
   The call is transferred.
4. For a transfer with consultation, announce the call.
   - If the person can take the call, hang up.
     The call is transferred.
   - If the person cannot take the call, press the line button with the held call to return to the caller.

To Transfer to an Outside Number

Before you try to transfer a call to an outside number, check with your system manager. Your communications system may have restrictions on outside transfers.

NOTE:
Calls transferred to outside numbers may vary in transmission quality.

1. Press **Transfer.**
   The call is put on hold automatically.
2. Press a line button to get an outside line, or press an **SA** button and dial the dial-out code.
   You hear a dial tone.
3. Dial the outside number.
   - If the person is available, hang up
     The call is transferred.
   - If the person is unavailable, press the **SA** or line button with the held call and take a message.

Handling an Unsuccessful Transfer

An unsuccessful transfer results when the extension you are calling is busy or unanswered. The call returns to your console for further handling. You can do one of the following:

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

Feature Codes

A

This appendix provides a summary table showing feature codes. Use feature codes to activate features that are not programmed on line buttons. To use a feature code, press the programmed **Feature** button and dial the code for the feature you want to use. See Chapter 4 for instructions for programming a **Feature** button and using feature codes.

Not all features can be activated by a code. Some features, such as Do Not Disturb, must be programmed on a line button so the light next to the button can provide a visual reminder when the feature is in effect.

The following table lists the features you can use with feature codes. The features explained in this guide are checked (✔).

	Feature	Code
✔	Account Code Entry	**82** + *code* + #
	Callback — Selective	**55**
	Call Waiting — pickup†	**87**
✔	Camp-On	**57**
✔	Extension Status Off (Operator)	**760** + *extension*
✔	Extension Status 1	**45**
✔	Extension Status 1 (Operator)	**761** + *extension*
✔	Extension Status 2	**44**
✔	Extension Status 2 (Operator)	**762** + *extension*
	Follow Me†	**34** + *extension*
	Forward	**33** + *extension* or *telephone number*
	Forward and Follow Me	
	cancel all†	***34***
	cancel one†	***34** + *extension*
	cancel from your telephone	**33** + *your extension*
	Last Number Dial	**84**
	Messaging	
	cancel message†	***53** + *extension*
	delete message	**26**
	leave message	**25**
	next message	**28**
	return call	**27**
	scroll	**29**

† Feature must be activated with a feature code.
✔ Feature is explained in this guide.

	Feature	Code
✔	Send/Remove message	**38** + *extension*
✔	Paging	
✔	Loudspeaker Paging	**9** + *line* + *zone*
	Personal Speed Dial†	*code* **(01—24)**
	Pickup	
	group	**88**
	inside	**9** + *extension*
	outside	**9** + *line*
	Privacy	
	on	**3 1**
	off	***31**
	Reminder Service	
✔	cancel reminder	***81** + *extension*
✔	set reminder	**81** + *ext.* + *time* + **A** *or* **P**
✔	System Speed Dial	*code* **(600—729)**

† Feature must be activated with a feature code.
✔ Feature is explained in this guide.

Programming Codes

B

This chapter provides a summary table showing programming codes. Use the programming codes to program features on unlabeled line buttons for one-touch feature use or to turn features on and off. You can use any unlabeled line button to program features. See Chapter 4 for instructions for programming features. The following table includes programmable features you can use. The features explained in this guide are checked (✔). For information on the features that are not explained in this guide, see the *Analog Multiline Telephones User's Guide.*

	Feature	Programming Code
✔	Account Code Entry	***82**
	Auto Answer All†	***754**
	Auto Dial	
✔	inside†	***22** + *extension*
✔	outside†	***21** + *number*
	Callback	
	automatic callback off‡	****12**
	automatic callback on‡	***12**
	selective callback	***55**
	Call Waiting	
	off‡	****11**
	on‡	***11**
✔	Camp-On	***57**
	Coverage	
	individual, primary†	***40** + *extension*
	individual, secondary†	***41** + *extension*
	group†	***42** + *group*
	inside off‡	****48**
	inside/outside on‡	***48**
	off†	***49**
	VMS Off†	***46**
	Do Not Disturb†	***47**
✔	Extension Status Off (Operator)	***760**
✔	Extension Status 1 (Operator)	***761**
✔	Extension Status 1	***45**
✔	Extension Status 2 (Operator)	***762**

† Feature must be programmed on line button.
✔ Feature is explained in this guide.
‡ Feature sets up how your telephone works; a programmed button is not needed to use it.

	Feature	Programming Code
✔	Extension Status 2	***44**
✔	Feature button†	***20**
	Forward	***33**
	Last Number Dial	***84**
	Messaging	
	delete message	***26**
	leave message	***25**
	next message	***28**
✔	posted message†	***751**
	return call	***27**
	scroll	***29**
✔	send/remove message	***38**
✔	Night Service†	***39**
	Notify	
	notify receive†	***758** + *extension*
	notify send†	***757** + *extension*
	Paging	
✔	group paging	***22** + *group ext.*
✔	Park	***86**
✔	Park Zone	***22** + *zone*
	Personalized Ring‡	***32** + *ring* **(1—8)**
	Personal Speed Dial	# + **(01-24)** + ***21** + *number*

† Feature must be programmed on line button.
✔ Feature is explained in this guide.
‡ Feature sets up how your telephone works; a programmed button is not needed to use it.

	Feature	Programming Code
	Pickup	
	general pickup	***9**
	group pickup	***88**
	inside	***9** + *extension*
	outside	***9** + *line number*
	Privacy	***31**
	Reminder Service	
✔	cancel reminder	****81**
✔	missed reminder†	***752**
✔	next message	***28**
✔	set reminder	***81**
	Ringing Options	
	abbreviated off‡	***342**
	abbreviated on‡	***341**
	delayed all lines‡	***346**
	delayed one line‡	***36**
	immediate all lines‡	***347**
	immediate one line‡	***37**
	no ring all lines‡	***345**
	no ring one line‡	***35**
	Saved Number Dial†	***85**
	Signaling†	***23** + *extension*
✔	System Speed Dial	***24** + 3 digit *code* **(600-729)**
	Voice Announce-Receive	
	off‡	****10**
	on‡	***10**
	Voice Announce-Send	
	on (Voice on)	***19**
	off (Ring on)	****19**

† Feature must be programmed on line button.
✔ Feature is explained in this guide.
‡ Feature sets up how your telephone works; a programmed button is not needed to use it.

Special Characters

C

When you program Auto Dial buttons or Personal Speed Dial codes, you are storing a sequence of numbers to be dialed automatically. Some dialing sequences need special characters. For example, you would press **Hold** to insert a pause (p) after the dial-out code in a dialing sequence so the system is allowed to seize an outside line before dialing the number. It can also be used to separate a phone number from an extension number.

The following table describes special characters. Ask your system manager which special characters are needed and when to use them.

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

System Specifics

D

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

Account Code Entry
- ❑ No
- ❑ Yes, codes

_____

_____

_____

Night Service
- ❑ No
- ❑ Yes

Automatic On/Off
- ❑ No
- ❑ Yes

Password
- ❑ No
- ❑ Yes

❑ **One-Touch Transfer**
- ❑ Automatic Completion
- ❑ Manual Completion

Loudspeaker Page
- ❑ No
- ❑ Yes, list zones

_____

_____

_____

Coverage

❑ Group Coverage Rece

_____ _____

_____ _____

_____ _____

_____ _____

Direct Station Selector

Shift 1 range___ to _____
Shift 2 range___ to _____
Shift 3 range___ to _____

Park Zones
- ❑ No
- ❑ Yes, list zones

_____

_____

Group Page or Page All

❑ No
❑ Yes,

on DSS Shift
(1, 2, or 3) ____

Group Page extensions

_____ _____

_____ _____

Calling Groups

❑ No
❑ Yes, list extensions

_____ _____

_____ _____

_____ _____

_____ _____

Dial-out code

❑ No
❑ Yes, code_____

Pickup Group

❑ No
❑ Yes

Reminder Service-Automatic Cancel

❑ No
❑ Yes, time of day

_____

Operator Alarm

❑ No
❑ Yes, report to

_____

Index

A

Account Code Entry 4-9 — 4-11
Alarm 4-12
Alarm Clock 4-13 — 4-15
Amplifier 1-12
ANI 2-4
Answering machine 1-3
Auto Answer All 2-2
Auto Dial 1-14, 4-16 — 4-17
Automatic Completion 4-59 — 4-60

B

Barge-In 4-18
BIS telephones 1-8
  BIS-22D 1-5
  BIS-34 1-6
  BIS-34D 1-7
Button labeling card 1-8

C

Calendar 4-19 — 4-20
Calls
  answering 2-8
  making 2-5 — 2-7
  restrictions 4-41
  types 2-3 — 2-4
Camp-On 4-21 — 4-22
Clock functions 1-10
Codes
  feature 4-5, A-1
  programming 4-5, B-1
Conference 1-8, 1-10, 2-11 — 2-13, 4-23 — 4-26
Contrast control 1-8, 1-10

D

Dialpad 1-8, 1-10
Direct Station Selector *(see* DSS)
Direct-Line Console, *(see* DLC)

Disconnect 1-10
Display
  buttons 1-10
  screen 1-8, 1-10
DLC 1-4
Do Not Disturb 1-20, 4-36 — 4-37
Drop 1-8, 1-10
DSS 1-4, 1-10, 1-16
DSS buttons 1-16 — 1-18

E

Extension status 4-27 — 4-30

F

Fax machine 1-3
Feature
  availability 4-2 — 4-3
  button 4-6 — 4-7
  codes A-1
  using 4-4

G

Group Page 4-42

H

Handset 1-8, 1-10
Headset 1-3, 1-11, 2-2
HFAI 1-8, 2-8
Hold 1-8, 1-10, 2-8

I

ICOM buttons 1-13
Inside call 2-4
  ringing 2-5
  voice-announced 2-6

L

Lights 1-19 — 1-21

DSS button 1-20
line button 1-19
message 4-32 — 4-36
Message Status 1-20 — 1-21
Line buttons 1-2, 1-8, 1-10, 1-13 — 1-15
Loudspeaker paging 4-42, 4-44

M

Manual Completion 4-59 — 4-60
MERLIN II System Display Console 1-9
Message 1-10
Message button 1-8, 4-31
Message Status 1-10, 1-20, 4-32, 4-34
Messaging 4-31 — 4-38
Microphone 1-8, 2-8
Missed Reminder 4-48 — 4-49, 4-52
Modem 1-3

N

Next Message 4-49
Night Service 4-39 — 4-41

O

One-Touch Transfer 4-22, 4-56
Originate Only option 1-13
Outside call 2-4, 2-7

P

Page All 4-42
Paging 4-42 — 4-44
loudspeaker 4-42, 4-44
speakerphone 4-42 — 4-43
Park 4-45 — 4-47
Park Zone 4-45
Password 4-39
Posted Message 4-36 — 4-38

Programming
button 4-7
codes B-1
features 4-5 — 4-6

R

Recall 1-8, 1-10
Reminder
Cancel 4-49, 4-52
messages 4-51
Service 4-48 — 4-52
Set 4-48 — 4-51
Ring option 1-13
Ringer, volume control 1-10
Ringing, distinctive 2-3 — 2-4

S

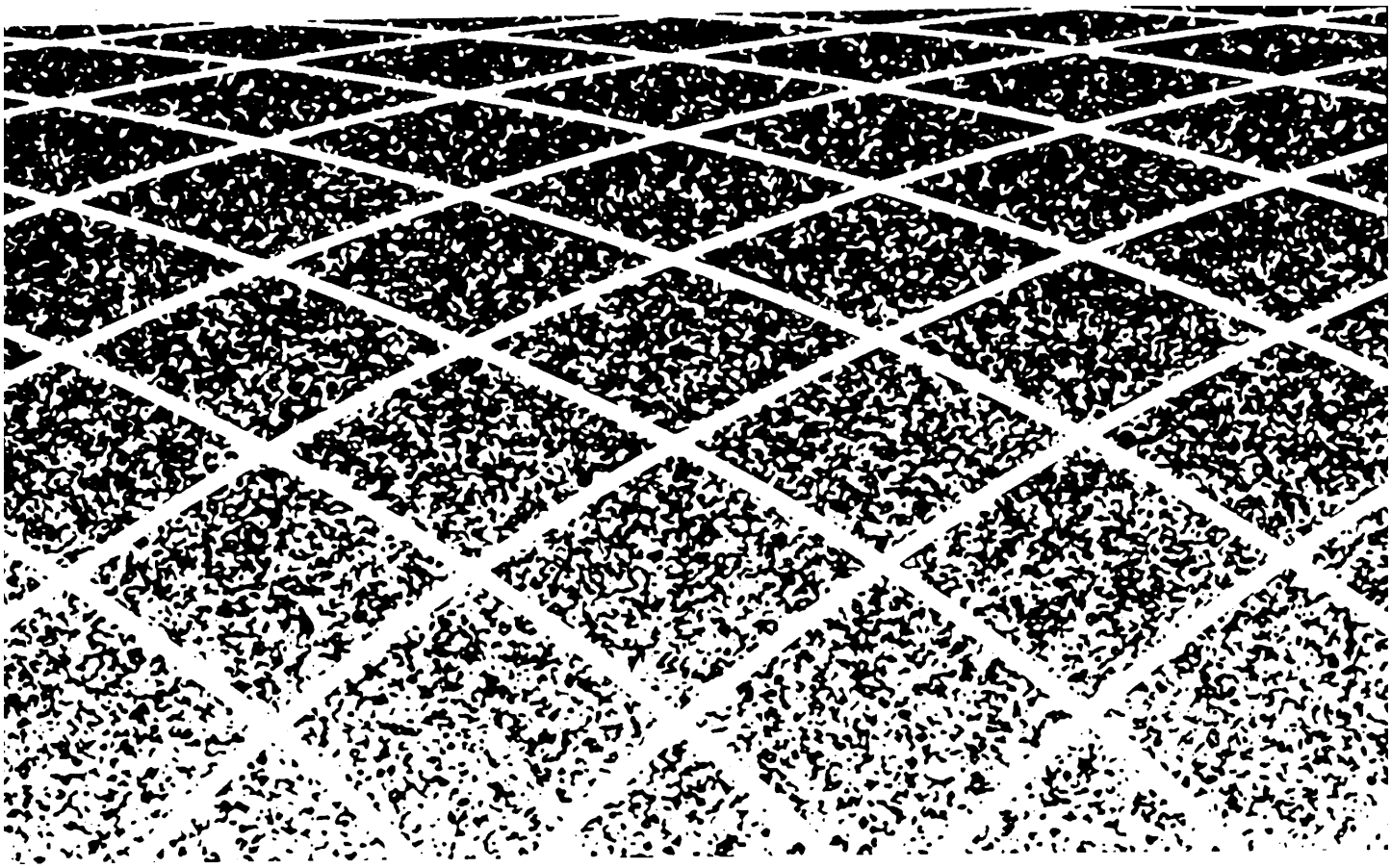
SA buttons 1-13
Send/Remove
Message 4-32 — 4-33
Shift buttons 1-10, 1-18
Speaker 1-10
Speakerphone 1-3, 1-8, 2-8
volume control 1-8, 1-10
Speakerphone
paging 4-42 — 4-43
System Access (SA)
buttons 1-13 — 1-14
System problems 4-12
System Speed Dial 4-53 — 4-54

T

Timekeeping buttons 1-8
Timer 4-55
T/P switch 1-8, 1-10
Transfer 1-8, 1-10, 2-9 — 2-10, 4-56 — 4-62
automatic
completion 4-59, 4-60
manual completion 4-59, 4-60
One-Touch 4-22, 4-56
with consultation 4-57, 4-60
without consultation 4-58

V

Voice-announced
transfer 4-57
Voice option 1-13
Volume, control 1-10

AT&T 555-620-132

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