



MERLIN LEGEND™
Communications System
Release 2.0
Single-Line Telephones Quick Reference



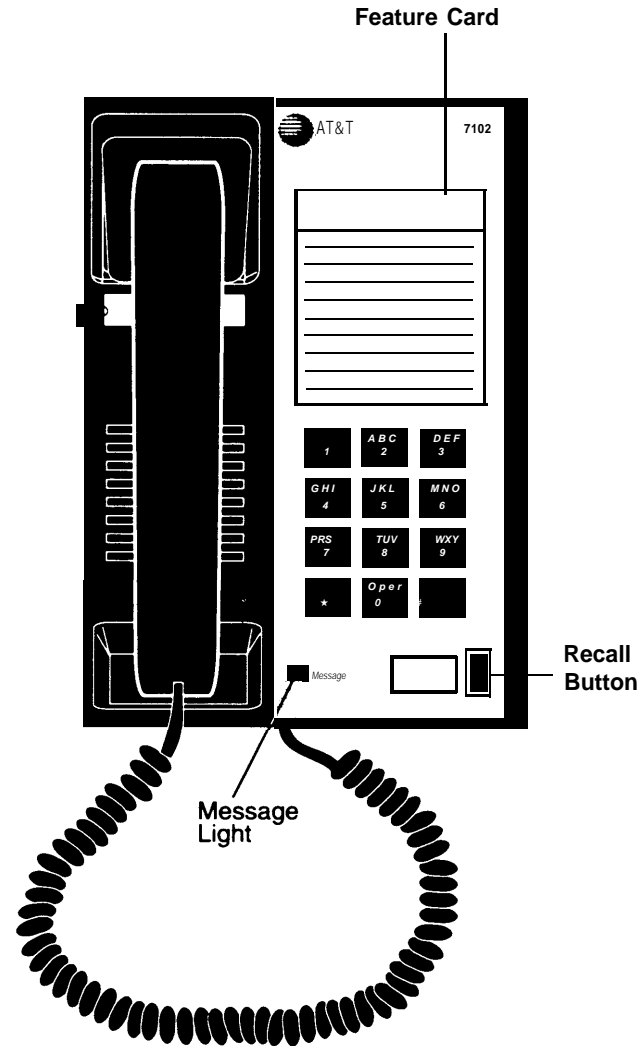
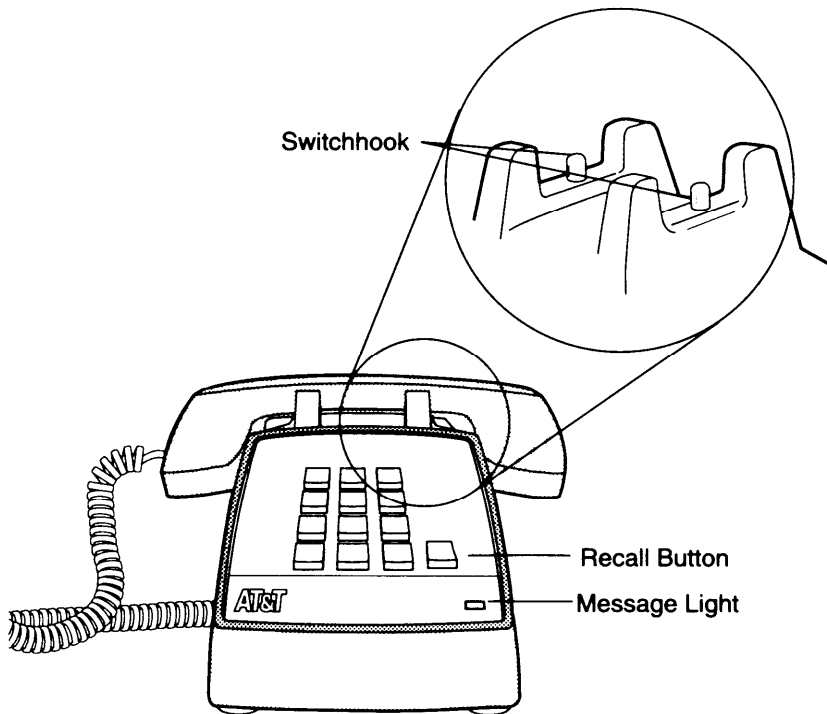
System Speed Dial		Account Codes	
List Most Often Used Codes		List Most Often Used Codes	
Name	Code	Name	Code
1.		1.	
2.		2.	
3.		3.	
4.		4.	
5.		5.	
6.		6.	
7.		7.	
8.		8.	
9.		9.	
10.		10.	
11.		11.	
12.		12.	
13.		13.	
14.		14.	
15.		15.	
16.		16.	
17.		17.	
18.		18.	
19.		19.	
20.		20.	
21.		21.	
22.		22.	

TELEPHONE

7102 Model

Your phone is one of several kinds of single-line telephones that can be used with your communications system. Two of the most commonly used single-line telephones are illustrated here.

2500 YMGK Model



Switchhook and Recall Button

You can use the switchhook to activate system features. To use the switchhook, press and quickly release it, holding it down for only about a half second. This is called a switchhook flash.

If your telephone has a **Recall** button, you can use it in place of the switchhook. However, if your telephone uses the switchhook to send a timed disconnect, you must use the **Recall** button for features that require a switchhook flash such as conference or transfer. If your telephone does not have timed disconnect, the **Recall** button acts the same as switchhook flash. Ask your system manager for details.

CALL HANDLING

Rings

Ring	Meaning
One ring	An inside call
Two rings	An outside call
Three rings	An outside call being transferred to you, or a priority call, such as a transferred call returning to your telephone

Tones

Tone	Meaning
Dial tone (steady tone)	You can make a call.
Busy (slow repeating tone)	The telephone you called is busy.
Fast busy (fast repeating tone)	No lines are free
Alternating high and low tones	You dialed a number incorrectly or misused a feature.
Recall or switchhook dial tone (multiple breaks in dial tone, then a steady tone)	You pressed and released the Recall button or switchhook, and now you can use a feature. You also hear this tone when you lift the handset if you have voice mail or a fax, or if the system operator has a message for you.
Confirmation tone (three breaks in dial tone, then silence)	You used a feature properly.
Callback tone (five short beeps)	The outside line or inside extension is busy and your telephone is programmed for automatic callback.
Call Waiting tone (one or two beeps while you are on another call)	You have an inside call (one beep) or an outside call (two beeps) waiting.

Conference

Use conference to add a third participant to a call or for a three-way conference you originate.

1. Press switchhook flash or **Recall** button.
2. Dial the number or extension.
3. Announce conference.
4. Press switchhook flash or the **Recall** button.

To end the conference, hang up.

To drop the last participant added, press the switch hook or **Recall** button.

Transfer

1. Press switchhook flash or **Recall** button.
2. Dial extension or number.
3. If desired, announce the call.
4. Hang up.

Hold

To put a call on hold or return to a call on hold:

1. Press and release the switchhook or press the **Recall** button.
2. Do not hang up.

If you hang up, dial # * * to return immediately to the call on hold. Otherwise, the call rings back in 30 seconds (This time is a centrally programmed feature).

MESSAGING

When you have a message from the system operator, a voice-mail message, or a fax, you hear a message-waiting tone which is multiple breaks in dial tone followed by a steady tone. Also, your message light goes on.

Leave Messages

To leave a message on a busy or unanswered display phone:

1. Lift handset.
2. Dial number.
3. Dial **#25** within 15 seconds after dialing the number.

To send a message to a display phone without calling:

1. Lift handset.
2. Dial **#53** and extension.

Turn Off Message Light

1. Lift handset.
2. Dial **#54** .

Cancel Messages

You can cancel messages you left on a display phone; you cannot cancel voice-mail messages.

1. Lift handset.
2. Dial **# * 53** and extension.

USING FEATURES

Accessing Features

Most features are used by dialing a # sign followed by a feature code (a 2- or 3-digit number). Other features, such as Hold, Transfer, and Conference, do not have feature codes and are activated by pressing the switchhook flash or the **Recall** button. Feature codes can only be used with touch-tone telephones.

If you are not on a call:

1. Lift handset.
2. Dial # followed by a feature code.
3. Dial any additional information required for the feature (for example, extension number). You may hear a confirmation tone.
4. Hang up after double break in dial tone.

If you are on a call:

1. Put call on hold, press the switchhook flash or press the **Recall** button.
2. Dial # followed by a feature code.
3. Dial any additional information required for the feature (for example, extension number). You may hear a confirmation tone.
4. Press switchhook flash or **Recall** button again to return to call.

Feature Code	
Account Code Entry	# 82 + code + #
Callback	
selective callback	# 55
cancel selective callback	# * 55
Call Waiting	
pick up	# 87
Follow Me	# 34 + extension
Forward	
inside	# 33 + extension
outside	# 33 + number + #
Forward/Follow Me	
cancel from all extensions	# * 34 *
cancel from one extension	# * 34 + extension
cancel from your telephone	# 33 + your extension
Last Number Dial	# 84
Messaging	
cancel message	# * 53 + extension
leave message without calling	# 53 + extension
leave message	# 25
turn message light off	# 54
Paging	
loudspeaker	# 9 + line number + zone
Park	
return to a parked call	# **
Personal Speed Dial	# + code (01-24)
Pickup	
group pickup	# 88
inside (extension)	# 9 + extension
outside (line)	# 9 + line number
Privacy	
turn privacy off	# * 31
turn privacy on	# 31
Reminder Service	
cancel reminder	# * 81
set reminder	# 81 + time + A or P
System Speed Dial	# + code (600-739)

OFTEN USED FEATURES

Callback

Use Callback to be notified when a busy extension or outside line is free. Choose selective callback by using a feature code. If programmed by your company, automatic callback may be available to you for inside and outside calls.

You cannot turn automatic callback off from your phone; selective callback is unavailable when automatic callback is on. You can use Callback on only one call at a time.

To use selective callback for busy extension:

1. Dial **# 55** when you hear busy signal.
2. Hang up after five short beeps.
3. Lift handset after priority ring, listen for three short beeps.

To use selective callback for busy outside lines:

1. Dial **# 55** when you hear fast busy signal.
2. Hang up after five short beeps.
3. Lift handset after priority ring, listen for three short beeps.

To use automatic callback:

1. When you hear five short beeps after you reach a busy extension or outside line, hang up.
2. Lift handset after priority ring, listen for three short beeps.

To cancel a callback request:

1. Lift handset.
2. Dial **# * 55**.
3. Hang up.

Forward and Follow Me

Forward is selected at your phone. **Follow Me** is selected from another extension. Both can be canceled at either phone.

To forward calls to an extension:

1. Dial **# 33** at your extension.
2. Dial another extension.
3. Hang up after double break in dial tone.

To select follow me from another extension:

1. Dial **# 34** at this extension.
2. Dial your extension.
3. Hang up after double break in dial tone.

To cancel:

1. From your telephone:
 - a. Dial **# 33**.
 - b. Dial your extension

Sending calls from one extension:

- a. Dial **# * 34**.
- b. Dial extension calls are sent from.

Sending calls from all extensions:

- a. Dial **# * 34 ***.

2. Hang up after double break in dial tone.

Last Number Dial

1. Lift handset.
2. Dial **# 84**.

OFTEN USED FEATURES

Personal Speed Dial

Use this feature to program 2-digit codes with numbers you dial most often.

To program personal speed dial codes:

1. Lift handset.
2. Dial # **00**.
3. Dial # and 2-digit code from 01 to 24.
4. Dial * **21**.
5. Dial phone number.
6. Repeat Steps 3-5 to program additional numbers.
7. Hang up.

To use personal speed dial codes:

1. Lift handset.
2. Dial # and 2-digit code (01-24).

System Speed Dial

Use company-programmed 3-digit codes to dial phone numbers. Ask your system manager for these codes.

1. Lift handset.
2. Dial # and System Speed Dial code.

Paging

To use speakerphone paging:

1. Lift handset.
2. Dial company-provided Group Page or Page All number.
3. Make announcement after beep.

To use loudspeaker paging:

1. Lift handset.
2. Dial # **9** , then loudspeaker page line number provided by your company.
3. Dial code for zone, if necessary.
4. Make announcement.

Park

To park a call:

1. Press switchhook or **Recall** button to put the call on hold.
2. Dial your extension.
3. When you hear a busy signal, hang up.

To return to a call you parked:

1. Lift handset.
2. Dial # ** .

To use park and speakerphone paging:

1. Press switchhook or **Recall** button to put the call on hold.
2. Dial your extension.
3. When you hear a busy signal, hang up.
4. Lift handset, then dial Group Page line.
5. Announce call and give your extension.

You can pick up a parked call at your extension without waiting for it to ring back by dialing # **

Pickup

To use:

1. Lift handset.
2. Dial # **9** and the extension or number where the call is ringing or parked.

To use group pickup:

1. Lift handset.
2. Dial # **88**.

Call Waiting

You hear one beep for inside calls; two beeps for outside calls.

To complete a call and answer a waiting call:

1. When you hear the call waiting tone, hang up the handset.
2. Lift handset.

To put a call on hold and pickup a waiting call:

1. Press switchhook or **Recall** button to put current call on hold.
2. Dial # **87** to connect to the waiting call.

To return to the held call, press the switchhook or **Recall** button. (If you hang up, the held call will ring back at your phone.)