AT&T

MERLIN LEGEND™

COMMUNICATIONS SYTEM
Release 2.0
MLX-10D™, MLX-28D™, and MLX20L™
Display Telephones User's Guide

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time 01 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) Interface 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 Ies Iimites applicable aux appareils numeriques de la class A prescribes clans Ie Reglement sur Ie brouillage radioelectrique edicte par Ie ministere des Communications du Canada.

Trademarks

MERLIN LEGEND, MLX-10, MLX-10D, MLX-28D, and MLX-20L are trademarks of AT&T in the U.S. and other countries.

Mirage, StarSet, Supra, and Supra NC are registered trademarks of Plantronics, Inc.

Contents

Contents

Contents

Contents

Features (continued)

Contents

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

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, 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 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 **Menu** to to list features and functions.

- Constant `width` type is used for information on phone display screens or on a PC screen.

  Select `Ext Program`.

- **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

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.

Your Display Telephone

1

The MLX-10D™, the MLX-20L™, and the MLX-28D™ phones are all display phones. The differences are the number of buttons available (10, 20, or 28) to make and receive calls and the size of the display. The three MLX display phones that can be used with the communications system are shown on the following pages.

MLX-10D Telephone

See descriptions on page 1-5.

Handset   Display Screen

— Display Buttons (8)

— Button Labeling Card

Speaker

— Line Buttons (10)

— Message Light

V Volume A

— Dialpad

Microphone
(underneath)

— Volume Control

— Dedicated Feature Buttons (8)

— User Cards and Tray

MLX-28D Telephone

See descriptions on page 1-5,

Handset   Display Screen

Display Buttons (8)

Speaker

Button Labeling Cards

Line Buttons (28)

Message Light

Dialpad

Microphone
(underneath)

-Volume Control

Dedicated Feature Buttons (8)

User Cards and Tray

MLX-20L Telephone

See descriptions on page 1-5.

Display Buttons

Handset   Display Screen

Speaker

Button Labeling Cards

Line Buttons (20)

Message Light

Dialpad

Microphone
(underneath)

Volume Control

Dedicated Feature Buttons (8)

User Cards and T ray

MLX Telephones

Button labeling cards
Cards you can label with the line or feature assigned to each line button.

Contrast control (not shown)
On MLX-20L Telephones only, a sliding switch on the top of the phone used to brighten and dim the display.

Dedicated feature button
The eight imprinted buttons for the features used most often.

Desk stand (not shown)
A support that adjusts to two angles

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

Display buttons
The Home, Menu, More, and Inspect buttons that control the display screens, and the unlabeled buttons that activate features shown on the screens.

Display screen
A 2-line by 24-character screen (MLX-10D and MLX-28D) or a 7-line by 24-character screen (MLX-20L) where you view call information, phone directories, and Instructlons for using features and programming the phone.

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

Line buttons
The 10 (MLX-10D), 20 (MLX-20L), or 28 (MLX-28D) buttons with red and green lights used to make and receive calls.
You can program any unassigned buttons for feature use.

Message light
A light that goes on when a co-worker or system operator leaves a message on your display or when you have a voice mail message or a fax

Microphone (not shown)
Use when the speakerphone is active

Speaker
The loudspeaker device

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

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

The Display Area

The display on your phone acts as an alarm clock, timer, phone book, and message center. It also helps you locate features you want to use or program.

If you have a MLX-20L phone, you have the large (7-line by 24-character) display. If you have a MLX-10D or MLX-28D phone, you have the small (2-line by 24-character) display.

You can use features from the display by pressing **Feature** or **Menu** and selecting a feature from the display. You can also program features from the display by pressing **Menu** and then selecting `Ext Pprogram [Prog]`. The display leads you step-by-step through programming procedures and shows the feature you have chosen.

Feature names are spelled out on large displays but shortened on small displays. In this guide, the large display feature name is shown first, followed immediately by the abbreviated, small display version in brackets. For example, `Alarm Clock [AlClk] or Auto Dial [AutoD]`. If a bracketed word is not shown, the information is the same for small and large displays. Feature names and their abbreviations are listed in Appendix D.

The display has labeled and unlabeled buttons next to or below it. The labeled buttons — **Home, Menu, Inspct,** and **More** — are used to move among the display screens. The unlabeled buttons are used to access and activate features. The functions of the unlabeled buttons change when the screens change.

To select a feature or option that appears on a screen, press the unlabeled button that is next to it on the large display or underneath it on the small display. If there is more information than can be displayed on one screen, the > symbol is displayed. Press **More,** and the additional information is displayed.

NOTE:
On all display phones, the > symbol indicating more information appears on the right hand side of the display, next to or above the More button.

Home Screen

The Home screen is your display's "home base". The information on this screen changes if you are making a call, answering a call, using a feature, or programming your phone. Press **Home** whenever you want to return to the Home screen.

7-Line Display Home Screen and Display Buttons

```
       ┌─────────────────────────────────────────────────┐
   1   │ [Home]   IN CONFERENCE                    [Mor]  │
   2   │ [Menu]                   MAR 15 12:30     [nspa] │
   3   │ ▆──     AIRLINE          STEVENSON           ▆  │
   4   │ ▆──     HOTEL            ANDERSON            ▆  │
   5   │ ▆──     TRAVEL AGNT      EPSTEIN            ▆  │
   6   │ ▆──     BANK             CAHALL            ▆  │
   7   │ ▆──     SHOW NUMBER      NEXT PAGE          ▆  │
       └─────────────────────────────────────────────────┘
```

2-Line Display Home Screen and Display Buttons

```
IN CONFERENCE
                    MAR 15   12:30
```
[Home]   [Menu]   [Inspct]   [More]
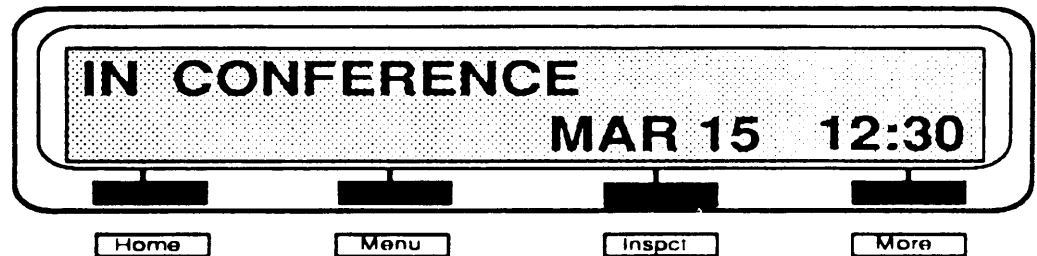
Line 1 (Top Line)

The top line gives calling information:

■ **When you're not on the phone,** the top line of the Home screen is blank. However, if you're using a Posted Message to let co-workers know where you are when you don't answer the phone, the message you've selected appears as a reminder, as in the examples shown.

■ **When you use a feature,** the Home screen prompts you to enter information, such as an extension number or an account code.

■ **When you receive a call,** the top line shows the type of call — for example, if the call is an inside, outside, forwarded, or transferred call. If programmed, the name and extension of the caller appears for inside calls. For outside calls, the display shows you the line

the call came in on and, if your company subscribes to an automatic number identification (ANI) service, the caller's number. Press **More** to find out who is transferring a call to you and to see additional information.

NOTE:
The availability of the caller identification information may be limited by local-serving (caller's) jurisdiction, availability, or central office equipment.

■ **When you make a call, the top line** shows the numbers as you dial, On inside calls, if your system is programmed to display names, the name of the person you are calling also appears.

Line 2

The second line shows the date and time and, when activated, the alarm clock (a bell) and a minute and second timer. The second line also reminds you of waiting calls and calls on hold, and displays information when you use a feature, confirming that you used it successfully.
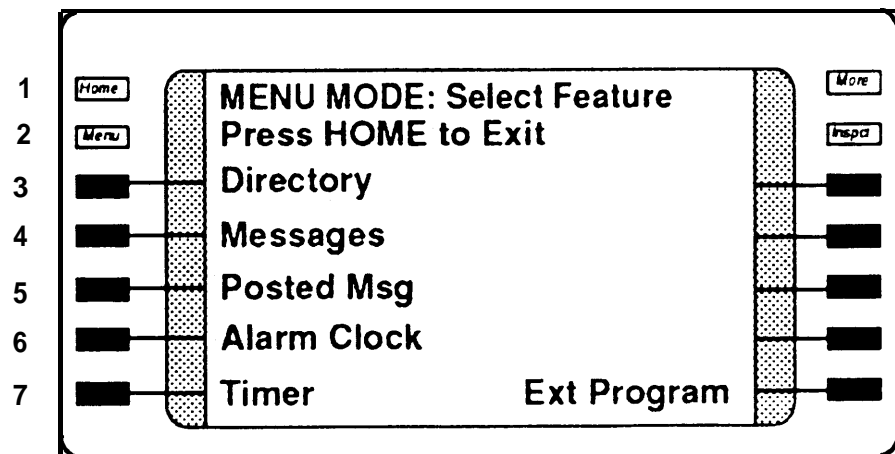
Lines 3 through 7 (7-Line Display Only)

Lines 3 through 7 appear on the large display only and are reserved for entries in your Personal Directory, a feature on the MLX-20L that stores, shows, and dials up to 50 numbers.

Menu Screen

The Menu screen lists features and functions you can use by pressing the button that corresponds to the feature or function shown on your display.

7-Line Display Menu Screen and Display Buttons

```
1   [Home]    MENU MODE: Select Feature    [More]
2   [Menu]    Press HOME to Exit           [Inspct]
3   ▬         Directory
4   ▬         Messages                     ▬
5   ▬         Posted Msg                   ▬
6   ▬         Alarm Clock                  ▬
7   ▬         Timer            Ext Program ▬
```

2-Line Display Menu Screen and Display Buttons

```
╭─────────────────────────────────────────────╮
│  MENU MODE: Select Feature                    │
│  Dir        Msgs       Post       Ctrst>      │
╰─────────────────────────────────────────────╯
    ▆▆         ▆▆         ▆▆         ▆▆
  [ Home ]   [ Menu ]   [ Inspct ]  [ More ]
```

Press **More** to see the next screen.

```
╭─────────────────────────────────────────────╮
│  MENU MODE: Select Feature                    │
│  AlClk      Timer      Prog          >        │
╰─────────────────────────────────────────────╯
    ▆▆         ▆▆         ▆▆         ▆▆
  [ Home ]   [ Menu ]   [ Inspct ]  [ More ]
```
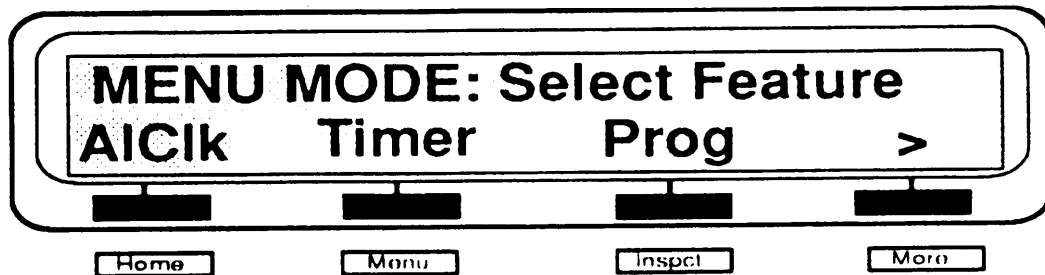
To adjust the contrast of a 7-line display, use the Contrast control on the top of the phone. To adjust the brightness of a 2-line display, select `ctrst` from the first Menu screen. Then select `Down` or `Up` to decrease or increase the contrast, and press **Home** to return to the home screen.

Inspect Screen

The Inspect screen gives you information about active, incoming, and held calls. Press **Inspct** and then the line button for the call you want to inspect. Line 1 of the display shows the name or extension number of an inside caller or indicates if it is an outside call.

Also, when you press **Inspct** and then a programmed line button, line 1 of the display shows what feature is programmed onto the button, as shown below. When you are finished, press **Home** to return to the Home screen. For more information, see Inspect in Chapter 5.

7-Line Display Inspect Screen and Display Buttons
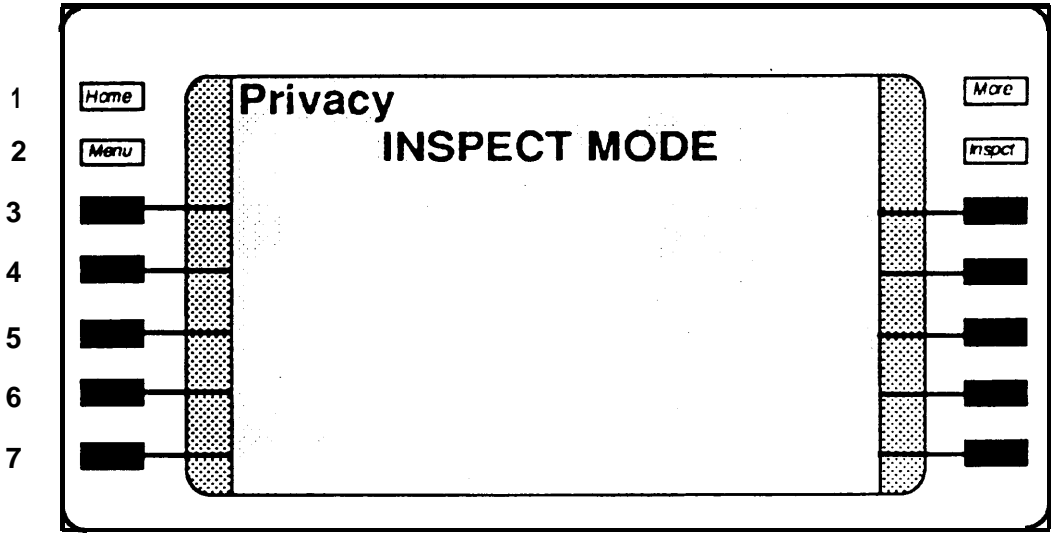
**2-Line Display Inspect Screen and Display Buttons**
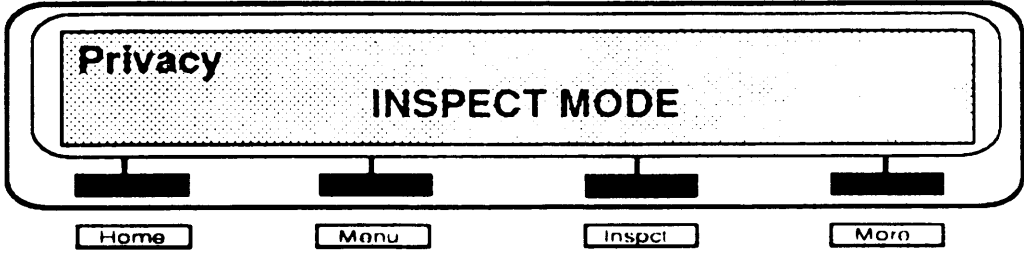
Feature Screen

The Feature screen gives you quick access to features you use often, without having to program them onto buttons. When you press **Feature** (located near the red **Hold),** feature names appear on the screen next to or opposite to the unlabeled display buttons.

The feature names on the screen change according to how you are using your phone at the moment. For example, if you dial an extension and hear a busy signal, and then press **Feature,** the screen offers a choice of features for leaving messages or placing your call when the extension is available.

If you lift the handset and select a line button to place an inside call and then press **Feature,** the screen lists features related to making, answering, or handling inside calls as shown next.

7-line Display Feature Screen and Display Buttons
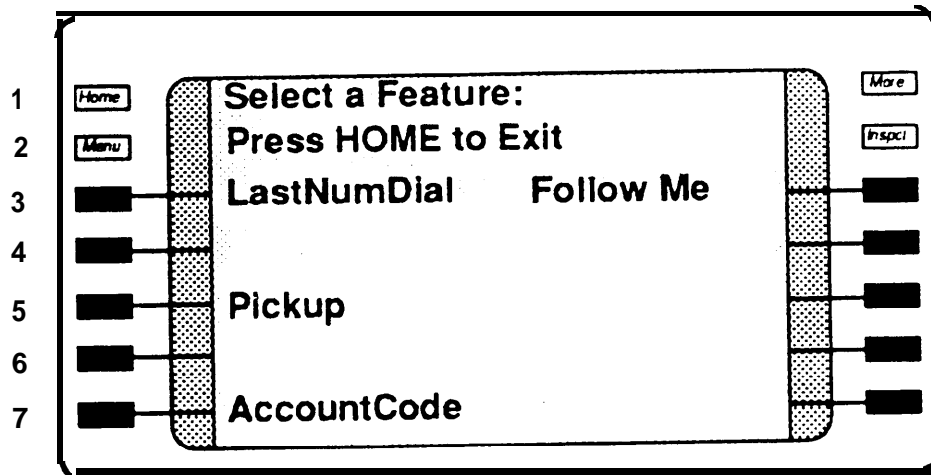
2-Line Feature Display Buttons
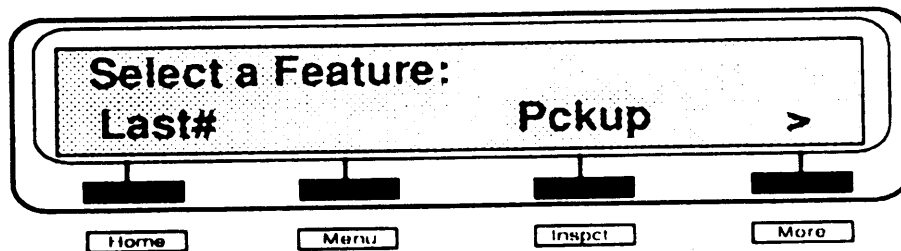
When > is displayed, more information is available. Press
More to display the next screen.

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 use feature codes and to display the Feature screen. 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. The display shows the extension that has been dropped. 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. A `Call on Hold` message is displayed. As a reminder, the phone beeps once every 60 seconds. When the hold timer expires, a `Call on Hold` message is again displayed. Press the line button with the flashing green light to return to the call. More than one call at a time can be put on hold.

NOTE:

Depending on how your system is set up, Transfer, Conference, 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

The 10 or more buttons in the center of your phone are line buttons. Line buttons are used to make and receive inside and outside calls and are assigned by your company. The MLX10D phone has 10 buttons, the MLX-20L phone has 20 buttons, and the MLX-28D phone has 28 buttons. Use these buttons to make 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.
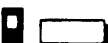
If you have **ICOM** buttons, use them to place inside calls only. Use buttons labeled with phone numbers to place outside calls.

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 an **SA** button.

You can program a feature onto any unlabeled line buttons. 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

SA Ring. Use these buttons to **make and receive both inside and outside calls.** To call an ins de number, dial only the extension. For outside calls, dial a d al-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

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.

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.

Light	Meaning
Steady red	You are automatically connected to this line when you lift the handset.
Steady green	The line is in use or the feature programmed onto the line button is in use.
Steady red and green	You are using this line button or the Line Request feature is in use.
Steady red and flashing green	An incoming call is ringing on Ibis line button or a call you transferred is return ing 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. To make the adjustment, put the phone face down on a fiat 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.

Low Position

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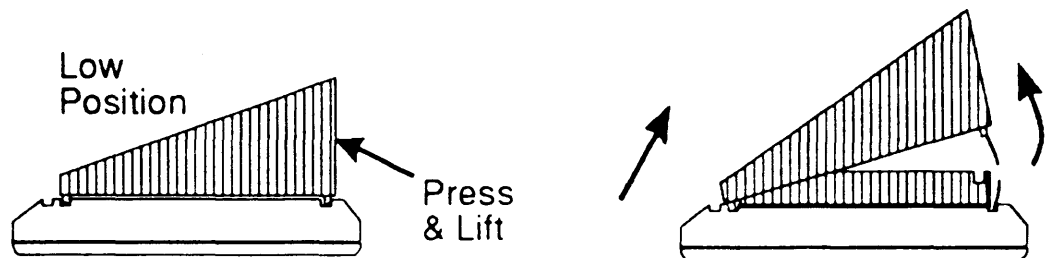
3. To adjust the stand to the low position, insert the tab at the bottom of the stand into the corresponding lower slot. To adjust the stand to the high position, insert the tab at the bottom of the stand into the corresponding upper slot.

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

High Position
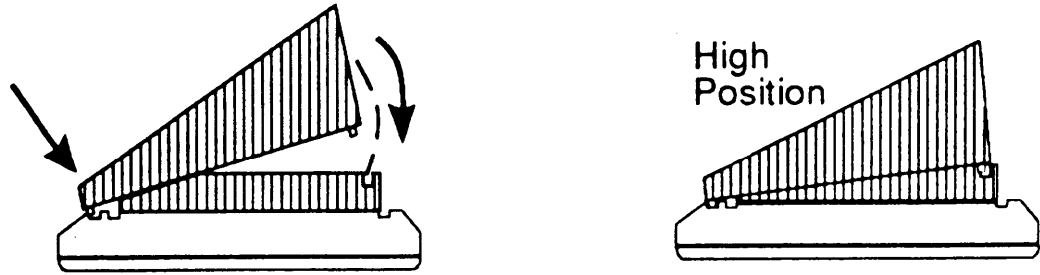
The desk stand is removed when mounting the MLX-10D phone on the wall. MLX-20L and MLX-28D phones cannot be wall mounted.

Additional Equipment

The following additional equipment is now supported:

- Four headsets
- Modular amplifier

For detailed information about the actual use of the equipment, refer to the documentation packaged with each item.

Headsets

For hands-free operation of the phone, 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 phone. The amplifier provides volume and mute controls.

Quick Start

2

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

Identifying Call Types

Your phone 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.

Ring	Meaning
One long ring	An inside call
One long ring and one short ring	An outside call
One long ring and two short rings	An outside call transferred to you or a returning transferred call (See "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.

Tone	Meaning
Dial tone (steady tone)	You can make a call.
Busy (slow repeating tone)	The phone you are calling is busy.
Fast busy (fast repeating tone)	No lines are available.
Alternating high and low tones	You dialed a number incorrectly or misused a feature.
Confirmation tone (double break in dial tone followed by steady tone)	You used a feature properly.
Callback tone (five short beeps)	The outside line or the extension is busy and your 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 interrogate 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 /me button stay on whale 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 an 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 call is put on hold automatically and the system selects an **SA** *or* **ICOM** *button. If an* **SA Ring** *or* **ICOM Ring** *button is selected, your display prompts you with* `Transfer to:` *If an* **SA Voice or ICOM Voice** *button is selected, your display prompts you with* `Announce to:`

3. Press the Auto Dial button or dial the person's extension.

■ If the person is available, announce the call and hang up.
The call is transferred.

■ If the person is unavailable, return to the caller by pressing the **SA** or line button with the held call.

To Transfer to an Outside Number

1. Press **Transfer.**
The ca// is put on hold automatically.

2. Press a line button to get an outside line, or press an **SA** button and dial the dial-out code.
You hear a dial tone

3. Dial the outside number.

■ If the person is available, hang up.
The call is transferred.

■ If the person is unavailable, return to the caller by pressing the **SA** or line button with the held call.

To Set 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, slgnaling that the call is on hold for the conference; the display prompts you to add another person.
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 participate 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 features by selecting them from the display, by pressing programmed line buttons, or by dialing feature codes, depending on the following:

Whether the feature is available from the display. A convenient way to use a feature is to select it from the Feature screen or Menu screen on the display. You don't need to look up or memorize a feature code. Also, you can reserve your line buttons to program features that are not available from the display or to program features you use often. (Appendix D lists the feature names as they appear on the display and identifies those that can be selected from the Feature or Menu screen.)

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 or selecting them from the display. 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 a feature code.

Whether the feature needs a programmed line button. Some features, such as Saved Number Dial, cannot be used from the display or 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
- Hang Up
- Headset/Handset Mute
- 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 for each number. The following features require feature codes when you use them and they cannot be programmed on a button. 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

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

Using Features

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

■ **Select the feature from your display.** Some features can be used from the Menu screen and others from the Feature screen. The feature names on the Feature screen change according to how you are using your phone at the time. To use a feature from your display:

    1. Press **Feature** or **Menu.**

    2. If your phone has a small display, press **More** until the feature you want is displayed.

    3. Press the button next to or below the feature.

■ **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 or by using the display menu, following the basic steps shown on the screen. When you press a line button while you are programming, the top line of your screen shows if the button you want to program is blank or if another feature is already programmed onto it (shown below).

7-Line Display Programming Screen

2-Line Display Programming Screen

Save Number Dial
Dlete   List

Home   Menu   Inspct   More
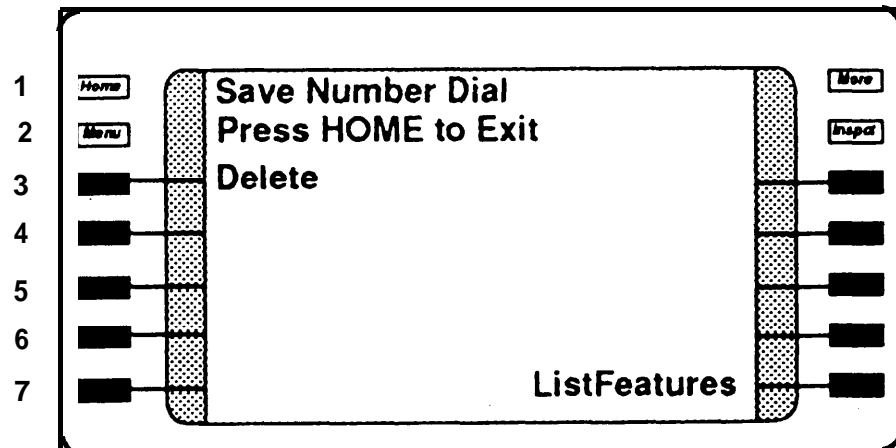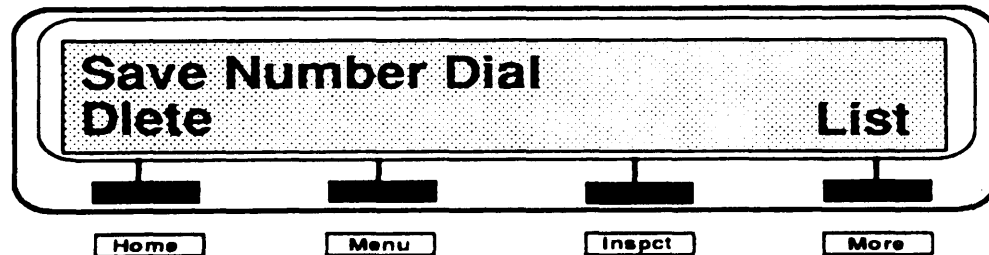
If a feature is already programmed on a button, you can either program a new feature onto it or choose another button. You can remove a feature by selecting Delete [Dlete].

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

While you are programming, you hear a tone every 20 seconds to alert you that you cannot make or receive calls until it stops. In addition, depending on the ringing option programmed on your phone, the lights next to the line buttons remain steady (immediate ring), flash (delayed ring), or don't come on at all (no ring) when you program your phone, For more on Ringing Options, see Chapter 5.

Methods of Programming

You can program features in two ways. You can press **Menu,** select `Ext program [Prog],` select the feature from the display, and follow the prompts on the display. You can also dial a programming code on your dialpad.

The programming method you use is up to you. If you are unfamiliar with your phone, selecting the feature from your display is particularly helpful, especially if you have a phone with a large display. The display prompts you through each programming step and confirms that you have programmed the feature successfully.

Once you are familiar with your phone, you may want to use programming codes to program quickly. Instructions for using the display to program features and using programming codes follow.

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

To Program Features Using the Display

Feature names appear on the programming display screens in alphabetical order. The large display shows ten features at a time; the small display shows four, as shown below.

7-Line Display Programming Screen

1	Home	More
2	Menu	Inspct

Select a Feature
<Program Mode>

3	FindFeature	Cback Auto
4	AccountCode	Cback Sel
5	Auto Dial	Conference
6	CallWaiting	Coverage
7	Camp On	CoverageOff>

2-Line Display Programming Screen

Select a Feature:

Find	Acct	Auto D	CWait>
Home	Menu	Inspct	More
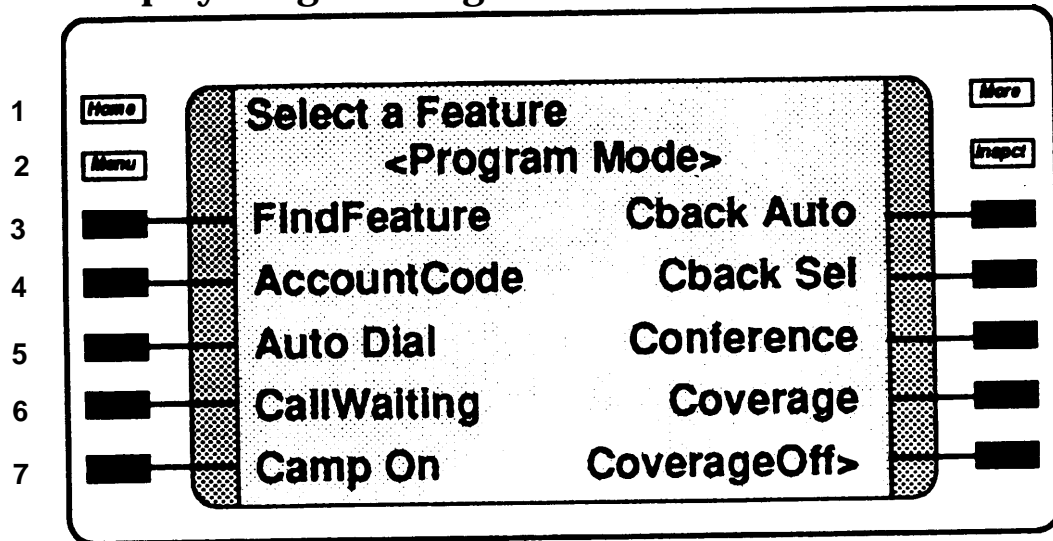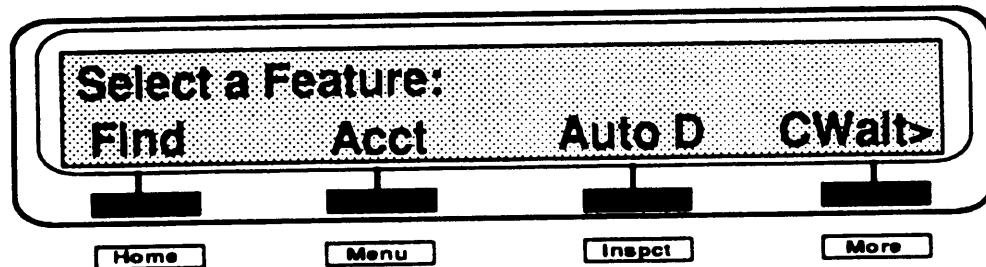
To find a feature name on the display, press **Menu,** select `Ext Program [Prog]` and `Start`. Then press the line button you want to program and select `ListFeature [List]`. The feature list appears on the display.

You can press **More** to advance screen-by-screen through the features. Or you can use `FindFeature [Find]`, located on the first screen listing feature names, to select the first letter of the feature name from an alphabetical range of letters on the display. `FindFeature [Find]` finds the screen with feature names that begin with the range of letters you selected.

Before you begin programming, 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 **Menu** to begin programming.
2. Select `Ext Program [Prog]`.
   On phones with small display, press **More** *first.*
   You hear a tone approximately every 20 seconds to signal that you are in programing mode.
3. Select `Start` .
4. Press the button you labeled.
5. Select `ListFeature [List]`.
   The screen lists features.

6. Press **More** to view the features screen by screen, or select `FindFeature [Find]` and the letter range containing the first letter of the feature you want to program.

7. Press the button next to or below the feature you want to program.

8. Respond to the display prompts, if necessary, and select `Enter.` See Note.

9. Repeat Steps 4 through 8 for any other buttons you want to program.

10. Press **Home.**

To Program Features Using Programming Codes

NOTE:
This procedure is valid for all features except Personal Speed Dial, which is available only on an MLX-10 or MLX-10D phone. (See Personal Speed Dial in Chapter 5.)

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

1. Press **Feature** and dial **00.**
   You hear a tone approximately every 20 seconds to signal that you are in programming mode.

2. Press the button you labeled.

3. Dial the programming code (listed in card tray and in Appendix C).

4. If additional information is required (for example, extension or phone number), select Enter on the display after dialing the information.
   To correct errors when entering informat!on, select Backspace [Bcksp] *and redial.*

5. Press **Feature** again and dial ✳ **00.**

NOTE:

When entering any additional information (for example, extension or phone number), you *must* confirm your entry by selecting `Enter` from the display. If you do *not* select `Enter,` the feature is *not* programmed and you do not hear an error tone.

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
- Timekeeping

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

Calling Basics

If you want to . . .	See...
Dial numbers with the touch of a button	**Auto Dial**
Program codes to quickly dial numbers you call often (MLX-10D only)	**Personal Speed Dial**
Quickly dial numbers programmed by your company	**System Speed Dial**
Automatically redial a number you dialed previously	**Last Number Dial** **Saved Number Dial**
Quickly dial numbers that are programmed into your phone's directories	**Extension Directory** **Personal Directory** **System Directory**
Connect automatically to a busy extension or outside line when it's free	**Callback** **Line Request**
Quickly disconnect one internal call and dial another without pressing the switchhook	**Recall**
Enter an account code before or during a call	**Account Code Entry**
Add as many as four others to the same call	**Conference**
Transfer a call	**Transfer**
Transfer a call to a busy extension and hold the call there for a preset time (Camp-On)	**Transfer**
Adjust volume of speaker, handset and ringer	**Volume**
Make a call after normal business hours	**Night Service**
Set your phone's display language	**Language**

Covering Calls

If you want to . . .	See. . .
Answer a co-worker's phone from your phone	**Pickup and Coverage**
Have a co-worker answer your calls	**Coverage**
Forward your calls to another phone	**Forward and Follow Me**
Stop your outside calls from going to voice mail	**Coverage VMS**
Stop your internal calls from going to coverage	**Coverage Inside Off**

Messaging and Paging

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

Privacy

If you want to . . .	See...
Prevent interruptions by blocking calls to your phone	**Do Not Disturb**
Prevent co-workers from joining your calls	**Privacy**
Prevent others on a call from hearing you speak to someone in your office	**Headset/Handset Mute**
Screen an incoming call while you are on the phone	**Inspect**
Receive voice-announced calls	**Voice Announce**

Ringing

If you want to . . .	See . . .
Have your phone ring differently from other phones	**Ringing Options— Personalized Ring**
Set your phone to ring immediately, after a delay or not at all, and to ring once or repeatedly while you're on the phone	**Ringing Options**

Timekeeping

If you want to . . .	See . . .
Remind yourself of meetings or appointments	**Alarm Clock** **Reminder Service**
Keep track of the duration of calls or meetings	**Timer**

Features

5

This chapter describes features alphabetically with instructions for programming and using them. Some features have to be programmed on your phone before you can use them. Others are built in to the system and do not need programming You use a feature by selecting it from the Feature or menu screen display, dialing a feature code, or pressing a programmed line button.

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 as **Account Code.**
2. Press **Menu.**
3. Select Ext Program [Prog].
4. Select Start.
5. Press the button you labeled **Account Code.**
6. Select ListFeature [List].
7. Select AccountCode [Acct].
   If this feature is not displayed, use FindFeature [Find] *or press* **More.**
8. Press **Home.**

To Enter an Account Code Before Calling

1. Press **Account Code,** or press **Feature** and select AccountCode [Acct], or press **Feature** and dial 82.
   The display prompts you to enter an account code
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 **SA** button).

Account Code Entry **5-3**

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 Auto Dial.)

- If you are using account codes on a conference
  call, follow Steps 1 through 5 and press **Conf.**
  When adding participants, repeat Steps 1, 2, 3,
  and 5 and press **Conf** again. This associates an
  account code with each participant.

To Enter or Change an Account Code During a Call

1. Press **Account Code,** or press **Feature** and select
    `Account Code [Acct],` 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 was already entered for a call
  that is transferred to you, it cannot be changed.

Alarm Clock

You can use your phone as an alarm clock and set it to beep at a particular time to remind you of an appointment, meeting, or other important event. Until canceled, the alarm sounds every day at the set time.

Alarm Clock is available only from your display's Menu screen.

To Set the Alarm

1. Press **Menu.**
2. Select Alarm Clock [AlClk].
   If this feature is not displayed, press **More.** *The display shows the a/arm status (On/Off) and the time set.*
3. For English-language operation, dial a four-digit time from 0100 to 1259 and select am/pm to switch the display from AM to PM or back again For French or Spanish-language operation, dial a four-digit time from 0000 to 2359. If you make an error, select Reset and redial.
4. Select On.
5. Press **Home.**
   A bell appears on the Home screen.

To Cancel the Alarm

1. Press **Menu.**

2. Select `Alarm Clock [AlClk].`
If this feature is not displayed, press **More**

3. Select `off.`

4. Press **Home.**
The bell disappears from the Home screen.

Auto Dial

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

You can program inside Auto Dial buttons for the extensions of co-workers or paging areas. The green light next to the Auto Dial button goes on when 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 phone numbers, account codes, long-distance billing numbers, bank access codes, or emergency contact numbers.

If you have a MLX-20L phone, you can use your Personal Directory or Extension Directory in place of Auto Dial. Other display phones can also access the Extension Directory.

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 **Menu.**
3. Select `Ext Program [Prog]`.
4. Select `Start`.
5. Press the button you labeled for **Auto Dial.**
6. Select `ListFeature [List]`.
7. Select `Auto Dial [AutoD]`.
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Select `Inside [In]` or `Outside [Out]`.
9. Select `Enter`.
10. Dial the extension or outside number (including any necessary dial-out code, long-distance carrier code, area code, and special characters). See Notes.
    To correct errors when entering information, select `Backspace [Bcksp]` *and redial.*
11. Select `Enter`.
12. Repeat Steps 5 through 11 to program additional Auto Dial buttons.
13. Press **Home.**

NOTE:

■   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 ɪs 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

1. 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 automatically place the call when the extension or line is free.

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

On phones with **ICOM** buttons, Callback works only for busy inside extensions; use Line Request for busy outside lines. (See Line Request.) On phones with **SA** buttons, Callback works with busy inside extensions; it works with busy outside lines only when you are using a **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 select Callback from the Feature screen, 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 **Menu.**
3. Select Ext Program [Prog].
4. Select Start .
5. Press the button you labeled **Callback.**
6. Select ListFeature [List].
7. Select Cback Sel [CbckS].
   If this feature is not displayed, use FindFeature [Find] *or press* **More.**
8. Press **Home.**

To Use Selective Callback for Busy Extensions

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

   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 select Cback Sel [CbckS] from the display menu, or press **Feature** and dial **55.**

2. Dial the outside number.
   Your display menu confirms that the tail is queued.

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 **Menu.**
2. Select `Ext Program [Frog].`
3. Select `Start.`
4. Press any **ICOM** or **SA** button.
5. Select `ListFeature [List].`
6. **Select** `Cback Auto [CbckA].`
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
7. Select `On` or `Off,` then select `Enter.`
8. Press **Home.**

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 the 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), You'll also see a message on your Home screen that you have a call waiting.

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 **Menu.**
2. Select `Ext Program [Prog].`
3. Select `Start.`
4. Press any **ICOM** or **SA** button.
5. Select `ListFeature [List].`
6. Select `CallWaiting [CWait].`
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**

7. Select `On` to turn on or select `Off` to turn off.
8. Select `Enter.`
9. Press **Home.**

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 **ICOM Originate Only** or **SA 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 c-all on hold, press the button with 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

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; the display prompts you to add another person.

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 particjpants, 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 [he 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 particopants are still able to converse.
2. To rejoin conference, press the line button of any
   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

	Primary	**Secondary**
Immediate Ring	Rings immediately	Rings after your phone rings 2 times
Delayed Ring	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
No Ring	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 tails 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 **Menu.**
2. Select `Ext Program [Prog]`.
3. Select `Start`.
4. Press any **ICOM** or SA button.
5. Select `ListFeature [List]`.
6. Select `Cover Inside [CvIns]`.
   If this feature is not displayed, use `FindFeature [Find}`
   or press **More.**
7. Select *one* of the following:
   - `Off` to prevent inside calls from going to any kind of Coverage
   - `On` to send both inside and outside calls to Coverage.
8. Select `Enter`.
9. Press **Home.**

NOTE:
This feature does not require a programmed button.
Once you have selected `Off`, only your outside calls are covered. This remains in effect until you repeat this procedure and select `On` 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 **Menu.**
3. Select `Ext Program [Prog]`.
4. Select `Start`.
5. Press the button you labeled **Coverage VMS Off.**
6. Select `ListFeature [List]`.
7. Select `CoverageVMS [CVVMS]`.
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Press **Home.**

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 **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start.`
5. Press the button you labeled **Coverage Off.**
6. Select `ListFeature [List].`
7. Select `CoverageOff [CvOff].`
   If this feature is not displayed, use `FindFeature [Find]`
   or press **More.**
8. Press **Home.**

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** buttons.

To Program an Individual Coverage Button

1. Label the button to be programmed as Coverage-(name).
2. Press **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start.`
5. Press the button you labeled Coverage—(name).
6. Select `ListFeature [List].`
7. Select `Coverage [Cover] .`
   If this feature is not displayed, use `FindFeature [Find]`
   or press **More.**

8. Select *one* of the following:

■ `Primary[Prmry]`

■ `Secondary[Secnd]`

9. Select `Enter`.

10. Dial the extension of the phone you want to cover.

To correct errors when entering information, select `Backspace [Bcksp]` *and redial.*

11. Select `Enter`.

12. Press **Home.**

To Program a Group Coverage Button

1. Label the button to be programmed as
   Group Coverage- (name).

2. Press **Menu.**

3. Select `Ext Program [Prog]`.

4. Select `Start`.

5. Press the button you labeled
   Group Coverage- (name).

6. Select `ListFeature [List]`.

7. Select `Coverage [Cover]` .

If this feature is not displayed, use `FindFeature [Find]`.
or press **More.**

8. Select `Group`.

9. Select `Enter`.

10. Dial the group number.

Your system manager must provide this number. To correct errors when entering information, select `Backspace [BckSp]` *and redial.*

11. Select `Enter`.

12. Press **Home.**

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.**

Your display shows the name and extension you are covering. It also shows if that extension is busy, if there is no answer, or if Do Not Disturb is turned on at the extension.

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 not 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 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 automatically posts the message `Do Not Disturb.` This message appears on your display and 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.

You can also post and cancel the `Do Not Disturb` message. (See Messaging.) 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

1. Label the button to be programmed as **Do Not Disturb.**
2. Press **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start.`
5. Press the button you labeled Do **Not Disturb.**
6. Select `List Feature [List].`
7. Select `Do Not Disturb.`
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Press **Home.**

To Use Do Not Disturb

1. To turn on Do Not Disturb, press the programmed
   Do Not Disturb button.
   The green light next to the button goes on and the
   `Do Not Disturb` *message is posted.*

2. To turn off Do Not Disturb, press the programmed
   Do Not Disturb button again.
   The green light next to the button goes off and the
   `Do Not Disturb` *message is canceled.*

Extension Directory

The Extension Directory is a listing of your co-workers' names and extension numbers programmed by your system manager. You can use it to find a listing and automatically dial the extension.

To Use the Extension Directory on MLX-20L Phones

1. Press Menu.
2. Select `Directory`.
3. Select `Ext Dir`.
4. Select the appropriate range of letters.
5. If the name you want is not displayed:
   - Select `Prev Page` to see the names on the previous page.
   - Select `Next Page` to see names on next page.
6. If you want to see the number before it is dialed, select `Show Number` and then select the name. Select `Show Number` again to exit.
7. To dial the number, press the button next to the name.

Your speakerphone goes on, and the call is dialed automatically.

To Use the Extension Directory on
MLX-10D and MLX-28D Phones

1. Press Menu.

2. Select `Dir.`

3. Select `ExtDir.`

4. Use the dialpad to spell the name, then select `Enter.`
For example, dial 5263 to search for "Jane." The name is displayed on line 1.

5. If the name you want is not displayed:
  ■ Select `Prev` to see the name on
  ■ Select `Next` to see name on next page.
  ■ Select `New` to start search over.

   NOTE:
   If you see the message No `Match Found` on your display, select *New* to start the search over. You cannot use `Prev` or `Next` to page through the listings.

6. Select `Dial.`
Your speakerphone goes on, and the tail is dialed automatically.

Forward and Follow Me

Forward and Follow Me send your calls to another extension or to an outside phone. This allows callers to reach you when you are 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 **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start.`
5. Press the button you labeled **Foward.**
6. Select `List Feature [List].`
7. Select `Forward [Forwd].`
   If this feature is not displayed, use `FindFeature [Find]`
   or press **More.**
8. Press **Home.**

To Forward Calls to an Inside Extension

1. Press Forward, or press **Feature** and dial **33.**
   Your display prompts you with `Fo r w a r d to:`
2. Dial the extension.
   Your display shows the message `Forward to:` *ext. or name. If you have a programmed* **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.**
   Your display prompts you with Forward to:

2. If you have SA buttons, dial the dial-out code; if you have ICOM buttons, dial **9,** then the phone and #.
   Your display shows the message Forward: *number. If you have a programmed* **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 do *one* of the following:
    - Select `Follow Me [FlwMe]`
      *If this feature is not displayed, press **More**.*
    - Dial **34**

    Your display prompts you with `Follow from:`

2. Dial your extension.
    Your display shows the message `Signed IN: ext.` *or name. If you have lifted the handset or pressed **Speaker**, you hear a double break in dial tone. If you have a programmed **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.**
   Your display prompts you with `Forward to:`
2. Dial your extension.
   (In effect, you are "forward/rig" your calls to your own phone.) Your display shows the message `Forward to:` *your ext. or name. If you have a programmed **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** and dial ✳ 34.

Your display prompts you with Cancel from:

2. Dial the extension whose calls are being sent to you.

Your display shows the message Signed OUT: *ext. or name. 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 AH Extensions

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

Your display shows the message Signed OUT: All Calls. *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 a headset, use Headset/Handset Mute [o 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** button while using the handset or a headset, the red light next to the button goes on and the microphone in the handset or headset 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 **Menu.**
3. Select `Ext Program [Prog]` .
4. Select `Start.`
5. Press the button you labeled **Headset/Handset Mute.**
6. Select `ListFeature [List].`
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
7. Select `Hdset.`
8. Select `Mute.`
9. Select `Enter.`
10. Press **Home.**

To Turn Headset/Handset Mute On and Off

1. To turn on, press **Headset/Handset Mute** while using the handset or a headset.
   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 nexf to the button goes off, and the caller can hear you.

Inspect

While you are on a call, use Inspect to see other incoming calls or calls on hold. Your display shows the caller's name or extension for inside calls, or simply shows that it's an outside call. If your company subscribes to an automatic number identification (ANI) service, you can see the outside phone number of the person calling you. You can also use Inspect to see what features have been programmed on a button. If the programmed feature is Last Number Dial or Saved Number Dial, you will see the stored phone number.

NOTE:
The availability of the caller identification information may be limited by local-serving (caller's) jurisdiction, availability, or central office equipment.

When you have several calls on hold, you can use Inspect to see who is holding on each line. You cannot make calls while using Inspect.

To Use Inspect

1. Press **Inspct.**
2. To inspect
- an incoming call while you're on the phone, press line button for incoming call (slow flashing green light)
- a call on hold, press line button for held call (flashing green light)
- what's programmed on your phone, press the button you want to check

3. Read the information on the first line of display.
   If > is the last character on the line, press **More** *for additional information.*

4. To inspect another call or button, repeat Steps 2 and 3.
5. When finished, press **Home.**

Language

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

■ MLX-10D, MLX-20L, and MLX-28D display phones are available in three separate versions, with factory-imprinted buttons in English, French, or Spanish.

■ The system provides prompts and displays in English, French, or Spanish.

■ When operating in English, you set the Reminder Service and Alarm Clock in 12-hour format (a.m. or p.m.); in French or Spanish, in 24-hour format.

Your phone ordinarily operates in the language programmed for the system. However, you can choose a different language for displays on your phone.

To Select the Language on Your Telephone

To select a language, you can ask the system manager to program your language choice for you, or you can program the phone yourself:

1. Press **Feature** and dial *one* of the following feature codes:

- **790** for English

  The confirmation message In English *is displayed.*

- **791** for French

  The confirmation message En franacais *is displayed.*

- **792** for Spanish

  The confirmation message En espanol *is displayed.*

After 5 seconds, the confirmation message changes to a display of the date and time. In English, the date is shown as *month day* and the time is shown in 12-hour format. In French and Spanish, the date is shown as *day month* and the time is shown in 24-hour format.

Last Number Dial

Use Last Number Dial to automatically redial the last inside or outside number you called. Calls that you made using a directory cannot be automatically redialed using Last Number Dial.

To Program a Last Number Dial Button

1. Label the button to be programmed as **Last Number.**
2. Press **Menu.**
3. Select `Ext Program [Prog]`.
4. Select `Start`.
5. Press the button you labeled **Last Number.**
6. Select `ListFeature [List]`.
7. Select `LastNumDial [Last#]`.
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Press **Home.**

To Use Last Number Dial

1. Press the same type of button **(ICOM, SA,** or **Pool)**
you used to place the call the first time.

2. Press **Last Number** or press **Feature** and select
`LastNumDial [Last#],` or press **Feature** and dial
8 4 .
If this feature is not displayed, press **More.** *Your speakerphone goes on, and the number is dialed automatically.*

NOTE:

If you use Inspect to see the last number you dialed, the
number will appear on your display.

Line Request

Line Request puts you in queue (in line) for access to a busy outside line. When the line becomes available, your phone alerts you with a beep. (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 a **SA** or **Pool** button to make an outside call, use Callback to request busy outside lines.

Line Request is always present in your system, and 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, hang up and 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 display message for you from a co-worker. A voice messaging system or a fax machine can also turn on the light.

Leaving Messages

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 a programmed Leave Message button. 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.

Your display shows one of the following status messages when you leave a message for a co-worker:

■ `Msg Sent to :` *ext. or name* if the message was sent
■ `Msg Box Full` if your co-worker's message box already has 10 messages

■ `Cannot Send Message,` if the message is not delivered for any other reason, for example, if your co-worker does not have a display phone

To Program a Leave Message Button

1. Label the button to be programmed as **Leave Message.**
2. Press **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start.`
5. Press the button you labeled **Leave Message.**
6. Select `List Feature [List].`
7. Select `Msg Leave [LvMsg].`
    If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Press **Home.**

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 the programmed **Leave Message** button.
    ■ Press **Feature** and do *one* of the following:
        — Select `Leave Msg [LvMsg].`
        — 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. Your display shows the status of the message.

To Leave a Message on a Display Phone without Calling

1. Press **Feature** and dial **53.**
2. Dial your co-worker's extension.
Your display shows the status of the message.

To Cancel a Message You Left on a Display Phone

1. Press **Feature** and dial ✳ 53.
2. Dial your co-worker's extension.
Your display shows the message `Msg Removed from:` *ext. or name.*

Posting Messages

You can post a message that will appear on the display of a co-worker with a display phone when he or she calls you. 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.

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

NOTE:

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. You can also post and cancel the `Do Not Disturb` message, using the following procedure. However, posting or canceling the message does *not* turn the feature on or off. The appearance of the `Do Not Display` message on your Home screen does not necessarily mean that you have Do Not Disturb turned on. (See Do Not Disturb.)

To Post a Message

1. Press **Menu.**

2. Select `Posted Msg [Post]`.

3. Select the message you want to post.

If the message you want is not displayed, select `Next` *or* `Prev` *(on an MLX-20L phone) or press* **More** *(on an MLX-10D or MLX-28D phone).*

4. Select `Post`.

When a co-worker with a display phone calls you, the message will appear on his or her display, even if you answer the call.

5. Press Home.

The message appears on the top line of your Home screen.

To Cancel a Posted Message

1. Press Menu.

2. Select `Posted Msg[Post]`.

3. Select `Cancel [Cancl]`.

4. Press Home.
Callers will no longer see the message, and it is removed from your home screen.

Receiving Messages

When the red Message light on your phone is on, you have a message from a co-worker. Depending on how your system is set up, you may also have a voice mail message or a fax. Your phone stores up to 10 messages, which are displayed in reverse order of their arrival (last-in first-out).

Each message is identified on your display as one of the following. A new or unread message is marked with a ✳ symbol.

Identifier	Meaning
ATT	Message is from system operator (attendant)
FAX	You have a fax
VMS	You have a voice mail message
EXT	Message is from an extension (co-worker)

To Respond to Messages

1. Press **Menu.**

2. Select Messages [Msgs].
   Your first (last-in) message is displayed. The > symbol appears when the message is longer than the width of your display. Press **More** *to see the rest of the message.*

3. Select *one* of the following:
   ■ Return Call [Call] to call your co-worker or voice mail while you are reading the message.
      You cannot return a call to a fax machine.
   ■ Delete Msg [Dlete] to delete the message.
   ■ Next Msg [Next] to see the next message.

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 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

Paging is using your phone to broadcast an announcement. You can page over your co-workers' speakerphones or over the 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 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/or **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 select the feature from the Feature screen on your display. It will only appear on the display if your company has a loudspeaker system programmed.

To Program Speakerphone Paging Buttons

1. Label the button to be programmed as **Group Page-** *(name)* or **Page All.**
2. Press **Menu.**
3. Select Ext Program [Prog].
4. Select Start.
5. Press the button you labeled **Group Page– *(name)*** or **Page All.**
6. Select ListFeature [List].
7. Select Group Page [GrpPg].
   If this feature is not displayed, use FindFeature [Find] *or press* **More.**
8. Dial the Group Page or Page All extension.
9. Select Enter.
   To correct errors when entering information, select Backspace [Bcksp] *and redial.*
10. Press **Home.**

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 Group Page or Page All extension.
4. Make announcement after beep.

To Use Loudspeaker Paging from the Display

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 **Feature.**
4. Select Loudspkr Pg [LdsPg].

5. If necessary, dial the code number of the zone you want to page.

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

6. Make announcement.

To Use a Loudspeaker Paging Button

1. Lift the handset.

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

2. Press **Loudspeaker Page** or press **Feature** and dial **9** and the Loudspeaker Page line number.

3. If necessary, dial the code number of 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.**

4. Make 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, 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 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 company's system is programmed.

To Program a Park Button

1. Label the button to be programmed as **Park.**
2. Press Menu.
3. Select `Ext Program [Prog]`.
4. Select `Start`.
5. Press the button you labeled **Park.**
6. Select `ListFeature [List]`.
7. Select `Park`.
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Press Home.

To Use Park and Speakerphone Page

1. While on a call, do *one* of the following:
- Press **Park.**
- Press **Transfer,** dial your extension, and press **Transfer** again.
- Press **Feature** and select `Park`.

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

2. Press **Group Page** or **Page All,** or press any **ICOM** or **SA** button and dial the Group Page or Page All extension.

3. Announce 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 Use Park and Loudspeaker Page

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

> **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 select Loudspkr Pg [LdsPg].
3. If necessary, dial the code number of 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 select
`Pickup [Pkup].`
3. Dial the extension where the call is parked.

Personal Directory

MLX-20L phones have a Personal Directory that stores, shows, and automatically dials up to 50 phone numbers. Your Personal Directory can be used only from your phone and is available only on MLX-20L phones.

For immediate availability of the numbers you use most often, you can display 16 of the 50 listings on your Home screen. Eight listings appear per screen. To see the next eight entries, press Next Page. Enter the listings in your directory first, then select those to be displayed on either the first or second page of your Home screen. (Listings that are not displayed on either page of the Home screen can also be used from the Home screen by selecting Next Page twice.)

To Enter a Listing

1. Press **Menu.**
2. Select Directory.
3. Select Personal Dir.
4. Select Enter New.
5. Type the name, up to 11 characters.
   - Select letters A through F from d splay.
   - Press the appropriate line button for letters G through Z. (The letters should be printed on the button labeling card, but if not, you must remove the button labeling card to see imprinted letters G through Z.)

6. Enter punctuation, if necessary:
   - Select `Punctuation.`
     Punctuation is highlighted.
   - Select characters from the display.
   - Select `Punctuation` again.
7. Select `Enter.`
8. Use the dialpad to enter the number — up to 28 digits (include dial-out code, long-distance carrier code, area code, or other special characters). See Notes.
9. Select `Enter.`
10. Select `Yes` or `No` when the `Display #` While Dialing? prompt appears, then select `Enter.`
11. To enter more listings, repeat Steps **4** through 10.
12. Press Home.

NOTE:

- If you make an error while typing the name or number, select `Backspace` and retype.

- Special characters may be needed when programming a Personal Directory entry. For more on special characters, see Appendix A.

- Account codes (individually or followed by a phone number), access codes, and outside phone numbers can be entered and stored in the Personal Directory,

To Assign Listings to the Home Screen

    1. Press **Menu.**
    2. Select `Directory.`
    3. Select `Personal Dir.`
    4. Select `Put On Home.`
    5. Select the appropriate range of letters.
    6. Select the name to be displayed in directory.
        Use `Prev Page` *and* `Next Page,` *if necessary, to locate the name.*
    7. Press the appropriate button on the Home screen where you want the entry displayed.
        To move to second Home screen, select `Next Page.` *If you assign a listing to an occupied space, the original entry is deleted from the Home screen and refiled in the directory.*
    8. Select `Continue` to add another listing to the Home screen.
        Repeat Steps 5 through 7.
    9. Press Home.

To Delete Listings

    1. Press **Menu.**
    2. Select `Directory.`
    3. Select `Personal Dir.`
    4. Select `Delete Entry.`
    5. Select the appropriate range of letters.
    6. Select the name to be deleted.
        Select `Prev Page` *or* `Next Page` *to locate the listing.*

7. Select `Delete` to delete the entry or select `Cancel` to exit without making a change.
8. Press **Home.**

NOTE:
If you delete an entry from the Home screen, it is deleted from the Directory.

To Change Listings

1. Press **Menu.**
2. Select `Directory`.
3. Select `Personal Dir`.
4. Select `Edit Dir`.
5. Select the appropriate range of letters.
6. Select the listing to be changed.
    Select `Prev Page` *or* `Next Page` *to locate the listing.*
7. Choose the item to be changed (you can change one or all items):
    ■ Select `Replace Name` to change name.
    ■ Select `Replace Num` to change number.
    ■ Select `Replace Tag` to change whether the number is concealed or displayed while being dialed.
    ■ Select `Exit` if you don't want to make changes.

8. Enter new information (name, number, or tag), then select `Enter`.
9. Select `Exit`.
10. Repeat Steps 3 through 9 to edit additional listings.
11. Press Home.

To Dial a Listing on the Home Screen

1. Press **Home.**
   If the listing you need is not displayed on the first page of the Home screen, press `Next Page` *to move to the second page.*

   To see the phone numbers associated with the names, select `Show Number` and press the buttons next to the listings. Select `Show Number` again to cancel this request.
2. Press appropriate **SA, ICOM,** or line button.
3. Select listing to dial a number.
   Your speakerphone goes on, and the number is dialed automatically.

NOTE:
To use an entry with an account code, you must lift the handset before you press the button next to the listing. To activate the Account Code Entry, press the programmed Account Code button, press the Feature button and dial 82, or select `AccountCode [Acct]` from the Feature screen.

To Dial a Listing Not on the Home Screen

1. Press **Home.**
2. Select Next Page twice to jump past the Home screen.
3. Press the button next to the appropriate alphabetical range.

    Select Prev Page *or* Next Page *to show more listings*

    To see the phone numbers associated with the names, select Show Number and press the buttons next to the listings. Select Show Number again to cancel this request.
4. Press the appropriate **SA, ICOM,** or line button.
5. Press the button next to the listing to dial the number.
    Your speakerphone goes on, and the number ɪꜱ dialed automatically.

NOTE:
To use an entry with an account code, you must lift the handset before you press the button next to the listing. To activate the Account Code Entry, press the programmed **Account Code** button, press the **Feature** button and dial 82, or select Account Code [Acct] from the Feature screen.

Personal Speed Dial

Use Personal Speed Dial on your MLX-10D phone 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. The steps for programming Personal Speed Dial codes given next are different from the steps for programming other features.

NOTE:
This feature is used with MLX-10 or MLX-10D phones **only.** If you have a MLX-20L phone, program a Personal Directory instead of Personal Speed Dial codes. If you have a MLX-28D phone, program Auto Dial buttons. Programming Personal Speed Dial codes on phones other than the MLX-10D phone may delete features you have already programmed onto buttons.

To Program Personal Speed Dial Codes

1. Press **Menu.**
2. Select `Ext Program [Prog].`
   Do not press a button as instructed by the display.
3. Dial # and a 2-digit code (01 to 24) and then ✻ 21.
   If the code you dialed is already programmed, the phone number associated wifh the code is displayed.
4. 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.
   To correct errors when entering information, select `Backspace [Bcksp]` and redial.
5. Select `Enter.`
6. Repeat Steps 3 through 5 to program additional codes.
7. Press **Home.**

NOTE:

■ Special characters may be 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 a 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 selecting the feature name from the Feature screen. 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 Pickup:

- **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 wextension from that button.

To Program a General Pickup Button

1. Label the button to be programmed as **Pickup.**
2. Press **Menu.**
3. Select `Ext Program [Prog]`.
4. Select `Start`.
5. Press the button you labeled **Pickup.**
6. Select `ListFeature [List]`.
7. Select `Pickup [Pkup]`.
    If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Select `General [Genrl]`, then select `Enter`.
9. Press **Home.**

To Use a General Pickup Button

1. Press the general **Pickup** button, press **Feature** and select `Pickup [Pkup]`, or dial 9.
    Your speakerphone turns on automatically.
2. Dial the extension or line number.
    You are connected to the call ringing on that extension or line.

To Program a Pickup Button for a Specific Line or Extension

1. Label the button to be programmed as **Pickup** -*(line, extension number, or name).*

2. Press **Menu.**

3. Select `Ext Program [Prog].`

4. Select `Start.`

5. Press the button you labeled **Pickup** –*(line, extension number, or name).*

6. Select `ListFeature [List].`

7. Select `Pickup [Pkup].`
If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**

8. Select `Extension [Ext]` or `Line.`

9. Select `Enter.`

10. Dial the extension or line number.

11. Select `Enter.`
To correct errors when entering information, select `Backspace [BckSp]` *and redial.*

12. Press **Home.**

To Use Pickup for a Specific Line or Extension

1. Press **Pickup** for the 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 **Menu.**
3. Select `Ext Program [Prog]`.
4. Select `Start`.
5. Press the button you labeled **Pickup** -(name of group).
6. Select `ListFeature [List]`.
7. Select `Pickup [Pkup]`.
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Select `Group`.
9. Select `Enter`.
10. Press **Home.**

To Use Group Pickup

1. Press programmed **Pickup** button.
2. Press **Feature,** and do one of the following:
— Select `Pickup Grp [PkupG].`
– Dial 88.

Your speaker turns on automatically, and you are connected to call.

NOTE:

The display shows whose phone you are picking up after you lift the handset.

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 (for all calls to and from your extension) 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 Privacy turned on. If you do not have a programmed button and you use a feature code to turn Privacy on, the only visual reminder is a brief display of the message `Privacy On.`

To Program a Privacy Button

1. Label the button to be programmed as **Privacy.**
2. Press **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start.`
5. Press the button you labeled **Privacy.**
6. Select `List Feature [List].`
7. Select `Privacy [Prvcy].`
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Press **Home.**

To Use Privacy

1. To turn Privacy on, do *one* of the following:
- Press **Privacy.**

  The light next to the button goes on.
- Press **Feature** and dial **31.**

  The message Privacy on *is displayed briefly.*

2. To turn Privacy off, do *one* of the following:
- Press **Privacy** again.

  The light next to the button goes off.
- Press **Feature** and dial ✳ 31.

  The message privacy off is displayed briefly.

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, or to use certain system features, such as Transfer or Hold. You can then make another call, using the appropriate feature, or, if you have made a mistake in dialing, start over.

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 Menu.
3. Select `Ext Program [Prog]`.
4. Select `Start` .
5. Press the button you labeled Recall.
6. Select `ListFeature [List]`.
7. Select `Recall [Recll]`.
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Press **Home.**

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 specific time like an alarm clock. Your phone fings at that time, then cancels the reminder. You canset only one reminder at a time.

To Program a Reminder Set Button

1. Label the button to be programmed as Reminder Set.
2. Press **Menu.**
3. Select `Ext Program [Prog]`.
4. Select `Start` .
5. Press the button you labeled **Reminder Set.**
6. Select `List Feature [List]`.
7. Select `Reminder [Rmind]`.
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Select `Set`
9. Select `Enter`.
10. Press **Home.**

To Set a 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 form 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 ar **Reminder Cancel.**
2. Press **Menu.**
3. Select Ext Program [Prog].
4. Select Start.
5. Press the button you labeled **Reminder Cancel.**
6. Select ListFeature [List].
7. Select Reminder [Rmind].
If this feature is not displayed, use FindFeature [Find] or press **More.**
8. Select Cancel [Cancl]
9. Select Enter
10. Press **Home.**

To Cancel a Reminder

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

Ringing 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 Coverage button *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.)

■ **Send Ring** allows you to override Delay Ring programmed for any telephones with **Shared SA** buttons for your extension. When your extension is busy and a new call arrives for you, the **Shared SA** buttons ring immediately, even if the telephones with those buttons are programmed for Delay Ring.

To Program Ring Timing Options

1. Press **Menu.**
2. Select `Ext Program [Prog].`
3. Select `Start.`
4. 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.
5. Select `ListFeature [List].`
6. Select `RingOptions [ RngOp].`
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
7. Do *one* of the following:
   ■ To program this option for all outside line buttons, **select** `All Lines [AllLn].`
   ■ To program this option on an individual outside line, SA, ICOM, or Coverage button, select `One Line [lLine].`

8. Select Enter.

If you selected One Line [1Line], *the display shows the current Ring Timing option for this button.*

9. Select one of the following Ring Timing options:

Option	Selection	Effect on Button(s)
No Ring	No Ring [No]	*Red light goes off*
Delayed Ring	Delay Ring [Delay]	*Red light flashes*
Immediate Ring	Immed Ring [Immed]	*Red light on steady*

10. Press **Home.**

To Turn Abbreviated Ring On and Off

1. Press **Menu.**

2. Select Ext Program [Prog].

3. Select Start.

4. Press an outside line, **SA,** or **ICOM** button.

5. Select ListFeature [List].

6. Select RingOptions [RngOp].
   If this feature is not displayed, use FindFeature [Find]
   or press **More.**

7. Select Abbreviated [Abbr] and select Enter.
   The display shows whether Abbreviated Ring is on or off.

8. Do *one* of the following:
   ■ Select On to turn on Abbreviated Ring.
   ■ Select Off to turn off Abbreviated Ring.

9. Select Enter.

10. Press **Home.**

To Program Personalized Ring

1. Press **Menu.**

2. Select `Ext Program [Prog].`

3. Select `Start.`

4. Press any ICOM or SA button.

5. Select `ListFeature [List].`

6. Select `PersonalRng [PRing].`
If the feature is not displayed, use `FindFeature [Find]` *or press* **More.** *The phone rings once with your current ring and the display shows which pattern it is.*

7. Select a pattern from `Pattern #1 [Pat#l]` to
`Pattern #8 [Pat#8].`
The phone rings once with the pattern corresponding to your selection.

8. Repeat Step 7 as many times as you like. When you hear the ringing pattern you want, select `Enter.`
The same ring is repeated to confirm your selection.

9. Press **Home.**
When you receive a call, you will hear your selected Personalized Ring pattern.

To Turn Send Ring On and Off

1. Press **Menu.**
2. Select Ext Program [Prog].
3. Select Start.
4. Press any ICOM or SA button.
5. Dial *one* of the following:
   - ❋ 15 to turn on Send Ring
     Any telephone that has a **Shard 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
6. Press **Home.**

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. In addition, calls that you made using a Directory cannot be saved and automatically redialed using Saved Number Dial.

NOTE:

■ You can have multiple Saved Number Dial buttons.

■ If you use Inspect to see the number you saved, the number will appear on your display.

To Program a Saved Number Dial Button

1. Label the button to be programmed as **Saved Number.**
2. Press **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start.`
5. Press the button you labeled **Saved Number.**
6. Select `ListFeature [List].`
7. Select `SaveNumDial [Save#].`
   If this feature is not displayed, use `F i ndFeature [Find]` *or press* **More.**
8. Press **Home.**

To Save and Redial a Number

1. When you reach a busy or unanswered number, press **Saved Number** before hanging up.
   The message `Number Saved` *is displayed.*
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 **Signal** 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 **Menu.**
3. Select Ext Program [Prog].
4. Select Start .
5. Press the button you labeled **Signal** -*(name).*
6. Select ListFeature [List].
7. Select Signal [Signl].
   If this feature is not displayed, use FindFeature [Find] *or press* **More.**
8. Dial your co-worker's extension and select Enter.
   To correct errors when entering information, select Backspace [Bcksp] *and redial.*
9. Press **Home.**

To Use Signaling

1. Press **Signal** -*(name)* without lifting the handset. If you are on a call, press the **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 **Menu.**
3. Select `Ext Program [Prog].`
4. Select `Start` .
5. Press the button you labeled Notify **Send** *(name)* or **Notify Receive** *(name).*
6. Select `ListFeature [List].`
7. Select `Notify [Ntfy].`
   If this feature is not displayed, use `FindFeature [Find]` *or press* **More.**
8. Select `Send` or `Receive [Recv],` then select `Enter.`
9. Dial your co-worker's extension and select `Enter.`
   To correct errors when entering information, select `Backspace [Bcksp]` *and redial.*
10. Press **Home.**

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).*
   The lighfs go on next to the **Notify Send** *(name)* button on your phone and 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 Directory

The System Directory is like having a phone book with up to 130 numbers stored in your phone. The listings are programmed by your company and you can use them to automatically dial a number with the press of a button.

To Use the System Directory on MLX-10D and MLX-28D Phones

1. Press **Menu.**
2. Select `Dir.`
3. Select `SysDir.`
4. Use the dialpad to spell name.
5. Select `Enter.`
6. If the name you want is not displayed:
   - Select `Prev Page [Prev]` to see previous listings.
   - Select `Next Page [Next]` to see next listings.
   - Select `New` to start search over.
7. Select `Dial` to place call.

NOTE:
If you see the message `No Match Found` on your display, select `New` to start the search over. You cannot use `Prev` or `Next` to page through the listings.

To Use System Directory on MLX-20L Phones

1. Press **Menu.**
2. Select Directory.
3. Select System Dir .
4. Select the appropriate range of letters.
5. If the name you want is not displayed:
    - Select Prev Page to see previous listings.
    - Select Next Page to see next listings.
    - Select Show Number to see the number associated with the name. Select Show Number again to exit.
6. Press the button next to name to place call

System Speed Dial

Use System Speed Dial to dial 3-digit codes (from 600-729) instead of phone numbers. These 3-digit codes are programmed by your company. Ask your system manager for a 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.

If your company has programmed the System Directory, it contains the saved numbers associated with the System Speed Dial codes. (See System Directory.)

To Program System Speed Dial Buttons

1. Label the button to be programmed as **System Speed Dial.**
2. Press **Menu.**
3. Select Ext Program [Prog].
4. Select Start.
5. Press the button you labeled **System Speed Dial.**
6. Select ListFeature [List].
7. Select SysSpeeDl[SpdDl] .
   If this feature is not displayed, use FindFeature [Find] *or press* **More.**
8. Dial the 3-digit System Speed Dial code and select Enter.
   To correct errors when entering information, select Backspace [BckSp] *and redial.*
9. Press **Home.**

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.

Timer

Your phone has a timer for you to use to time calls, meetings, breaks, or other events. When activated, the timer appears at the top of the display, next to the date, and starts counting. It counts to 59 minutes and 59 seconds, then resets to zero and continues counting.

N O T E :
If timing a call, the timer will *not* stop automatically when the call is completed.

To Turn Timer On

1. Press **Menu.**
2. Select Timer.
   *If this feature is not displayed, press **More.** The display returns to the Home screen, and the timer starts counting automatically.*

To Turn Timer Off

1. Press **Menu.**
2. Select Timer.
   *If this feature is not displayed, press **More.** The display returns to the Home screen, and the timer is no longer displayed.*

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.

■ 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. If an **SA Ring** or **ICOM Ring** button is selected, your display prompts you with* `Transfer to:` *If an **SA Voice** or **ICOM Voice** button is selected, your display prompts you with* `Announce to:`

5-106 Transfer

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.

For automatic completion, complete the following steps:
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 "Handiing 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.

For manual completion, follow these steps:
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 phone.

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 **Menu.**
3. Select Ext Program [Prog].
4. Select Start.
5. Press the button you labeled **Camp-On.**
6. Select ListFeature [List].
7. Select Camp On [Camp] .
    If this feature is not displayed, use FindFeature [Find]
    or press **More.**
8. Press **Home.**

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 select Camp on [Camp] or 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 **Menu.**
2. Select `Ext Program [Prog].`
3. Select `Start.`
4. Press the **ICOM** or **SA** button.
5. Select `ListFeature [List].`
6. Select `Voice Annce [Voice].`
   *If **this feature is not displayed, use** `Fi ndFeature [Find]` or press* **More.**
7. Select `Receive [Recv],` then select `Enter.` (The display shows if Voice Announce is on or off.)
8. Select `On` to receive voice announcements or `of f` to prevent voice announcements, then select `Enter.`
9. Press **Home.**

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

A
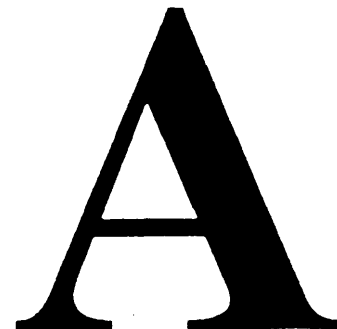
When you program Personal Directory listings, Auto Dial buttons, or Personal Speed Dial codes, you are storing a sequence of numbers to be dialed automatically. Some sequences need special characters — for example, press **Hold** to insert a p to pause the dialing sequence after a dial-out code so the system can seize an outside line before dialing the number or to separate a phone number from an extension number.

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

Special Characters Table

Press...	See. . .	Means...
Drop	s	Stop. Halts dialing sequence to allow for system response.
Hold	P	Pause. Inserts 1.5 sec. pause in dial sequence. Multiple consecutive pauses allowed.
Conf	f	Flash. Sends switchhook flash. Must be first entry in sequence.
##	#	For Extension Programming only Ext Program [Prog]: End of Dialing. Used to signal end of dialing sequence or use to separate grouped digits, for example, account codes from number dialed.
#	#	End of Dialing. For Personal Directory only. Used to signal end of dial sequences 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 phones follow.

Feature	Codes
Account Code Entry	*82* + *Account Code* + #
Callback — Selective	*55*
Call Waiting pick up†	 *87*
Camp-On	*57*

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
	
	33 + *extension*
	33 + *dial-out code*+
	    number + #
	34 + *extension*
	� *34* �
	✤ *34* + *extension*
	33 + *your extension*

Language
  English†
  French†
  Spanish†
	
	790
	791
	792

Last Number Dial	*8 4*

Messaging
  cancel message†
  leave message
  leave message without calling†
	
	✤ *53* + *extension*
	25
	53 + *extension*

† Denotes features that must be used via feature codes.

B-2   Feature Codes

Feature	Codes

Paging
  loudspeaker page
	9 + *line number+ zone*
	    code

Personal Speed Dial†	*Personal Speed Dial* *Code **01—24***

Pickup
  group
  inside
  outside
	88
	9 + *extension*
	9 + *line number*

Privacy
  turn on
  turn off
	31
	✶ *31*

Recall	*775*

Reminder Service
  set
  cancel
	81 + *tine+ **A** or **P** (English only)*
	✶ *81*

System Speed Dial	*System Speed Dial* *Code **(600-729)***

† 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. See Chapter 3 for more on programming.

Feature	Code
Account Code Entry	✳ *82*
Auto Dial	
inside †	✳ *22* + *extension* + Enter *(on dispiay)*
outside †	✳ *21* + *number*+ Enter *(on display)*
Callback	
automatic callback off†	✳✳ *12*
automatic callback on‡	✳ *1 2*
selective callback	✳ *55*
Call Waiting	
on*	✳ *11*
off *	✳✳ *11*
Camp-On	✳ *57*
Coverage	
off†	✳ *49*
inside off‡	✳✳ *48*
inside/outside on‡	✳ *48*
individual, prima†	✳ *40* + *extension* + Enter *(on display)*
individual, secondary†	✳ *41* + *extension* + Enter *(on display)*
group†	✳ *42* + *group extension*+ *Enter (on display)*
VMS Off†	✳ *46*
Do Not Disturb†	✳ *47*

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

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

Feature	Code
Forward	✷ *33*
Headset/Handset Mute†	✷ *783*
Last Number Dial	✷ *84*

Messaging
    Leave Message
    Posted Message
	
	✷ *25*
	✷ *751*

Paging group	 ✷ *22* + *group extension*+ Enter *(on display)*
Park	✷ *86*
Personal Speed Dial	# + *(01-24)* + ✷ *21* + *phone number* + Enter *(on display)*

Pickup
    general pickup
    group pickup
    inside
    outside
	
	✷ *9*
	✷ *88*
	✷ *9* + *extension* +Enter *(on display)*
	✷ *9*+ *line* + Enter *(on display)*

Privacy	✷ *31*
Recall	✷ *775*

Reminder Service
    set reminder
    cancel reminder
	
	✷ *81*
	✷✷ *81*

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

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

Feature	Code
Ringing Options	
Abbreviated on‡	✻ *341*
Abbreviated off‡	✻ *342*
delayed all lines‡	✻ *346*
delayed one line‡	✻ *36*
immediate all lines‡	✻ *347*
immediate one line‡	✻ *37*
no ring all lines‡	✻ *345*
no ring one line‡	✻ *35*
personalized ring‡	✻ *32* + *ring pattern (1-8)*
Saved Number Dial†	✻ *85*
Send Ring	
on‡	✻ *15*
off‡	✻✻ *15*
Signaling and Notify	
signaling	✻ *23* + *extension* + *Enter (on display)*
notify receive†	✻ *758* + *extension* + *Enter (on display)*
notify send†	✻ *757* + *extension* + *Enter (on display)*
System Speed Dial	✻ *24* + *System Speed Dial code (BOO-729)* + *Enter (on display)*
Voice Announce	
on*	✻ *10*
off*	✻✻ *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.

Feature Name Display Abbreviations

D

Your phone's display simplifies programming by guiding you through the steps to program a feature. In addition, some features can be used from the Feature or Menu screens. Feature names that do not fit into the character limits of the display screen are abbreviated. The feature name abbreviations as they appear on the large and small displays, and the corresponding features names, follow.

NOTE:
A checkmark (✔) denotes the screen from which the feature can be accessed.

Display Abbreviations

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
✔		Account Code Entry	AccountCode	Acct
	✔	Alarm Clock	Alarm Clock	AlClk
		Auto Dial	Auto Dial	AutoD
		Inside	Inside	In
		Outside	Outside	out
		Callback		
		Automatic Callback	Cback Auto	CbckA
✔		Selective Callback	Cback Sel	CbckS
		Call Waiting	CallWaiting	CWait
✔		Camp-On	Camp On	Camp
		Conference	Conference	Conf
	✔	Contrast	—	Ctrst
		Coverage	Coverage	Cover
		Group	Group	Group
		Inside	CoverInside	CvIns
		Off	CoverageOff	Cvoff
		Primary Individual	Primary	Prmry
		Secondary Individual	Secondary	Secnd
		VMS	Coverage VMS	CvVMS

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
	✔	Directory	Directory	Dir
	✔	Extension	Ext Dir	ExtDir
	✔	Personal	Personal Dir	–
	✔	System	System Dir	SysDir
		Do Not Disturb	DoNotDistrb	DND
		Drop	Drop	Drop
		Find Feature	FindFeature	Find
✔		Follow Me	Follow Me	FlwMe
		Forward	Forward	Forwd
		Headset	Hdset	Hdset
		Auto Answer	AutoAnswer	Auto
		Hang Up	Hang Up	–
		Mute	Mute	Mute
		Status	Status	Stat
✔		Last Number Dial	LastNumDial	Last#

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
	✔	Messaging		Messages
	✔	Delete message	Delete Msg	Dlete
	✔	Next message	Next Msg	Next
	✔	Return call	Return Call	Call
✔		Leave Message	Leave Msg	LvMsg
	✔	Posted Message	Posted Msg	Post
		Send/Remove Message	Send/RmvMsg	SdMsg
		Night Service	Night Srvc	Night
		Notify	Notify	Ntfy
		Notify Receive	Receive	Recv
		Notify Send	Send	Send
		Paging		
		Group Page	Group Page	GrpPg
✔		Loudspeaker Page†	Loudspkr Pg	LdsPg
✔		Park	Park	Park
		Personalized Ring	PersonalRng	PRing
✔		Pickup	Pickup	Pkup
		General	General	Genrl
✔		Group	Pickup Grp	PkupG
		Inside (extension)	Extension	Ext
		Outside (line)	Line	Line

Feature Screen	Menu Screen	Feature Name	7-Line Display	2-Line Display
		Privacy	Privacy	Prvcy
		Recall	Recall	Recll
		Reminder Service	Reminder	Rmind
		Cancel	Cancel	Cancl
		S e t	Set	Set
		Ringing Options	RingOptions	RngOp
		All lines	All Lines	AllLn
		One line	One Line	1Line
		Delayed ring	Delay Ring	Delay
		Immediate ring	Immed Ring	Immed
		No ring	No Ring	No
		Abbreviated Ring	Abbreviated	Abbrv
		Saved Number Dial	SaveNumDial	Save#
		Signaling	Signal	Signl
		System Speed Dial	SysSpeedDl	SpdD1
	✔	Timer	Timer	Timer
		Transfer	Transfer	Trans
		Voice Announce	Voice Annce	Voice
		Place calls	Place	Place
		Receive calls	Receive	Recv

Index

U

User cards and tray 1-5

V

Voice Announce 2-7, 5-114
Voice messaging system
    (VMS) 5-24, 5-56
Volume 5-115
Volume control 1-5

Z

Zone, Paging 5-58