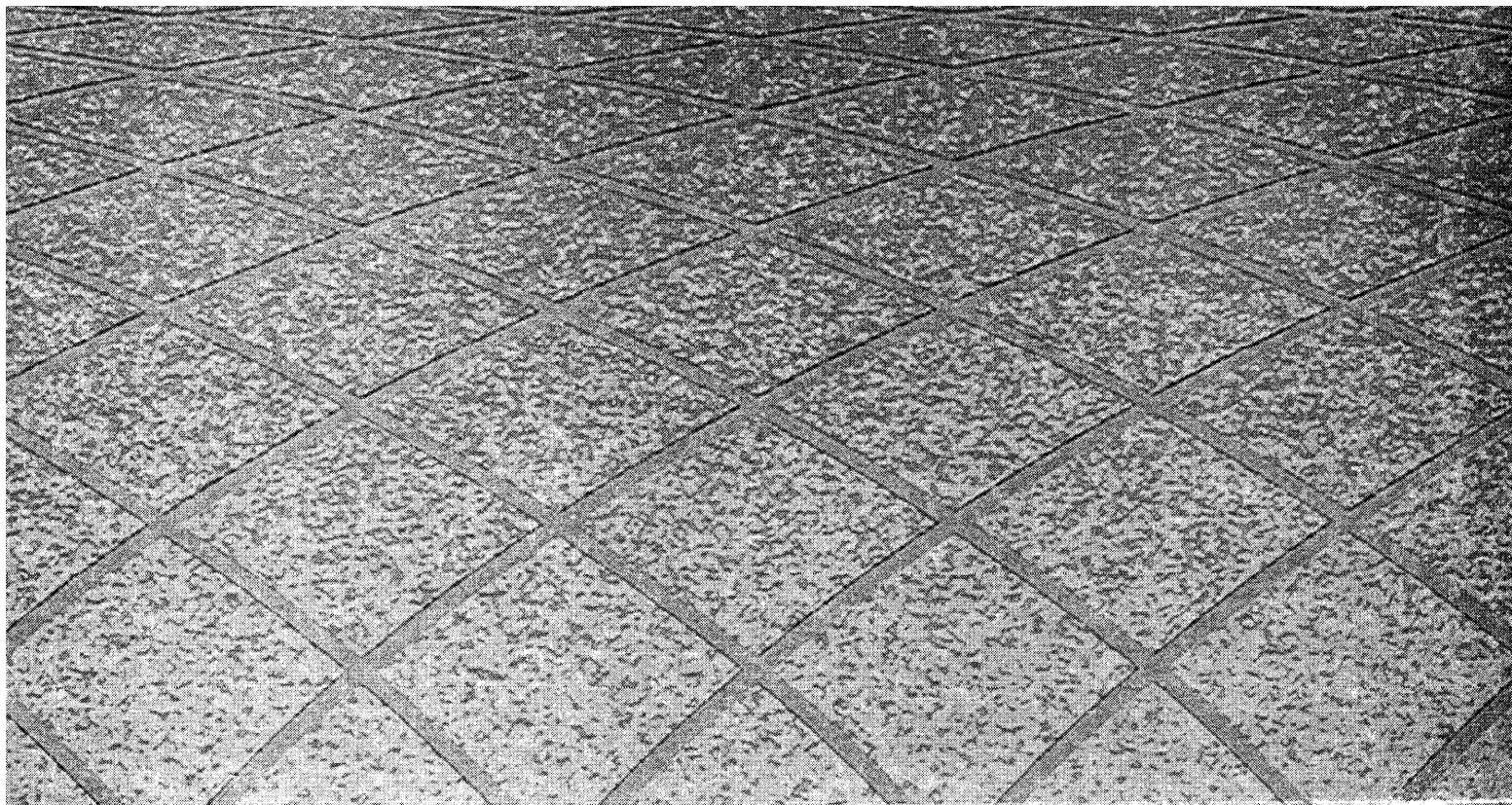


**AT&T**

**MERLIN LEGEND™**

Communications System  
Release 2.0

MLX-10™ Non Display  
Telephone User'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.

## **Canadian Department of Communications (DOC) Interference Information**

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

Le Present Appareil Numerique n'emet pas de bruits radioelectriques depassant les limites applicable aux appareils numeriques de la class A prescribes clans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.

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# Contents

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	<b>About This Guide</b>	1
	■ Conventions	2
	■ How to Comment on This Guide	3
<hr/>		
<b>1</b>	<b>Your MLX-10 Telephone</b>	1-1
	■ MLX-10 Telephone	1-2
	■ Dedicated Feature Buttons	1-4
	■ Line Buttons	1-7
	■ Line Button Lights	1-12
	■ Caring for Your Phone	1-13
	■ Adjusting the Desk Stand	1-14
	■ Additional Equipment	1-16

---

# Contents

---

<b>2</b>	<b>Quick Start</b>	2-1
	■ Identifying Call Types	2-1
	■ Making Calls	2-4
	■ Answering Calls	2-7
	■ Transferring Calls	2-9
	■ Setting Up a Conference	2-11

---

<b>3</b>	<b>Using and Programming Features</b>	3-1
	■ Using Features	3-4
	■ Programming Features	3-5

---

<b>4</b>	<b>Feature Finder</b>	4-1
----------	-----------------------	-----

---

# Contents

<b>5</b>	<b>Features</b>	5-1
	■ Account Code Entry	5-2
	■ Auto Dial	5-5
	■ Callback	5-8
	■ Call Waiting	5-12
	■ Conference	5-14
	■ Coverage	5-18
	■ Do Not Disturb	5-27
	■ Forward and Follow Me	5-30
	■ Headset/Handset Mute	5-34
	■ Language	5-36
	■ Last Number Dial	5-37
	■ Line Request	5-38
	■ Messaging	5-39
	■ Night Service	5-44
	■ Paging	5-45

---

# Contents

---

## **Features** (continued)

■ Park	5-48
■ Personal Speed Dial	5-52
■ Pickup	5-54
■ Privacy	5-57
■ Recall	5-59
■ Reminder Service	5-60
■ Ringing Options	5-62
■ Saved Number Dial	5-66
■ Signaling and Notify	5-68
■ System Speed Dial	5-71
■ Transfer	5-73
■ Voice Announce	5-82
■ Volume	5-83

---

# Contents

---

<b>A</b>	<b>Programming Special Characters</b>	A-1
----------	---------------------------------------	-----

---

<b>B</b>	<b>Feature Codes</b>	B-1
----------	----------------------	-----

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<b>C</b>	<b>Programming Codes</b>	C-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

---

This guide gives you the information you need to use your MERLIN LEGEND™ Communications System non-display phone. If you have any questions about using your phone's features, contact your system manager. He or she is a co-worker who is responsible for managing the system.

## Conventions

---

The following typographical conventions are used in this guide:

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

Press programmed **Auto Dial** button.

- *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 phone display screens or on a PC screen. Your phone automatically posts the message:

`Do Not Disturb.`

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

Dial **★ 34**.

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

*The green light flashes.*

## **How to Comment on This Guide**

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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.

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# Your MLX-10 Telephone

# 1

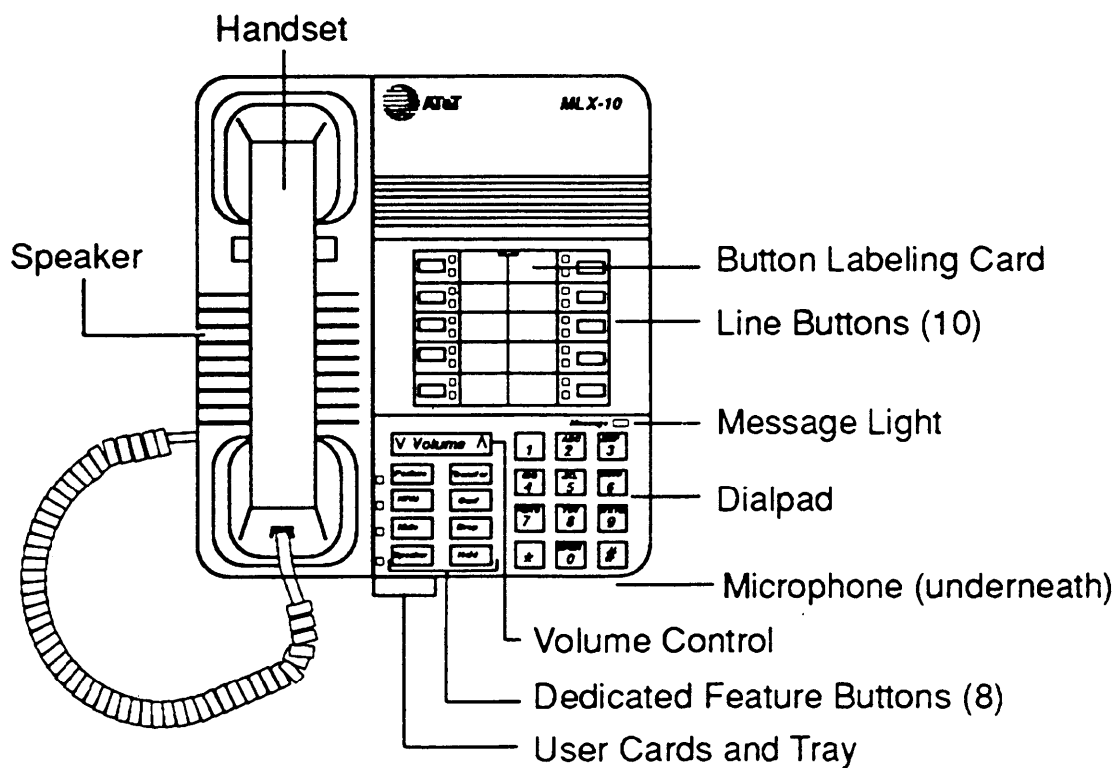
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The MLX-10™ non-display telephone has many features. Some of these, such as Transfer and Conference, are built in. Others, such as Forward and Call Waiting, can be programmed and used when you need them.

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

# MLX-10 Telephone

---



## Your MLX-10 Telephone

---

**Button labeling card**

A card you can label with the line or feature assigned to each line button.

**Dedicated feature buttons**

The eight imprinted buttons for the features used most often.

**Desk stand (not shown)**

A support that adjusts to two angles and can be removed for wall mounting.

**Dial Pad**

The numbered buttons, along with \* and #, that are used to dial phone numbers and feature codes.

**Handset**

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

**Line buttons**

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

**Message light**

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

**Microphone (not shown)**

Use when the speakerphone is active.

**Speaker** The loudspeaker device.

**User cards and tray**

Instructions for feature use in a sliding tray under the phone.

**Volume control**

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



## Dedicated Feature Buttons

---

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

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

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

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

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

- Speaker** Press to turn on the speakerphone so you can make or answer a call without using the handset.
- Press **Speaker** before dialing to get a dial tone.
  - Press **Speaker** when the phone rings to answer a call.
  - Press **Speaker** while the handset is in use to turn off the handset and turn on the speakerphone. (You can hang up the handset and the call remains on the speakerphone. )
  - Press **Speaker** while the speakerphone is in use to hang up the phone.
- Transfer** Press to send a call to an inside extension or outside number.
- Conf** Press to add another person to a call for conferencing with up to five people, including you.
- Drop** Press to disconnect a person from a conference call. Drop does not work when a conference has been put on hold. Drop is also used to cancel a queued line request or a Callback call.

**Hold**

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

**NOTE:**

Depending on how your system is set up, Transfer, Conf, Drop, and Hold may not work exactly as described here. If you have any questions about using these features, contact your system manager.

## Line Buttons

---

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

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

If you have **ICOM** buttons, use them to place inside calls only: Use buttons labeled with phone numbers to place outside calls.





















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

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

Depending on your company, you may or may not have all the buttons described next. If your phone has **SA** buttons, see the following section. If your phone has **ICOM** buttons, see “Phones with **ICOM** Buttons.”

## Phones with SA Buttons

---

		555-1234			
		SHARED SA RING/DAH			
		SA ORIG ONLY			
		SA VOICE	POOL		
		SA RING	555-1235		

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

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

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





















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

**555-1234.** Use any button labeled with a phone number to **make or receive outside calls only**. It is a direct outside line that does not need a dial-out code.

**Pool.** Use this button to **get an outside line from a group of outside lines**. You may have a different label on one or more of these buttons, or you may need to enter a dial-out code (or pool code). Consult your system manager for an explanation of their purpose and use.

## Phones with ICOM Buttons

---

		555-1235			
		555-1234			
		ICOM OR34 0HL4			
		ICOM VO3CE	555-1237		
		ICOM R34G	555-1236		

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

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

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

**555-1234.** Use any button labeled with a phone number to **make or receive outside calls only**. It is a direct outside line that does not need a dial-out code.



## Line Button Lights

---

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

<b>Light</b>	<b>Meaning</b>
Steady red	You are automatically connected to this line when you lift the handset.
Steady green	The line is in use or the feature programmed onto the line button is in use.
Steady red and green	You are using this line button or the Line Request feature is for this line.
Steady red and flashing green	An incoming call is ringing on this line button or a call you transferred is returning to this line button.
Fast flashing green	You have put a call on hold on this line button.
Slow flashing green	Someone else has put a call on hold on this line button.

## Caring for Your Phone

---

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



**CAUTION:**

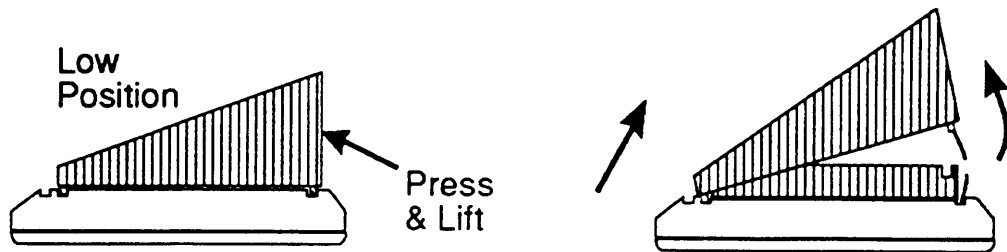
*To prevent permanent damage, do not immerse the phone in water or any other liquid, or use liquid or aerosol cleaners directly on the phone.*

## Adjusting the Desk Stand

---

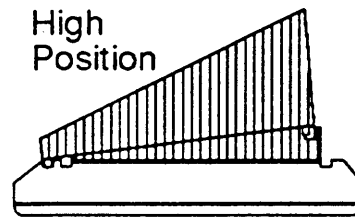
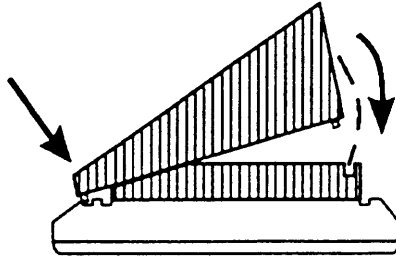
The angle of a desktop phone can be adjusted to two positions, low and high, as shown in the diagram at the bottom of the user card tray. To make the adjustment, put the phone face down on a flat surface, remove the cord from the clips in the stand, and follow the steps below. (Removing the user card tray under the phone may make the adjustment easier.)

1. Press on the top rear center of the stand to release the tab.
2. Pull the stand toward you and away from the phone.



3. To adjust the stand to the low position, insert the tab at the bottom of the stand into the corresponding lower slot. To adjust the stand to the high position, insert the tab at the bottom of the stand into the corresponding upper slot.

4. Lower the stand and press the tab at the top into the corresponding slot on the phone. Replace the cord in the clips in the stand.



The desk stand is removed when mounting MLX-10 on the wall.

## **Additional Equipment**

---

The following additional equipment is now supported:

- Four headsets
- Modular amplifier

### **Headsets**

---

For hands-free operation of the telephone, four headsets are now available:

- 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.

### **Modular Amplifier**

---

The Modular Amplifier connects the StarSet, Mirage, Supra, and Supra NC headsets to any MLX telephone. The amplifier provides volume and mute controls.

---

## Quick Start

# 2

---

Quick Start helps you begin using the basic features of your MLX telephone immediately. To use features not addressed in this chapter, see Chapter 5, “Features.”

## Identifying Call Types

---

Your telephone provides distinctive rings to identify ringing calls. It also provides tones to assist you in using system features or making calls.

## **To Identify Ringing Calls**

---

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

<b>Ring</b>	<b>Meaning</b>
One long ring	An inside call
One long ring and one short ring	An outside call
One long ring and two short rings	An outside call transferred to you or a returning transferred call (See “Transfer” in Chapter 5.)
One long ring and three short rings	A returning Callback call (See “Callback” in Chapter 5.)

### To Identify Tones

---

When making a call or using a feature, you may hear a different tone. These tones are described as follows.

<b>Tone</b>	<b>Meaning</b>
Dial tone (steady tone)	You can make a call.
Busy (slow repeating tone)	The phone you are calling is busy.
Fast busy (fast repeating tone)	No lines are available.
Alternating high and low tones	You dialed a number incorrectly or misused a feature.
Confirmation tone (double break in dial tone followed by steady tone)	You used a feature properly.
Callback tone (five short beeps)	The outside line or the extension is busy and your phone is programmed for Callback. (See "Callback" in Chapter 5)
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.



## Making Calls

---

A steady red light beside a line button indicates a free line. When you lift the handset to make a call, you are automatically connected to this line.

### To Make Inside Calls

---

Inside calls are either voice-announced or ringing.

When you make a voice-announced call by using an **ICOM Voice** or **SA Voice** button, your co-worker's phone does not ring; your voice is heard over the speakerphone if your co-worker's phone is programmed to receive voice announcements. When your co-worker is on another call using the handset, your voice still comes over the speakerphone.

If the co-worker you dialed is already using the speakerphone or Voice Announce is turned off for that phone, your call rings instead. If the co-worker is using Do Not Disturb or all the **ICOM** or **SA** buttons assigned to receive calls are in use, you hear a busy signal. See "Voice Announce" and "Do Not Disturb" in Chapter 5.

To make an inside ringing call, use an **ICOM Ring** or **SA Ring** button.

### **NOTE:**

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

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

## **To Make Outside Calls**

---

Use any **SA** button or any line button labeled with a phone number or Pool number to make an outside call.

**ICOM** buttons are reserved for inside calls.

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

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

## Answering Calls

---

Your phone alerts you to an incoming call in a few different ways. The phone can ring or you can receive a voice-announced call over the speakerphone. If you are using your phone, you may hear a Call Waiting signal (a beep) during your call. This beep indicates that you have another call. See “Call Waiting” in Chapter 5.

You can prevent voice-announced calls by turning off Voice Announce or prevent both voice-announced and internal ringing calls by using Do Not Disturb. See “Do Not Disturb” and “Voice Announce” in Chapter 5. While you are on a call, you can also use the **Inspct** button to preview other incoming calls or calls on hold.

### To Answer Voice-Announced Calls

---

Answer a voice-announced call in one of the following ways:

- Lift the handset.
- Press **Mute** to talk over your speakerphone. (Mute comes on automatically when you receive a voice announced call; press **Mute** to turn it off.)
- Use **HFAI**.  
*HFAI must be on before the call comes in. To answer a call, simply talk directly into the speakerphone.*

## **To Answer Ringing Calls**

---

### **If You Are Not on the Phone:**

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

### **If You Are on the Phone:**

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

## Transferring Calls

---

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 5.

### 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 5 for more information on these features.*
  - If the light is off, go to Step 2.
2. Press **Transfer**.  
*The tail 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**

---

Press **Transfer**.

*The call is put on hold automatically.*

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.*

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 tail 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.

### **To Leave a Conference Temporarily**

---

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

### **To Drop a Conference Participant**

---

1. Press **Drop**.  
*The drop feature does not work when the conference is on hold.*
2. Press the line button of any participant.

---

# Using and Programming Features

# 3

---

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

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

**Whether the feature needs a programmed line button.** Some features, such as Saved Number Dial, cannot be used with feature codes. You need to program a button to turn the feature on and off. The light next to the button provides a visual reminder when the feature is in use. The following features require programmed buttons. For more information on Programming codes, see Appendix C.

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

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

- Call Waiting—Pickup
- Cancel sending of Forwarded calls from all extensions
- Cancel sending of Forwarded calls from one extension
- Cancel sending of Follow Me calls from all extensions
- Cancel sending of Follow Me calls from one extension
- Extension Language
- Personal Speed Dial

## Using and Programming Features

---

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

### Using Features

---

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

- **Press a programmed button.** When you have programmed a feature onto a line button, press that button to use the feature.
- **Dial a feature code.** You can use many features that do not appear on the Menu or Feature screen by pressing the **Feature** button and dialing a 1-, 2-, or 3-digit feature code. You can also use feature codes for features that you only use occasionally instead of programming them on line buttons. (Feature codes are listed in Appendix B.)

To use a feature code:

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

## Programming Features

---

Your company may have already labeled and programmed features onto line buttons. You can program any unlabeled line buttons with the features of your choice by using feature codes.

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

1. Press **Feature** and dial **00**.
2. Press the button you labeled.
3. Dial the programming code (listed in the card tray or in Appendix C).

*Some features require additional entries. For example, you must enter an extension for inside Auto Dial.*

4. Press **Feature** again and dial **★ 0 0**.

To use the feature, simply press the programmed button.

---

# Feature Finder

# 4

---

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

- Calling Basics
- Covering Calls
- Messaging and Paging
- Privacy
- Ringing

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



## Calling Basics

---

<b>If you want to . . .</b>	<b>See . . .</b>
Dial numbers with the touch of a button	<b>Auto Dial</b>
Program codes to quickly dial numbers you call often	<b>Personal Speed Dial</b>
Quickly dial numbers programmed by your company	<b>System Speed Dial</b>
Automatically redial a number you dialed previously	<b>Last Number Dial Saved Number Dial</b>
Connect automatically to a busy extension or outside line when it's free	<b>Callback Line Request</b>
Quickly disconnect one internal call and dial another without pressing the switchhook	<b>Recall</b>
Enter an account code before or during a call	<b>Account Code Entry</b>
Add as many as four others to the same call	<b>Conference</b>
Transfer a call	<b>Transfer</b>
Transfer a call to a busy extension and hold the call there for a preset time (Camp-On)	<b>Transfer</b>
Adjust the volume of speaker, handset, and ringer	<b>Volume</b>
Make a call after normal business hours	<b>Night Service</b>

## Covering Calls

---

<b>If you want to . . .</b>	<b>See . . .</b>
Answer a co-worker's ringing phone from your phone	<b>Pickup Coverage</b>
Have a co-worker answer your calls	<b>Coverage</b>
Forward your calls to another phone	<b>Forward and Follow Me</b>
Stop your outside calls from going to voice mail	<b>Coverage VMS</b>
Stop your internal calls from going to Coverage	<b>Coverage Inside off</b>

---

## Messaging and Paging

---

<b>If you want to . . .</b>	<b>See . . .</b>
Let a co-worker know you called or find out if you have a fax or operator or voice message	<b>Messaging</b>
Broadcast an announcement	<b>Paging</b>
Put a call on hold while you page a co-worker	<b>Park Paging</b>
Signal a co-worker to contact you	<b>Signaling and Notify</b>
Know if someone is calling while you are on a call	<b>Call Waiting</b>

---

## Privacy

---

<b>If you want to . . .</b>	<b>See . . .</b>
Prevent interruptions by blocking calls to your phone	<b>Do Not Disturb</b>
Prevent co-workers from joining your calls	<b>Privacy</b>
Prevent the person on a call from hearing you speak to someone in your office	<b>Headset/Handset Mute</b>
Receive voice-announced calls	<b>Voice Announce</b>

## Ringling

---

<b>If you want to . . .</b>	<b>See . . .</b>
Have your phone ring differently from other phones	<b>Ringling Options— Personalized Ring</b>
Set your phone to ring immediately, after a delay, or not at all, and to ring once or repeatedly while you're on the phone	<b>Ringling Options</b>
Remind yourself of meetings or appointments	<b>Reminder Service</b>

---

# Features

# 5

---

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

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

## Account Code Entry

---

Account codes help your company track phone use to bill clients and to forecast 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, your choices are:

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

You can change a code you have entered (either required or optional) by entering a new one, even after the call is answered.

To obtain a list of account codes for your organization, contact your system manager for information on who in your company is responsible for generating the list.

## To Program an Account Code Entry Button

---

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

## To Enter an Account Code Before Calling

---

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

### NOTE:

- For Step 2, if you have programmed an outside Auto Dial button with a specific account code followed by #, you can press the button whenever you need to enter the code. (See Account Code.)
- If you are using account codes on a conference call, follow Steps 1 through 5 and press **Conf**. When adding additional participants, repeat Steps 1, 2, 3, and 5 and press **Conf** again. This associates an account code with each participant.

### To Enter or Change Account Codes During a Call

---

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

### NOTE:

- If you make a mistake, you can correct the code using the above procedure.
- If an account code is already entered for a call that is transferred to you, it cannot be changed.

### **Auto Dial**

---

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

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

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

**NOTE:**

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

### **To Program Inside and Outside Auto Dial Buttons**

---

1. Label the button to be programmed as **Auto Dial** with a person's name or other identifier.
2. Press **Feature** and dial **00**.
3. Press the button you labeled.



4. Dial:
  - ★ 22 for inside numbers.
  - ★ 21 for outside numbers. See Notes.
5. Dial the extension or outside number (including any necessary dial-out code, long-distance carrier code, area code, and special characters). See Notes.
6. Repeat Steps 1, 3, 4, and 5 to program additional buttons.
7. Press **Feature** and dial ★ **00**.

### NOTE:

- For Step 2, if you have programmed an outside **Auto Dial** button with a specific account code followed by #, you can press the button whenever you need to enter the code. (See Account Code.)
- Program account codes, access codes, and outside numbers as outside **Auto Dial** buttons. (Account codes must be followed by #. )
- Special characters may be needed when you program an outside **Auto Dial** button. See Appendix A for more information on special characters.

## **To Use an Outside Auto Dial Button**

---

1. Press the programmed **Auto Dial** button.

*Your speakerphone goes on, and the number is dialed automatically*

### **NOTE:**

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

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

---

1. Press **ICOM Voice** or **SA Voice**.
2. Press the programmed **Auto Dial** button.

*Your speakerphone goes on, and the number is dialed automatically.*

3. Begin talking after the beep.

## **To Use an Inside Auto Dial Button for Ringing Calls**

---

- Press the programmed **Auto Dial** button.

*Your speakerphone goes on, and the number is dialed automatically.*

## Callback

---

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

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

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

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

You can use Callback either selectively or automatically:

- **Selective Callback** is activated, on a per call basis, when you dial the feature code or press a programmed button.
- **Automatic Callback** is activated every time you reach a busy extension or, if your phone has **SA** buttons, a busy outside line. You need to program your phone for Automatic Callback.

## To Program a Selective Callback Button

---

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

## To Use Selective Callback for Busy Extensions

---

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

### **NOTE:**

The other phone does not ring until you lift the handset or press **Speaker**.

## To Use Selective Callback for Busy Outside Lines

---

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

### NOTE:

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

## To Turn Automatic Callback On and Off

---

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial **\* 12** to turn on or **\*\* 12** to turn off.
4. Press **Feature** and dial **\* 00**.

## To Use Automatic Callback

---

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

### **NOTE:**

An outside call is not placed until you lift the handset or press **Speaker**. An inside call does not ring until you lift the handset or press **Speaker**.

## To Cancel a Queued Callback Request

---

1. Press the button where the call request is queued.
2. Lift the handset or press **Speaker**.
3. Press **Drop**.
4. Press the button where the call request was queued.  
*The green light goes out.*

## Call Waiting

---

When all the **ICOM** or **SA** buttons on your phone are busy and another call comes in, Call Waiting informs you of inside calls (single beep) and outside calls (double beep).

To answer a waiting call, you can either hang up or put your current call on hold. If you hang up, your phone will ring with the waiting call. If you have more than one call waiting, the calls are delivered to your phone in the order they arrived. Callers hear a special Call Waiting ring instead of a busy signal.

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

### To Turn Call Waiting On and Off

---

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial **★ 11** to turn on or **★★ 11** to turn off.
4. Press **Feature** and dial **★ 00**.

## To Complete a Call and Answer a Waiting Call

---

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

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

---

1. Press **Hold**.
2. Press **SA Originate Only** or **ICOM Originate Only**.

**NOTE:**

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

3. Press **Feature** and dial 87.  
*You are connected to the call.*
4. To return to the call on hold, press the button with the fast-flashing light.



## Conference

---

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

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

**NOTE:**

Conference calls to outside locations may vary in transmission quality.

### To Set Up a Conference Call

---

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** when the conference is on hold, or to disconnect yourself from a conference you initiated.)
9. To end the conference, hang up.

## **To Leave a Conference Temporarily**

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

## **To Drop a Conference Participant**

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

### **NOTE:**

You cannot use **Drop** when a conference is on hold. All parties will be disconnected.

### **Coverage**

---

Coverage allows a call ringing at one extension to ring at another extension at the same time, and to be answered at either phone. Coverage can be set up for an individual or a group and turned on or off as necessary.

You can program your phone so that all your calls, both inside and outside, are covered, or so that only outside calls are covered. If you have a voice messaging system (VMS), you can also program your phone so that only inside calls, but not outside calls, are covered by voice mail. In addition, you can program a button to turn all Coverage of your calls on and off.

### **Individual Coverage**

---

A co-worker providing Individual Coverage for you can have his or her phone programmed with a button for either primary or secondary Individual Coverage. The secondary option provides a two-ring delay to allow you to answer before your co-worker does; the primary option does not provide this delay. In addition, each Coverage button can be programmed for Immediate Ring, Delayed Ring, or No Ring. (See Ringing Options.)

Regardless of how these options are programmed, the green light next to the **Individual Coverage** button on your co-worker's phone flashes immediately when your phone rings. Your co-worker's phone rings as shown in the following table. In each case, both phones continue to ring (as programmed) and the green light on both phones continues to flash until the call is answered, either by you or by your co-worker.

### Individual Coverage Buttons

	<u>Primary</u>	<u>Secondary</u>
<b>Immediate Ring</b>	Rings immediately	Rings after your phone rings 2 times
<b>Delayed Ring</b>	Rings after your phone rings 1–6 times (system-programmed)	Rings after your phone rings 2 times plus the system-programmed interval of 1–6 rings
<b>No Ring</b>	Does not ring	Does not ring

### Group Coverage

Your system may be programmed with groups of extensions organized into Coverage groups. Group Coverage allows a secretary, for example, to answer calls for everyone in a department. You can send your calls to Group Coverage only if the system is set up with Coverage groups and you are a member of a group.

Your calls can be covered by Group Coverage alone or by both Group Coverage and Individual Coverage. If you have only Group Coverage, your calls ring at your own phone and, depending on how your system is set up, are sent to Coverage either immediately or after a delay. (Ask your system manager for details. ) If you have both Individual and Group Coverage, your calls go to Group Coverage only if the person who provides Individual Coverage does not answer after a system-programmed number of rings, or if his or her phone is busy.

### **Coverage VMS**

---

If your calls are covered by voice mail, you can use Coverage VMS to prevent outside calls from being sent to voice mail. When you turn this feature on, only calls from inside extensions receive voice mail Coverage. Outside calls are still sent to any other Coverage you may have.

### **Sending Your Calls to Coverage**

---

If you have Coverage, all of your calls are sent to it unless you program your phone to limit Coverage in one or more of the following ways:

- Coverage Inside Off prevents Coverage of inside calls (so that only outside calls are covered).

- Coverage VMS prevents outside calls from being sent to voice mail.
- Coverage Off turns off all Coverage.

Coverage interacts with other features in the following ways:

- If a co-worker is covering your calls and places a call to you, Coverage does not send the call back to that person's extension. However, the call is sent to any other extensions covering you.
- If you set the Ring Timing option for No Ring on any outside line, **SA**, or **ICOM** buttons, calls arriving on those buttons do not go to Coverage. (See Ringing Options.)
- If you have Group Coverage and you activate Coverage Off, your co-workers can use Group Pickup to answer your calls. However, they cannot use Individual Pickup. (See Pickup.)
- If a co-worker providing either Individual or Group Coverage for you has Do Not Disturb turned on, your calls are not sent to his or her extension for coverage. However, you can make a call to that person.



## To Prevent Coverage of Inside Calls

---

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Do *one* of the following:
  - Dial **★ ★ 48** to prevent inside calls from going to any kind of Coverage.
  - Dial **★ 48** to send both inside and outside calls to Coverage.
4. Press **Feature** and dial **★ 00**.

### NOTE:

This feature does not require a programmed button. Once you have dialed **★ ★ 48** only your outside calls are covered. This remains in effect until you repeat this procedure and dial **★ 48** to send all your calls to Coverage.

## To Program a Coverage VMS Off Button

---

1. Label the button to be programmed as **Coverage VMS Off**.
2. Press **Feature** and dial **00**.
3. Press the button you labeled **Coverage VMS Off**.
4. Dial **★ 46**.
5. Press **Feature** and dial **★ 00**.

## **To Turn Coverage VMS On and Off**

---

1. Press **Coverage VMS Off**.  
*The green light next to the line button goes on. Only your inside calls will go to voice mail.*
2. Press **Coverage VMS Off** again.  
*The green light next to the button goes off. Both your inside and outside calls will go to voice mail.*

## **To Program a Coverage Off Button**

---

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

## **To Turn All Coverage Off and On**

---

1. Press **Coverage Off**.  
*The green light next to the button goes on. No calls to you will go to Coverage.*
2. Press **Coverage Off** again.  
*The green light next to the button goes off. Your calls will go to Coverage.*

**NOTE:**

When the light at this button is off, all calls to you are sent to Coverage, unless you have also activated Coverage Inside Off or Coverage VMS, as described in the preceding sections.

### **Receiving Calls Sent to Coverage**

---

If you provide Individual Coverage, you must program an **Individual Coverage** button (either primary or secondary) for each person whose calls you cover. If you provide Group Coverage, you must program at least one **Group Coverage** button for each group whose calls you cover. To handle more than one call at a time for a particular group, you can program more than one **Group Coverage** button for that group.

You can program a total of eight Coverage buttons on your phone, and they can be any combination of **Individual** and **Group Coverage**.

## To Program an Individual Coverage Button

---

1. Label the button to be programmed as **Coverage** —(*name*).
2. Press **Feature** and dial **00**.
3. Press the button you labeled **Coverage** —(*name*).
4. Do *one* of the following:
  - Dial **★ 40** to program primary Coverage on the button.
  - Dial **★ 41** to program secondary Coverage on the button.
5. Dial the extension of the phone you want to cover.
6. Press **Feature** and dial **★ 00**.

## To Program a Group Coverage Button

---

1. Label the button to be programmed as **Group Coverage** —(*name*).
2. Press **Feature** and dial **00**.
3. Press the button you labeled **Group Coverage** —(*name*).
4. Dial **★ 42**.
5. Dial the group number.  
*Your system manager must provide this number.*
6. Press **Feature** and dial **★ 00**.

## To Cover Calls for an Individual or a Group

---

1. When a call rings on **Individual Coverage** or **Group Coverage**, if the red light is not already on next to this button, press the button.
2. Lift the handset or press **Speaker**.

## Do Not Disturb

---

Do Not Disturb prevents your phone from ringing and prevents paging and voice-announced inside calls from being heard on your speakerphone. When you have Do Not Disturb on, calls to you are handled as follows:

### **Calls from outside numbers**

Your phone does not ring, but the green light next to the line button flashes. The caller hears ringing.

### **Calls from inside extensions**

Your phone does not ring, and the light next to the line button does not flash.

- If your calls are being sent to Coverage, the caller hears ringing. Since the call is sent to any extensions covering for you, a caller with a display phone does not see the Do Not Disturb message.
- If your calls are not being sent to Coverage, the caller hears a busy signal. If the caller has a display phone, he or she sees the message Do Not Disturb.

The following inside calls do ring at your phone: Callback calls, transferred calls returning to you, and calls from a person covering your phone with an **Individual Coverage** button.

To use Do Not Disturb, you must program a **Do Not Disturb** button on your phone.

When you turn on the Do Not Disturb feature, your phone can automatically post the message `Do Not Disturb`. This message appears on the display of an inside caller with a display phone when he or she calls you. When you turn off the feature, the message is canceled.

### **NOTE:**

For the Do Not Disturb feature to post the `Do Not Disturb` message, you must also program a **Posted Message** button on your phone, as described later in this section.

You can also post and cancel the `Do Not Disturb` message with a **Posted Message** button. However, posting or canceling the message does *not* turn the feature on or off. The `Do Not Disturb` feature controls the message; the message does not control the feature.

## **To Program a Do Not Disturb Button**

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

## **To Program a Posted Message Button**

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

## **To Use Do Not Disturb**

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1. To turn on Do Not Disturb, press the programmed **Do Not Disturb** button.  
*The green light next to the button goes on. The green light next to **Posted Message** also goes on, indicating that the Do Not Disturb message is posted.*
2. To turn off the programmed Do Not Disturb button, press **Do Not Disturb** again.  
*The green light next to the button goes off. The green light next to **Posted Message** also goes off, and the Do Not Disturb message is canceled.*



## **Forward and Follow Me**

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Forward and Follow Me send your calls to another extension or to an outside phone. This allows callers to reach you when you are not working at your own desk, or allows you to send your calls to another phone when you are too busy to answer or want them screened. When your calls are being sent to another phone, an arriving call makes your phone ring once, while the phone receiving your calls continues to ring until answered.

Whether your calls are sent using Forward or using Follow Me depends on where the feature is turned on:

- You turn on Forward at your phone to send your calls to another phone. Forward can be turned off either at your phone or at an inside extension to which your calls are forwarded. It cannot be turned off at an outside phone to which your calls are forwarded.
- You turn on Follow Me at another inside extension to send your calls to that extension. Follow Me can be turned off either at that phone or at your phone. It cannot be turned on or off at an outside phone.

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

The following calls are not sent from your phone to another destination by Forward or Follow Me: voice-announced calls, calls you receive on a Coverage button, Callback calls, or transferred calls returning to you.

### **To Program a Forward Button**

---

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

### **To Forward Calls to an Inside Extension**

---

1. Press **Forward**, or press **Feature** and dial **33**.
2. Dial the extension.

*If you have a **Forward** button, the green light next to it goes on. If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Your calls are now forwarded to the extension.*

### **To Forward Calls to an Outside Number**

---

Before you try to forward your calls to an outside number, check with your system manager. Your communications system may have restrictions on outside forwarding.

### **NOTE:**

Calls forwarded to outside locations may vary in transmission quality.

1. Press **Forward**, or press **Feature** and dial **33**.
2. If you have **SA** buttons, dial the dial-out code; if you have **ICOM** buttons, dial 9, then the phone number and **#**.  
*If you have a **Forward** button, the green light next to it goes on. If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Your calls are now forwarded to the outside number.*

### **To Turn On Follow Me at Another Extension**

---

1. Press **Feature** and dial **34**.
2. Dial your extension.  
*If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. If you have a **Forward** button on your own phone, the green light next to it goes on. Your calls are now sent to the extension where you turned on Follow Me.*

## To Turn Off Forward or Follow Me at Your Phone

---

1. Press **Forward**, or press **Feature** and dial **33**.
2. Dial your extension.

*(In effect, you are “forwarding” your calls to your own phone.) If you have a **Forward** button, the green light next to it goes off. If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Your calls will now ring at your own extension.*

## To Turn Off Forward and Follow Me Calls Sent from Another Extension

---

1. At your phone, press **Feature**, dial **★ 34**.
2. Dial the extension whose calls are being sent to you.

*If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. The other extension’s calls are no longer sent to your phone.*

## To Turn Off Forward and Follow Me Calls Sent from All Extensions

---

1. At your phone, press **Feature** and dial **★ 34 ★**.

*If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. Calls for all other extensions that were being sent to your phone are no longer sent to you.*

## Headset/Handset Mute

---

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

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

### To Program a Headset/Handset Mute Button

---

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

## To Turn Headset/Handset Mute On and Off

---

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

## Language

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The communications system can operate in three languages, as follows:

- The MLX-10 telephone is available in three separate versions, with factory-imprinted buttons in English, French, or Spanish.
- When operating in English, you set the Reminder Service in 12-hour format (a.m. or p.m.); in French or Spanish, in 24-hour format.

## **Last Number Dial**

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

### **To Program a Last Number Dial Button**

---

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

### **To Use Last Number Dial**

---

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



## Line Request

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Line Request puts you in queue (in line) for access to a busy outside line. When the line becomes available, your phone alerts you with a beep. (A line is busy if the green light next to the line button is on. )

Line Request works only on line buttons labeled with a phone number. If you used an **SA** or **Pool** button to make an outside call, use Callback to request busy outside lines.

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

### To Use Line Request

---

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

## Messaging

---

When you call a co-worker who has a display phone, you can leave a message that you called on his or her display. You can also post a message that co-workers with display phones will see when they call you.

The Message light on your phone is on when there is a message for you from the system operator. A voice messaging system or a fax machine can also turn on the light.

## Leaving Messages

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When you call a co-worker with a display phone, and the extension is busy or unanswered, you can leave a message that you called by dialing a feature code or pressing **Leave Message**. You can also leave a message without calling first. The display phone displays your name or extension and the time and date you called. If you leave a second message before the first one is retrieved, it replaces the first one.

## **To Program a Leave Message Button**

---

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

## **To Leave a Message on a Display Phone when Calling**

---

1. When you reach a busy or unanswered extension, do *one* of the following:
  - Press **Leave Message**.
  - Press **Feature** and dial **25**.

*You continue to hear a busy signal or ringing, but your co-worker's Message light goes on and the message is recorded. If the person has a full message box or does not have a display phone, you hear a single beep.*

## **To Leave a Message on a Display Phone without Calling**

---

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

*Your co-worker's Message light goes on and the message is recorded. If the person has a full message box or does not have a display phone, you hear a single beep.*

## To Cancel a Message You Left on a Display Phone

---

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

## Posting Messages

---

You can post a message that will appear on the display of a co-worker's display phone when he or she calls you. To do so, you must program a **Posted Message** button on your phone.

The system provides 20 messages that you can post. The following list shows Messages 1 through 10. Any of these except Message 1, *Do Not Disturb*, may have been changed, and your company may have programmed an additional 10 messages. Your system manager can supply a list of Messages 2 through 20.

<u>Code</u>	<u>Posted Message</u>	<u>Code</u>	<u>Posted Message</u>
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:

If you have a programmed **Posted Message** button, when you turn on the Do Not Disturb feature, your phone automatically posts the message Do Not Disturb. When you turn off the feature, the message is canceled. (See Do Not Disturb.) However, posting or canceling the message does *not* turn the feature on or off.

### To Program a Posted Message Button

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

### To Post a Message

---

1. Press **Posted Message**.  
*The green light next to the button flashes.*
2. Dial the code for the message you want to post, from **01** through **20**.  
*The light next to the button becomes steady.*

### To Cancel a Posted Message

---

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

### Receiving Messages

---

When the red Message light on your phone is on, you have a message from the system operator. Call the operator to get the message. Depending on how your system is set up, you may also have a voice mail message or a fax.

### To Turn Off Your Message Light

---

1. Call the system operator or check your fax or voice mail messages.
2. Press **Feature** and dial **54**.  
*The Message light goes off.*

## Night Service

---

Your system may use Night Service to treat calls differently at night and on weekends than during office hours. For example, Night Service can send calls to different coverage points after hours.

If Night Service is activated, it may restrict you from making outside calls. If you need to make an outside call, you must dial a password to override the restrictions. Your system manager can supply the password.

**NOTE:**

Night Service can be set up with a list of emergency numbers that you can dial without a password.

### To Override Night Service Calling Restrictions

---

1. Press **Hold**.
2. Dial the override password.
3. Lift the handset or press **Speaker**.
4. Dial the outside number as you would during work hours.

## Paging

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

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

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



## To Program Speakerphone Paging Buttons

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

## To Use Speakerphone Paging

---

1. Press any **ICOM** or **SA** button.
2. Lift the handset.

### NOTE:

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

3. Press **Group Page** —(*name*) or **Page All** or dial the extension.
4. Make the announcement after the beep.

## To Use Loudspeaker Paging

---

1. Press any **ICOM** or **SA** button.
2. Lift the handset.

**NOTE:**

Using the speakerphone for Loudspeaker Paging may create a feedback tone.

3. Do *one* of the following:
  - Press **Loudspeaker Page**.
  - Press **Feature** and dial **9** and the Loudspeaker Page line number.
4. If necessary, dial the code for the zone you want to page.

If the loudspeaker system has more than one zone, you will hear a beep or dial tone after pressing **Loudspeaker Page**. Then dial the code number provided by your system manager for the zone you want to page.

5. Make the announcement.

### **Park**

---

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

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

Unanswered parked calls ring back at your phone within 30 seconds to 5 minutes, depending on how your system is programmed.

### **To Program a Park Button**

---

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

## **To Use Park and Speakerphone Page**

---

1. While on a call, do *one* of the following:
  - Press the programmed **Park** button.
  - Press **Transfer**, dial your extension, and press **Transfer** again.
  - Press **Transfer**, dial your extension, and hang up.

### **NOTE:**

When you park the call by transferring the call to your extension, you hear a busy signal.

2. Press the **Group Page** or **Page All** button or press any **ICOM** or **SA** button and dial the Group Page or Page All extension.
3. Announce the call and give your extension.  
*If a parked call is unanswered, it rings back at your phone.*

### **NOTE:**

You can pick up a call you parked at your extension without waiting for it to ring back by pressing the line button where the call is parked.

## **To Use Park and Loudspeaker Page**

---

1. While on a call, do *one* of the following:
  - Press the programmed **Park** button.
  - Press **Transfer**, dial your extension, and press **Transfer** again.
  - Press **Transfer**, dial your extension, and hang up.

**NOTE:**

When you park the call by transferring the call to your extension, you hear a busy signal.

2. Press **Loudspeaker Page**, or press **Feature** and dial **9** and the Loudspeaker Page line number.
3. If necessary, dial the code for the zone you want to page after hearing a beep and a dial tone.
4. Announce the call and give your extension.  
*If parked call is unanswered, it rings back at your phone.*

**NOTE:**

You can pick up a call you parked at your extension without waiting for it to ring back by pressing the line button where the call is parked.

## **To Pick Up a Parked Call**

---

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

## Personal Speed Dial

---

Use Personal Speed Dial to dial 2-digit codes instead of the entire dialing sequence for numbers you call often. Personal Speed Dial can be used for account codes, long-distance access codes, and area codes. You can program Up to 24 Personal Speed Dial codes that can be used only from your phone.

**NOTE:**

This feature can only be used on phones with 10 buttons or less.

### To Program Personal Speed Dial Codes

---

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

### NOTE:

- Special characters maybe needed when programming a Personal Speed Dial code. For more information on special characters, see Appendix A.
- Record the Personal Speed Dial codes on the card tray under your phone.

### To Use Personal Speed Dial

---

1. Select the appropriate **SA**, **ICOM** or line button.
2. Press **Feature**.
3. Dial the 2-digit Personal Speed Dial code **(01-24)**.  
*Your speakerphone goes on, and the number is dialed automatically,*



## Pickup

---

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

Your company can also use Group Pickup to organize your co-workers into groups. When you are part of a pickup group, you can answer other phones in the group by pressing a button or dialing a code. Ask your system manager if you are part of a pickup group. You can also use Pickup to answer a parked call—a call put on hold so it can be answered from any extension. (See Park.)

There are two ways to program:

- **General** You can program a button so that you can pick up calls for any extension from that button.
- **Specific** You can program a button so that you can pick up calls for a specific extension from that button.

## **To Program a General Pickup Button**

---

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

## **To Use a General Pickup Button**

---

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

## **To Program a Pickup Button for a Specific Line or Extension**

---

1. Label the button as **Pickup** —(*line, extension, or name*).
2. Press **Feature** and dial **00**.
3. Press the button you labeled as **Pickup** —(*line, extension, or name*).
4. Dial **★ 9**.
5. Dial the extension or line number.
6. Press **Feature** and dial **★ 00**.

## To Use Pickup for a Specific Line or Extension

---

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

## To Program a Group Pickup Button

---

1. Label the button to be programmed as **Pickup** —(*name of group*).

### NOTE:

You must already be assigned to a pickup group by your system manager.

2. Press **Feature** and dial **00**.
3. Press the button you labeled as **Pickup** —(*name of group*).
4. Dial **★ 88**.
5. Press **Feature** and dial **★ 00**.

## To Use Group Pickup

---

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

# Privacy

---

Privacy prevents co-workers who share a line with you from connecting to your calls. You can turn on Privacy before or during a call and it remains on until you turn it off. If another person has already joined your call, turning Privacy on does not drop the person from the call. When you put a call on hold, it is no longer protected by Privacy.

It is strongly recommended that you program Privacy on a button, so that the light next to the button gives you a visual reminder when you have turned Privacy on. If you do not have a programmed button and you use a feature code to turn Privacy on, there is no visual reminder.

## To Program a Privacy Button

---

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

## **To Use Privacy**

---

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

### Recall

---

Depending on how your system is set up, you may be able to use the **Recall** button to disconnect from one call and get a new inside or outside dial tone without hanging up. If you make a mistake, press **Recall** and begin dialing again.

If you are able to use **Recall** on your system, you can use it when you are on a call on an outside line button, or on an inside or outside call on an **SA** or **ICOM** button. **Recall** works only on certain kinds of outside lines. Ask your system manager if **Recall** works for outside lines on your phone.

### To Program a Recall Button

---

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

### To Use Recall

---

1. Press **Recall** (don't hang up).
2. Wait for the dial tone (or another confirmation tone, depending on your system).

## Reminder Service

---

Use Reminder Service to set your phone to ring at a set time like an alarm clock. Your phone rings at that time, then cancels the reminder. You can set only one reminder at a time.

### To Program a Reminder Set Button

---

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

### To Set Reminder

---

1. Press **Reminder Set**, or press **Feature** and dial **81**.
2. For English-language operation, dial a four-digit time from **0100** to **1259**. For French- or Spanish-language operation, dial a four-digit time from **0000** to **2359**.
3. For English-language operation only, dial **2 (A)** for a.m. or **7 (P)** for p.m.

## **To Program a Reminder Cancel Button**

---

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

## **To Cancel A Reminder**

---

1. Press **Reminder Cancel**, or press **Feature** and dial **★ 81**.  
*The reminder is canceled.*



## Ringling Options

---

You can program several ringing options that determine how your phone rings when you receive a call from an inside extension or an outside number. (These options are in addition to the system's distinctive ringing patterns for inside, outside, transferred, and Callback calls, described in Chapter 2.)

- **Ring Timing** options allow you to program each outside line, **SA**, **ICOM**, and *individually* so that calls received on those buttons ring in one of the following ways. You can also program your phone so that *all* outside line buttons ring uniformly with one of these options. (You cannot program these options for all **SA**, **ICOM**, and Coverage buttons at once.) No matter how you program these options, the green light next to the button flashes immediately when you receive a call.
  - **Immediate Ring** is the standard (default) setting. Your phone rings as soon as you receive a call.
  - **Delay Ring** provides a two-ring delay before your phone rings. You might use this option if you are providing Coverage for another person, to give him or her a chance to answer before you answer.

- **No Ring** keeps your phone from ringing at all. (However, the distinctive returning transfer and Callback rings do ring at your phone.)

**NOTE:**

Ring Timing options do not apply to

**SA Originate Only** or **ICOM Originate Only** buttons because they do not receive calls.

- **Abbreviated Ringing** options specify how your phone rings when you are already on a call and another call comes in. You program your phone to ring in one of the following ways:
  - **Abbreviated Ring** is the standard (default) setting. When you are already on a call, another incoming call rings only once.
  - **Repeated Ring** makes your phone ring normally. When you are already on a call, another incoming call continues to ring until it is answered.
- **Personalized Ring** options allow you to select one of eight different ringing patterns for your phone, making it easier to distinguish your phone's ring from someone else's. (You hear the Personalized Ring as the long part of the distinctive ring for an inside, outside, returning transfer, or Callback call.)

## To Program Ring Timing Options

1. Press **Feature** and dial **00**.
2. Do *one* of the following:
  - To program this option for *all* outside line buttons, press any outside line button.
  - To program this option on an *individual* outside line, **SA**, **ICOM**, or Coverage button, press that button.
3. Select the Ring Timing option by dialing *one* of the following codes:

<u>Option</u>	<u>All Outside Lines</u>	<u>Individual Button</u>	<u>Effect on Button(s)</u>
No Ring	* 345	* 35	<i>Red light goes off</i>
Delayed Ring	* 346	* 36	<i>Red light flashes</i>
Immediate Ring	* 347	* 37	<i>Red light on steady</i>

4. Press **Feature** and dial **★ 00**.

## To Turn Abbreviated Ring On and Off

1. Press **Feature** and dial **00**.
2. Press an outside line, **SA**, or **ICOM** button.
3. Do *one* of the following:
  - Dial **★ 341** to turn on Abbreviated Ring.
  - Dial **★ 342** to turn off Abbreviated Ring.
4. Press **Feature** and dial **★ 00**.

### To Program Personalized Ring

---

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial **★ 32**.
4. Dial a digit from **1** to **8**.  
*Each time you dial a digit, the phone rings once with the pattern corresponding to your selection.*
5. Repeat Step 4 as many times as you like. When you hear the ringing pattern you want, press **Feature** and dial **★ 00**.  
*When you receive a call, you will hear your selected Personalized Ring pattern.*

### To Turn Send Ring On and Off

---

1. Press **Feature** and **00**.
2. Press any **ICOM** or **SA** button.
3. Dial *one* of the following:
  - **★ 15** to turn on Send Ring  
*Any telephone that has a **Shared SA** button for your extension and is programmed for Delay Ring will ring immediately when your phone is busy and a call arrives for you.*
  - **★★ 15** to turn off Send Ring
4. Press **Feature** and dial **★ 00**

## Saved Number Dial

---

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

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

**NOTE:**

You can have multiple Saved Number Dial buttons.

### To Program a Saved Number Dial Button

---

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

## **To Save and Redial a Number**

---

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

## Signaling and Notify

---

Use Signaling to beep or use Notify to turn on a light on a co-worker's phone.

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

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

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

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

## To Program a Signal Button

---

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

## To Use Signaling

---

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

## To Use Signaling to Call a Co-Worker

---

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



## To Program Notify Buttons

---

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

### NOTE:

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

## To Use Notify

---

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

## System Speed Dial

---

Use System Speed Dial to dial 3-digit codes (from 600 to 729) instead of phone numbers. These 3-digit codes are programmed by your company. Ask your system manager for list of the codes and record them on the card tray under your phone.

You can also program System Speed Dial codes on an **Auto Dial** button for one-touch dialing. Press the button to dial the code.

### To Program System Speed Dial Buttons

---

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

## To Use System Speed Dial

---

1. Lift the handset or press **Speaker**.
2. Do *one* of the following:
  - Press the programmed **System Speed Dial** button.
  - Press **Feature** and dial the 3-digit System Speed Dial code.

*Your call is dialed automatically.*

# Transfer

---

You can transfer calls to inside extensions and outside numbers. When a call you transferred to an extension goes unanswered (for a length of time that depends on how your system is set up), it may ring back at your phone. Unanswered calls transferred to outside numbers do not ring back at your phone.

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 an 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.

- Telephone setup. If you have 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 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 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 an **Auto Dial** button. When you press an 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 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.  
*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.*

3. Press the 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 phone:

1. Check the light next to the 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 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 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. You can either return to the held call and take a message, or continue trying to connect the call by using one of the following features:

- Camp-On puts the transferred call on hold for a preset time. (If the call is unanswered, it rings back at your phone.)
- Paging 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.

### **Camp-On**

---

When you are transferring a call to a busy extension, you can use Camp-On to keep the call at your co-worker's extension for a longer period of time than Transfer allows. An unanswered Camp-On call rings back at your phone after 30 seconds to 5 minutes, depending on how your system is set up. Camp-On is used in either of the following circumstances:

- The extension receiving the transfer is busy. In this case, the person at that extension hears a tone indicating that another call is waiting.
- The person is available, but does not want to take the call immediately. In this case, the person does not hear a tone when you use Camp-On.

### **NOTE:**

You can use Camp-On only after you have started a transfer, using one of the methods described in this section. You cannot start a transfer with Camp-On.

## **To Program a Camp-On Button**

---

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

### **To Use Camp-On**

---

1. If you try to transfer a call and reach a busy extension, or if the person receiving the transfer wants to wait before taking the call, do *one* of the following:
  - Press **Camp-On**.
  - Press **Feature** and dial **57**.

### **To Answer a Camp-On Call**

---

Answering a call that has been transferred to your phone and left there with Camp-On is the same as answering a Call Waiting call.

1. Do *one* of the following:
  - If your extension was busy when the call arrived, the call rings as soon as an **SA** or **ICOM** button becomes free. Answer it as you would any other call.
  - If your extension was not busy when the call arrived, when you are ready, pick up the call by pressing **Feature** and dialing **87**.

If you have more than one call waiting, you receive them in the order in which they arrived.

## Voice Announce

---

To prevent interruptions from voice-announced calls and speakerphone paging, you can turn off your phone's ability to receive voice announcements. You can turn it back on whenever you wish. (The default is to receive all voice announcements. ) You do not have to program a button to turn this feature on and off.

### To Program Voice Announce

---

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Do *one* of the following:
  - To prevent voice announcements, dial **★ ★ 10**.
  - To receive voice announcements, dial **★ 10**.
4. Press **Feature** and dial **★ 00**.

## Volume

---

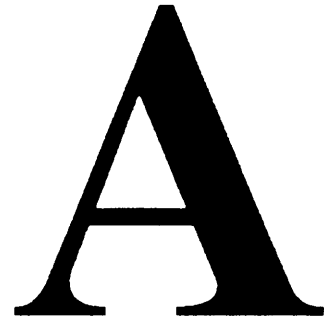
Your phone's **Volume** button controls the volume levels for ringing, conversations you hear on the handset, and conversations you hear on the speakerphone. You can set each of these volume levels independently of the others; it will stay as you set it until you change it again.

Press the side of the **Volume** button labeled ▲ to raise the volume and the side labeled ▼ to lower it, as follows:

- Change the ringing volume while the phone is ringing.
- Change the handset volume while you are on a call using the handset.
- Change the speakerphone volume while you are on a call using the speakerphone.

---

# Programming Special Characters



---

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 in a dialing sequence after a dial-out code 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.

### Special Characters Table

---

<b>Press...</b>	<b>Means...</b>
<b>Drop</b>	Stop. Halts the dialing sequence to allow the system to respond.
<b>Hold</b>	Pause. Inserts 1.5 second pause in the dialing sequence. Multiple consecutive pauses are allowed.
<b>Conf</b>	Flash. Sends a switchhook flash. Must be the first entry in the dialing sequence.
<b>##</b>	For Extension Programming only: 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.
<b>#</b>	End of Dialing. Used to signal the end of the dialing sequence or to separate group digits, for example, account code from number dialed.

---



---

## Feature Codes

# B

---

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

## Feature Codes

---

<b>Feature</b>	<b>Codes</b>
Account Code Entry	<b>82</b> + <i>Account Code</i> + #
Callback — Selective	<b>55</b>
Call Waiting pick up†	<b>87</b>
Camp-On	<b>57</b>
Forward/Follow Me to an inside extension to an outside number  follow me to another extension† cancel sending from all extensions† cancel sending from one extension† cancel sending from your telephone	<b>33</b> + <i>extension</i> <b>33</b> + <i>dial-out code</i> + <i>number</i> + # <b>34</b> + <i>extension</i> ★ <b>34</b> ★ ★ <b>34</b> + <i>extension</i> <b>33</b> + <i>your extension</i>
Last Number Dial	<b>84</b>
Messaging cancel message† leave message leave message without calling†	★ <b>53</b> + <i>extension</i> <b>25</b> <b>53</b> + <i>extension</i>

†Denotes features that must be used via feature codes.

## Feature Codes

---

<b>Feature</b>	<b>Codes</b>
Paging loudspeaker page	<b>9 + line number + zone code</b>
Personal Speed Dial†	<i>Personal Speed Dial Code 01—24</i>
Pickup group inside outside	<b>88</b> <b>9 + extension</b> <b>9 + line number</b>
Privacy turn on turn off	<b>31</b> <b>★ 31</b>
Recall	<b>775</b>
Reminder Service set cancel	<b>81 + time + A or P (English only)</b> <b>★ 81</b>
System Speed Dial	<i>System Speed Dial Code (600-729)</i>

† Denotes features that be used via feature codes.

---

## Programming Codes

# C

---

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

# Programming Codes

---

<b>Feature</b>	<b>Code</b>
Account Code Entry	★ 82
Auto Dial inside† outside†	★ 22 + <i>extension</i> ★ 21 + <i>number</i>
Callback automatic callback on‡ automatic callback off‡ selective callback	★ 12 ★★ 12 ★ 55
Call Waiting on‡ off ‡	★ 11 ★★ 11
Camp-On	★ 57
Coverage off† inside off‡ inside/outside on‡ VMS Off† individual, prima† individual, secondary† group†	★ 49 ★★ 48 ★ 48 ★ 46 ★ 40 + <i>extension</i> ★ 41 + <i>extension</i> ★ 42 + <i>group</i>
Do Not Disturb†	★ 47
Forward	★ 33
Headset/Handset Mute†	★ 783
Last Number Dial	★ 84
Messaging leave message posted message†	★ 25 ★ 751

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

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

## Programming Codes

---

Feature	Code
Paging group	★ 22 + <i>group ext.</i>
Park	★ 86
Personal Speed Dial	# + (01-24) + ★ 21
Pickup general pickup group pickup inside outside	★ 9 ★ 88 ★ 9 + <i>extension</i> ★ 9 + <i>line number</i>
Privacy	★ 31
Recall	★ 775
Reminder Service set reminder cancel reminder	★ 81 ★★ 81
Ringing Options Abbreviated on† Abbreviated off‡ delayed all lines‡ delayed one line‡ immediate all lines‡ immediate one line‡ no ring all lines‡ no ring one line‡ personalized ring‡	★ 341 ★ 342 ★ 346 ★ 36 ★ 347 ★ 37 ★ 345 ★ 35 ★ 32 + ring pattern [1-8]

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

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

## Programming Codes

---

<b>Feature</b>	<b>Code</b>
Saved Number Dial†	★ 85
Signaling and Notify signaling† notify receive† notify send†	★ 23 + <i>extension</i> ★ 758 + <i>extension</i> ★ 757 + <i>extension</i>
System Speed Dial	★ 24 + <i>System Speed Dial code (600-729)</i>
Voice Announce on‡ off‡	★ 10 ★★ 10

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

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

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# Index

---

## A

Abbreviated ring 5-63  
Account Code Entry 5-2—  
5-4, 5-6  
Amplifier, modular 1-16  
Auto Dial 5-5—5-7  
Automatic callback 5-8,  
5-10—5-11

---

## B

Button labeling card 1-3

---

## C

Call Waiting 5-12—5-13  
Callback 5-8—5-11  
Calls  
answering 2-7—2-8  
making 2-4—2-6

ringing 2-2  
voice-announced 2-4, 2-7  
Camp-on 5-79—5-81  
Codes  
feature 3-2, 3-4, B-1  
programming 3-5, C-1  
Conference 1-5, 2-11—  
2-13, 5-4, 5-14—5-17  
Confirmation tone 2-3  
Coverage 5-18—5-26

---

## D

Delay ring 5-18—5-19  
Desk stand 1-3, 1-14—1-15  
Dial-out code 1-7—1-9, 1-11  
Dialpad 1-3  
Distinctive ringing 2-2  
Do Not Disturb 2-4, 5-27—  
5-29, 5-42, 5-68  
Drop 1-5, 2-13, 5-11, 5-14,  
5-17



---

**F**

Feature buttons,  
    dedicated 1-3—1-4  
Feature  
    button 1-4  
    codes 3-2, 3-4, B-1  
    programming 3-5  
Follow Me 5-30—5-33  
Forward 5-30—5-33

---

**G**

Group coverage 5-19—  
    5-20, 5-24—5-26  
Group page 5-45

---

**H**

Handset 1-3  
Headset/Handset  
    mute 5-34—5-35  
Headsets 1-16

HFAI 1-4  
Hold 1-6

---

**I**

ICOM button 1-7, 1-10—11,  
    1-22  
    originate only 1-11  
Immediate ring 5-18—5-19,  
    5-62  
Individual coverage 5-18,  
    5-24—5-25

---

**L**

Language 5-36  
Last Number Dial 5-37  
Leave message 5-39—5-40  
Lights 1-12  
Line buttons 1-3, 1-7, 3-1  
Line request 5-38  
Loudspeaker paging 5-45,  
    5-47, 5-50

---

## M

Message  
    posted 5-28, 5-41—5-43  
Message Light 1-3,  
    5-39, 5-43  
Messaging 5-39—5-43  
Microphone 1-3  
Mute 1-4, 2-7

---

## N

Night Service 5-44  
Notify (see Signaling and  
    Notify)  
No Ring 5-18—5-19, 5-63

---

## O

One-Touch Transfer 5-73

---

## P

Page All 5-45  
Paging 5-45—5-47  
Park 5-48—5-51  
Password 5-44  
Personal Speed Dial 5-52—  
    5-53  
    Special characters 5-53,  
    A-1  
Personalized ring 5-63  
Pickup 5-51, 5-54—5-56  
Pool 1-9  
Posted Message 5-28,  
    5-41—5-43  
Privacy 5-57—5-58  
Programming  
    Features 3-5  
Programming  
    Codes C-1

---

**R**

Recall 5-59  
Reminder Service 5-60—  
5-61  
Repeated ring 5-63  
Ring timing 5-62  
Ringing options 5-18—5-19,  
5-62—5-65

---

**S**

SA  
Button 1-7—1-9  
Originate Only 1-9  
Ring 1-8—1-9  
Shared 1-9  
Voice 1-8—1-9  
Saved Number Dial 5-66—  
5-67  
Selective Callback 5-8—  
5-10  
Signaling and Notify 5-68—  
5-70  
Speaker 1-3, 1-5

Speakerphone  
paging 5-45—5-46, 5-49  
Special characters 5-53,  
A-1  
System Speed Dial 5-71—  
5-72

---

**T**

Telephone  
MLX-10 1-2  
Tones 2-3  
Transfer 1-5, 2-9—2-10,  
5-73—5-81

---

**U**

User cards and tray 1-3

---

**V**

Voice announce 1-8, 1-10,  
5-75, 5-82

Volume 5-83

Volume control 1-3

Voice messaging  
systems 5-20, 5-39

---

**Z**

Zone, paging 5-45