AT&T

MERLIN LEGEND™
Communications System
Release 2.0
Analog Direct-Line Consoles 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.	

Posted Messages

1. Do Not Disturb	6.	11.	16.
2.	7.	12.	17.
3.	8.	13.	18.
4.	9.	14.	19.
5.	10.	15.	20.

TELEPHONE

Dedicated Feature Buttons

Conference	Press to add another person to a call.
Drop	Press to disconnect a person from a conference call.
HFAI	(Hands Free Answer on Intercom) Press to answer voice-announced calls.
Hold	Press to put a call on hold.
Message	Press to read your messages.
Microphone	Press to turn speakerphone's microphone on and off.
Recall	Press to disconnect without hanging up.
Speakerphone Speaker	Press to turn speakerphone on or off.
Transfer	Press to send a call to another phone.
Timekeeping Buttons (BIS-22D BIS-34D)	Used to display timekeeping functions.

BIS 22D Display

1line/16 char

22 Line Buttons

Timekeeping Buttons
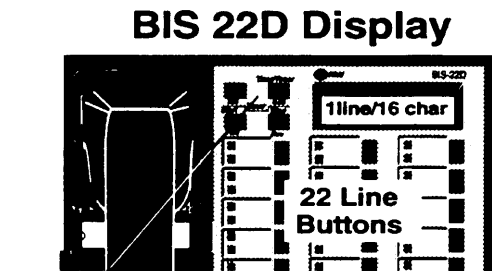
BIS 34D Display
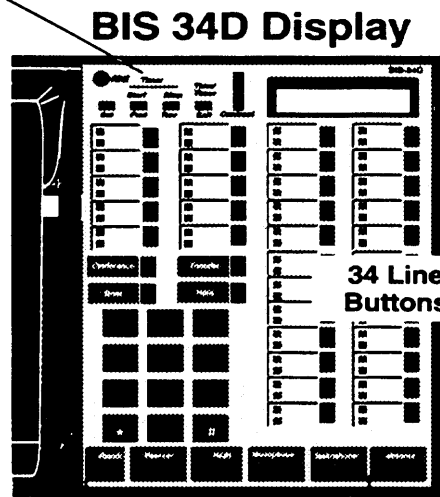
34 Line Buttons

Dedicated Feature Buttons

Note: BIS-34 same as BIS-34D except without display

Line Buttons

Telephones with SA Buttons

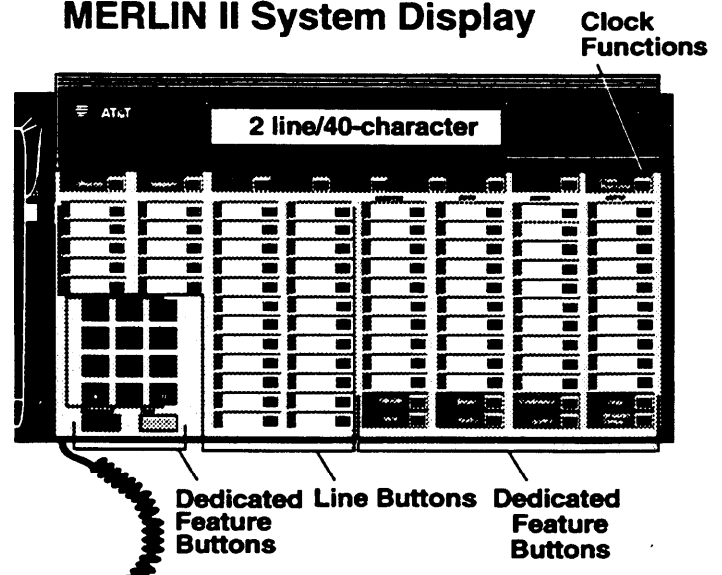|	
SA Ring	Use to make/receive ringing calls.
SA Voice	Use to make/receive outside calls, receive inside ringing and voice-announced calls, and make inside voice-announced calls. (Co-workers hear your voice over the speakerphone.)
SA Originate Only	Use only to make calls.
555-XXXX	Use to make/receive outside calls only.

Telephones with ICOM Buttons

ICOM Ring	Use to make inside calls and receive inside ringing and voice-announced calls.
ICOM Voice	Use to make inside voice-announced and receive inside ringing and voice-announced calls.
ICOM Originate Only	Use only to make inside calls.
555-XXXX	Use to make/receive outside calls only.

Additional buttons on MERLIN II System Display Console:

Shift Buttons	Shift buttons 1,2, and 3 used with DSS buttons to handle calls for up to 120 extensions:
Shift 1	Reaches the first number on each DSS button, ranging from 10-49.
Shift 2	Reaches the second number on each DSS button, ranging from 50-89.
Shift 3	Reaches the third number on each DSS button, ranging from 90-129. Press shift buttons 1,2, or 3, then associated DSS buttons to reach extension numbers assigned on your DSS.
Message status	Press **Message Status** then shift button to see Message light status for associated extension.
Clock Functions	Press to set alarm, timer, date, and time.

MERLIN II System Display

Clock Functions

2 line/40-character

Dedicated Feature Buttons   Line Buttons   Dedicated Feature Buttons

Rings

You hear	You see	Display shows	Call Type
2 rings	Green flashing light beside line button	(screen *blank)* or *FX-NYC*	outside
1 ring	Green flashing light beside SA or ICOM/fast flashing light beside DSS	*23 Ext-R* or *23 Wayne*	inside
Caller's voice	Green steady light next to SA or ICOM and steady light beside DSS	*423 Ext-V or Wayne -Ext V*	inside
3 rings	Green flashing light beside line button/slow flashing light beside DSS during transfer	*Tfr-Ret ext.*	return

Line Button Lights

Light	Meaning
Steady red	Automatically connected to this line when you lift the handset,
Steady green	Line is in use, or the feature on this button is in use.
Steady red and green	You are using this line.
Flashing green	Call on this line is incoming,
Fast flashing green	Call on this line is on hold,

DSS Button Lights

Light	Meaning
Off	This co-worker is not on the phone and is not using Do Not Disturb.
Steady	This co-worker is on the phone or is using Do Not Disturb.
Fast flashing	This co-worker is calling you.
Slow flashing	A call you transferred to this extension is returning to you.

Answering/Making Calls

To answer a call:

- ◆ Use the headset, lift handset, or press **Speakerphone** or **Speaker.**
- ◆ *For voice-announced only on BIS phones:*
  - — Press the **Microphone** button to talk over your speakerphone.
  - — Use **HFAI. HFAI** must be on before the call comes in to talk directly into speakerphone.

To make a call:

1. Press **ICOM** or **SA** button.
2. Lift handset, press **Speaker** or **Speakerphone,** or use the headset.
3. Press DSS, or **Auto Dial** for the extension, or dial extension.

To make outside calls for co-workers:

1. Press an available line button.
2. Lift handset, press **Speaker** or **Speakerphone,** or use the headset,
3. Dial phone number or press programmed outside **Auto Dial** button.
4. Announce the call.
5. Press **Transfer.**
6. Press DSS or **Auto Dial** button for co-worker's extension, or dial extension.
7. Announce the call,
8. Hang up.

Conference

Conference can have up to three inside participants, including yourself, and up to two outside participants.

1. Dial the first number or extension.
2. Press **Conference.**
3. Select line button, if not selected.
4. Dial next number or extension.

Conference cont'd

5. Announce call and press **Conference.**
6. Repeat Steps 2-5 for each outside participant, if any.
7. To end conference, hang Up or press **Speaker** or **Speakerphone.**
   - — Press **Drop** and line button to drop last participant added.
   - — Press **Hold** to temporarily leave conference.
   - — Press any participant's line button to rejoin conference.

Transfer

For inside transfer:

1. One-touch transfer:
   - ◆ With automatic completion:
     - — Press DSS or **Auto Dial** button.
   - ◆ With manual completion:
     1. Press DSS or **Auto Dial** button.
     2. Announce the call.
     3. Hang up or press **Speaker** or **Speakerphone.**
2. Without one-touch transfer:
   1. Press **Transfer.**
   2. Press extension, DSS, or **Auto Dial** button.
   3. Hang up or press **Speaker** or **Speakerphone.**

   If co-worker unavailable:
   - ◆ I Consider Barge-In, Camp-On, Paging, or Park.
   - ◆ I Use Send/Remove Message.

For outside transfer:

1. Press **Transfer.**
2. Press line or **SA** button,
3. Dial dial-out code and number.
4. Hang up or press **Speaker** or **Speakerphone.**

OFTEN USED FEATURES

Reminder

Use the **Reminder** service to automatically place ringing calls to phones in the system at preset times.

To program a reminder service button:

See **Programming Buttons.**

To set a reminder:

1. Press **Reminder Set** button or press programmed **Feature** button and dial **81.**
2. Press DSS or **Auto Dial** button for the extension.
3. Dial a four-digit time from 1200 to 1159.
4. Dial 2 **(A)** for a.m. or 7 **(P)** for p.m.
5. Repeat Steps 2 – 4 for each additional phone.
6. Hang up.

To read reminder messages on a display:

1. Press **Reminder Set** button or press **Feature** and dial **81.**
2. Press DSS or **Auto Dial** button for the extension or dial the extension.
3. Displays appear as follows:
   - ◆ Answered reminder call:
     extension: A time AM/PM
   - ◆ Missed reminder call
     extension: X time AM/PM
   - ◆ Reminder set:
     extension: time AM/PM
4. Hang up.

To cancel, set and answered reminders:

1. Press **Reminder Cancel** button or press **Feature** and dial ***81.**
2. Press DSS or **Auto Dial** button for the extension or dial the extension.

To clear a missed reminder:

1. Press **Missed Reminder** button.
2. Press programmed **Reminder Cancel** button, or press **Feature** and dial ***81.**
3. To see next missed reminder, press **Feature** and dial ***28.**
4. Repeat Steps 2 and 3, if necessary.
5. Press **Missed Reminder** button.

Headset Features

You must program an **Auto Answer All** button to automatically send calls to the headset. You must have a General Purpose Adapter (GPA) to connect the headset to the console.

To program:

See **Programming Buttons.**

To use:

1. Verify that the switch on the GPA is on **Auto.**
2. Toggle programmed **Auto Answer All** button to turn headset on/off.

Calendar

To set time, day, and date:

- ◆ For BIS-22D and BIS-34D Consoles:
   1. Press **Set** until item flashes.
   2. Press **Fwd** or **Rev** to change item.
   3. Press **Set.**
   4. Repeat Steps 1-3 if necessary.
   5. Press **Exit.**
- ◆ For MERLIN II System Display Consoles:
   1. Press **Clock Functions** button.
   2. Select *Set.*
   3. Select *Day.*
   4. Press button below display to select current day.
   5. Select *Time.*
   6. Press *Hour* and *Min* arrow keys.
   7. Select *Date.*
   8. Press *Month* and *Date* arrow keys.
   9. Select *Exit* twice.
   10. Press **Clock Functions** button.

Paging

To program speakerphone paging button:

1. Label a button as **Group Page** (name) or Page All.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***22** and Group Page or Page All extension.
5. Slide T/P switch to center.

To use speakerphone paging:

1. Press any **ICOM Ring** or **SA Ring** button.
2. Lift handset or use headset,
3. Press programmed button or dial company-provided Group Page or Page All number.
4. Announce call after beep.

To use loudspeaker paging:

1. Lift handset or use headset.
2. Press programmed button, or press Feature and dial 9 and Loudspeaker Page line number.
3. Dial code for zone to be paged.
4. Announce call.

Park

To program button:

See Programming Buttons.

To program a park button for a specific Park Zone:

1. Label button *Park (zone).*
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***22** and Park Zone extension.
5. Slide T/P switch to center.

To use park and paging:

1. Park the call.

   At your extension:
   - Press programmed Park button.
   - Press Transfer, dial your extension, and press Transfer again.

   At a park zone:
   - Press programmed Park (zone) button.
   - Press Transfer, dial Park Zone extension, and press Transfer again.

2. Setup page.

   For Speakerphone Page:
   - Press programmed Group Page - (name) or Page All button.
   - Dial Group Page or Page All number.

   For Loudspeaker Page:
   - Press programmed Loudspeaker Page button.
   - Press Feature and dial 9 and line number (801-880) and code for the Page Zone, if necessary.

3. Announce call and extension where call is parked.

Alarm Clock

To set alarm clock:

- For BIS-22D and BIS-34D Consoles:
  1. Press **Set** until alarm appears on display.
  2. Press **Fwd** to set *On.*
  3. Press **Set.**
  4. Press **Fwd** or **Rev** to set the hour.
  5. Press **Set.**
  6. Press **Fwd** or **Rev** to set the minutes.
  7. Press **Set**
  8. Press Exit.

- For MERLIN II System Display Consoles:
  1. Press **Clock Functions** button.
  2. Select *Alarm.*
  3. Select *Alrm Set.*
  4. Press *Hour* and *Min* arrow keys.
  5. Select *Exit.*
  6. Select *Alrm On.*
  7. Select *Exit.*
  8. Press **Clock Functions** button.

To cancel alarm clock:

- For BIS-22D and BIS-34D Consoles:
  1. Press **Set.**
  2. Press **Fwd.**
  3. Press **Exit.**

- For MERLIN II System Display Consoles:
  1. Press **Clock Functions** button.
  2. Select *Alrm Off.*
  3. Select *Exit.*
  4. Press **Clock Functions.**

FEATURES & PROGRAMMING

Programming Buttons

*To program a **Feature** button:*

1. Label a line button with *Feature.*
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***20.**
5. Slide T/P switch to center.

To program features onto buttons:

1. Label a line button appropriately.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial programming code.
5. Slide T/P switch to center.

Programming Features

Some features set up how your works and are not programmed onto a button. The* in the Programming Codes table flags these features.

To set these features:

1. Slide T/P to P.
2. Press **ICOM** or **SA** button.
3. Dial programming code flagged with a ‡.
4. Repeat Steps 2 and 3 for additional phone set up features.
5. Slide T/P to center.

PROGRAMMING CODES			
Feature	Code	Feature	Code
Account Code Entry	*82 + code	Notify	
Auto Dial		notify receive	*758 + extension
inside ♦	*22 + extension	notify send	*757 + extension
outside ♦	*21 + number	Paging	
Callback		group paging	*22 + group ext.
automatic callback off‡	**12	Park	*86
automatic callback on‡	*12	park zone	*22 + zone
selective callback	*55	Personalized Ring‡	*32 + ring (18)
Call Waiting		Personal Speed Dial	# +(01-24) + *21
off ‡	**11		+ number
on‡	*11	Pickup	
Camp-On	*57	general	* 9
Coverage		group	*88
coverage vms off ♦	*46	inside‡	*9 + extension
group coverage ♦	*42 + group	outside‡	*9 + line number
inside and outside‡	*48	Privacy	*31
off‡	*49	Recall	*775
outside only	**48	Reminder Service	
primary individual coverage ♦	*40 + extension	cancel reminder	**81
secondary Individual coverage ♦	*41 + extension	missed reminder	*752
Do Not Disturb ♦	*47	set reminder	*81
Extension Status Off (Operator)	*760	Ringing Options	
Extension Status 1 (Operator)	*761	abbreviated off‡	*342
Extension Status 1	*45	Abbreviated on‡	*341
Extension Status 2 (Operator)	*762	delayed all lines‡	*346
Extension Status 2	*44	delayed one line‡	*36
Forward	*33	immediate all lines‡	*347
Headset Features		immediate one line‡	*37
Headset Auto Answer ♦	*780	no ring all ines‡	*345
Headset/Handset Mute ♦	*783	no ring one line‡	*35
Headset Status	*782	Saved Number Dial u	*85
Last Number Dial	*84	Signaling u	*23 + extension
Messaging		System Speed Dial	*24 + code
leave message	*25	Voice Announce	
posted message	*751	off‡	**10
Send/Remove message	*38	on‡	*10
Night Service ♦	*39		

No diamond means the feature can also accessed from a feature code.

‡ Denotes features that setup how your phone works; a programmed button is not needed to use them.

♦ Feature must be programmed on line button.

Accessing Features

Some features are accessed by dialing a feature code, others are accessed via a programmed button.

To access features:

◆ Dial a feature code:

1. Press **Feature** or dial #. (To use # sign, you must lift headset.)

2. Dial feature code.

◆ Press a button programmed with a feature.

FEATURE CODES	
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 phone number
Forward and Follow Me	
cancel all extensions†	*34*
cancel one extension†	*34 + extension
cancel from your phone	33 + your extension
Last Number Dial	84
Language††	
English	790
French	791
Spanish	792
Messaging	
cancel message	*53 + extension
delete message	26
leave message	25
next message	28
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	
off	*31
on	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.

†† For time functions, English operates on 12-hour clock (A or P). French and Spanish operate on 24-hour clock.

Receive Messages

When your message light is on, press the **Message** button to read the message on your display. On non-display consoles, only another operator can notify you of a message by turning on your **Message** light.

Send/Remove Messages

To program:

See **Programming Buttons.**

To use:

Use **Send/Remove Message** to turn on a message light for co-workers with nondisplay phones. On display phones, it leaves a message as well. If the message light is already on, using the **Send/Remove Message** button turns off the light (and cancels the operator message left on a display phone).

To turn message lights on/off using **Auto Dial** *button:*

1. Check the red light next to the **Auto Dial** button for the extension.

2. To turn message light on or off, press **Send/Remove Message** button, or press **Feature** and dial **38.**

To use **Send/Remove Message** *without* **Auto Dial:**

1. Press **Send/Remove Message** button, or press **Feature** and dial **38.**

From Display
Alarm Clock‡
Calendar‡

‡ For BIS consoles, use the timekeeping buttons.

Messaging Cont'd

To turn message light on/off on MERLIN II System Display Console:

On MERLIN II System Display consoles, you can use a **Message Status** button to check the status of a co-worker's message light. If your DSS has additional extensions on each DSS, you must use the appropriate shift button to see message status for these extensions.

1. Press **Message Status** button.

2. Check green light next to DSS button for the extension (use shift button, if necessary).

 ◆ To leave message light unaffected, press **Message Status** button.

 ◆ To turn message light on or off, press **Send/ Remove Message** button, or press **Feature** and dial 38 and press DSS button for the extension. Press **Message Status** to return to call handling.

Post Messages

To program:

See **Programming Buttons.**

To post:

1. Press programmed button.

2. Dial posted message code (01-20).

To cancel:

1. Press programmed button.

2. Dial **00.**

Camp On

To program:

See **Programming Buttons,**

To use camp on:

1. If you have camp on with
 ◆ manual dial:
 a. Press **Transfer.**
 b. Dial extension.
 ◆ one-touch transfer with manual completion:
 - While active on a call, press DSS or **Auto Dial** button.

2. Press programmed button or press **Feature** and dial **57.**

3. Hang up, press **Speaker** or **Speakerphone** of use headset.

Night Service

To program:

See **Programming Buttons.**

To use:

1. Press programmed button.

2. Dial password, if necessary. You have 60 seconds to enter the password.

System Speed Dial

Use company-programmed 3-digit codes to dial phone numbers. Ask your system manager for a list of numbers and their associated codes.

To program:

1. Label button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial ***24.**
5. Dial 3-digit company-supplied speed dial code.
6. Slide T/P switch to center.

To use:

1. Lift handset, Speaker or Speakerphone or use headset.

2. Press programmed button, or press Feature and dial 3-digit company-supplied speed dial code.

Auto Dial

To program:

1. Label a button.

2. Slide T/P switch to P.

3. Press labeled button.

4. Dial ***22** for inside numbers or ***21** for outside numbers.

5. Dial extension or outside number, (Include entire dialing sequence, including dial-out codes. See Special Characters Table.)

6. Repeat Steps 3-5 to program additional buttons.

7. Slide T/P switch to center.

*To use outside **Auto Dial** button:*

 ◆ Press programmed **Auto Dial** button.

*To use inside **Auto Dial** button:*

1. Press appropriate **ICOM** or **SA** button.

2. Press programmed **Auto Dial** button.

Special Characters Table

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

Press...	See...	Means...
Drop	s	Stop. Halts dialing sequence to allow for system response.
Hold	P	Pause. Inserts 1.5 sec. pause in auto dialing. More than one consecutive pause allowed.
Conference	f	Flash, Sends switchhook flash.
##	#	*Extension Programming only:* End of Dialing. Completes dialing sequence or use to separate grouped digits.
#	#	End of Dialing. Completes dialing sequence or use to separate grouped digits.