



AT&T 518-455-315  
(6-92)

PARTNER<sup>®</sup> II Communications System  
Release 3  
System Planner

**Notice**

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

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**Ordering Information**

The order number for this Planner is 518-455-315. To order additional copies, call 1 800 432-6600 in the continental U.S. and 1 800 255-1242 in Canada. For more information on how to order other system reference materials, see the *PARTNER II Communications System Programming and Use* guide.

**Support Telephone Numbers**

In the continental U. S., AT&T provides a toll-free customer helpline 24 hours a day. Call the AT&T Helpline at **1 800 628-2888** if you need assistance when programming or using your system.

Outside the continental U. S., contact your local AT&T Authorized Dealer.

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# Introduction

Setup decisions for your PARTNER® II Communications System should be recorded on the forms in this Planner. The forms must be filled out before installation to provide guidance for the technicians who install and program the system. They should also be used to record changes after installation, so that you have an ongoing record of the programming for your system. If programming is inadvertently erased (for example, in the event of an extended power failure), the forms can be used to reprogram your system.

As part of the planning process, you should identify a person in your company to act as System Manager for your phone system. The System Manager is the person who is responsible for your telephone system. The System Manager should work with your salesperson to fill out the forms in this guide, and should participate (with an alternate) in the training for the system. The System Manager can then provide training, answer questions for telephone users, and perform any additional programming for the system.

## Filling Out Planning Forms

We suggest you complete the forms in pencil, as follows:

1. When you purchase your system, your salesperson will help you decide how to set it up. During this discussion, the salesperson should fill out the **System Planner Worksheet**, to provide a quick overview of your basic setup decisions.
2. Your salesperson should fill out **Form A** (to describe your overall system configuration) and **Form B1** (to record basic information for each system extension). If you want to customize extension settings for different user groups, your salesperson should also complete **Form B2**.  
**NOTE:** For system options that require programming, the forms show the name of the procedure and the programming code in the form { #NNN } (for example, **Line Assignment {#301}** ); centralized programming procedures for individual extensions are identified by the letters {CTP} for “Centralized Telephone Programming” (for example, **Line Ringing {CTP}** ).
3. Your salesperson should provide advice to help you fill out any additional forms needed for installation.
  - If you want button features programmed onto user telephones centrally (instead of letting users do it themselves), indicate the desired button programming using the appropriate telephone templates in **Form C**.
  - If you plan to use dialing restrictions, you can use **Form D** to specify a list of emergency telephone numbers that will override restrictions. You can also use Form D to specify lists of Disallowed and Allowed numbers, to fine tune the dialing capabilities for individual extensions.
  - If you want System Speed Dial numbers programmed that will be available to all system users, fill out the top portion of **Form E**.

After filling out the forms, the salesperson will take a copy and leave you a copy of the filled-out forms. **Keep your copy in a safe place.**

## Training

An AT&T representative will provide training at your place of business when the system is installed and programmed. The representative will demonstrate how to:

- Handle calls and use system features
- Program features and phone numbers onto phone buttons
- Change the programming for the system and for individual telephones
- Use the *Quick Reference* card and the *Programming and Use* guide.

To prepare for training, please. . .

- Set aside 30-60 minutes of UNINTERRUPTED time for training on installation day, preferably in a quiet place away from distractions.
- Designate one person (generally the System Manager) and an alternate to participate in the training. The persons you select will then train the rest of your staff.

*This training will ensure that you take maximum advantage of your new AT&T system. Thank you for your cooperation.*

# Form A Instructions: System Configuration

Salesperson completes Items 1-11.

Sales Support Representative completes 12-14.

## 7. System Lines

Specify the number of telephone lines in the space provided, then enter information about individual lines in the table. Be sure to list the lines assigned to *all* extensions first, followed by personal or dedicated lines.

### Number of Lines {#104}

Indicate the number of lines to be assigned to *all* extensions, as noted in Item 1c of the **System Planner Worksheet**. **Number of Lines {#104}** can be used to assign that number of lines to all extensions. This procedure should be used *only* for installation—using it later erases custom line settings for *all* extensions.

### Telephone Number

Record the telephone number associated with each line.

### Line Type {#201}

Enter TT for touch-tone lines or R for rotary lines. **Dial Mode {#201}** can be used to identify rotary lines to the system.

### Line Coverage

If desired, identify an automated answering option for incoming calls on each line. (If all calls on a line should be covered by a human operator, leave this column blank.) To avoid confusing callers, it is recommended that you choose *only one* of the *DXD*, *vms-AA*, or *AA* options to handle incoming calls throughout your system (unlike *ASA*, *HUNT-g*, or *VMS-MAIL*, which may be used in conjunction with other automated answering options).

**NOTE:** To use the *VMS-AA* or *VMS-MAIL* options, you must purchase a PARTNER MAIL™ system separately. Likewise, you must purchase a PARTNER Attendant to use the *AA* option.

**ASA** *Automatic System Answer*. Plays a recorded message and places a call on hold until the receptionist is free. Programmed using **Automatic System Answer Lines {#204}**, **Automatic System Answer Delay {#110}**, **Automatic System Answer Button {#111}**, and **Automatic System Answer Record/Playback {CTP [ *Intercom* ][ 8 ][ 9 ][ 1 ]}**.

**DXD** *Direct Extension Dialing*. Lets callers dial extensions without waiting for the receptionist. Programmed using **Direct Extension Dial Lines {#205}**, **Direct Extension Dial Delay {#112}**, **Direct Extension Dial Button {#113}**, and **Direct Extension Dial Record/Playback {CTP [ *Intercom* ][ 8 ][ 9 ][ 2 ]}**.

**HUNT-g** *Hunt Group (1-6)*. Sends incoming calls directly to an extension in a group. Programmed by setting **Group Call Distribution {#206}** to “Assigned” for covered lines (Hunt Groups 1-6 only); also identify Hunt Group extensions using **Form B2**.

**VMS-AA** *Automated Attendant service of PARTNER MAIL*. If the receptionist does not answer an incoming call, lets the caller select an extension or route. Programmed by setting **Group Call Distribution {#206}** to “Assigned” for covered lines (Hunt Group 7 only). Indicate desired service options in Item 9 of this form; also identify Hunt Group 7 (VMS) extensions using **Form B2**.

**VMS-MAIL** *Voice Mail coverage (personal line) by PARTNER MAIL*. Programmed by setting **Group Call Distribution {#206}** to “VMSLineCover” for covered lines (Hunt Group 7 only).

**AA** *Automated Attendant service by PARTNER Attendant*. Programmed using **AA Extensions {#607}** to identify attendant extensions to the system.

### Line Owner {#301 }

For a personal or dedicated line, indicate the user name or equipment description. (If another user provides backup call coverage on the line, note the name of that user in parentheses.) **Line Assignment {#301}** can be used to assign personal or dedicated lines (**Form B2** records custom assignments).

### Caller ID?

Check this column to indicate lines on which you have local telephone company Caller ID service. For dial-code features that support this service, see **Form C**.

### Other Subscription Services

If applicable, indicate any other local telephone company subscription services (such as Call Waiting) available on the line.

## 8. System Settings

Check boxes that apply to indicate settings that affect the entire system.

### Transfer Return Rings {#105}

By default, a transferred call that is not answered within 4 rings returns to the transfer return extension (see **Form B1** ). To change the default, check this box and indicate the preferred number of rings (0-9). For no return, enter 0.

### Outside Conference Denial {#109}

To prevent *all* users from conferencing with more than one outside party, check this box.

**Toll Call Prefix {#402} not required**

If dialing a “0” or “1” to make toll calls is NOT required, check this box,

**System Password {#403}**

If a System Password is desired, check this box and indicate the 4-digit password. Whoever knows the password can place any type of call at any time, regardless of dialing restrictions.

**NOTE:** If a System Password is programmed, it must be entered to turn Night Service on and off. Also, users at Night Service Group extensions must enter the password before placing outside calls—except Marked System Speed Dial numbers and numbers on the Emergency Phone Number List.

**Emergency Telephone Number List**

If a list of emergency phone numbers (such as 911 ) is desired—to allow any extension with access to an outside line to override dialing restrictions and dial those numbers—check this box and list the numbers on **Form D**.

**Night Service Button {#503}**

If Night Service is desired, check this box and identify extensions in the Night Service Group using **Form B1**. A button must be programmed at extension 10 to turn Night Service on and off.

**9. Auxiliary Equipment (System)**

Check boxes that apply for auxiliary equipment connected to the control unit or to system wiring. Also, specify the following items as appropriate:

**SMDR Record Type {#608}**

If a call-reporting device (such as a printer or call accounting processor) will be connected, indicate whether information should be collected for all calls or for outgoing calls only.

**Loudspeaker Paging**

If a loudspeaker paging system to be connected to the control unit supports multiple zones, indicate the number of zones.

**PARTNER MAIL Automated Attendant Service**

If you want to use PARTNER MAIL Automated Attendant service (see the VMS-AA option for Line Coverage in item 7), check this box. Also indicate for **VMS Hunt Delay {#506}** if PARTNER MAIL provides immediate or delayed call handling, and for **VMS Hunt Schedule {#507}** if PARTNER MAIL covers calls all the time, during the day only, or at night only. Both settings apply to *all* lines covered by PARTNER MAIL Automated Attendant service.

**Caller ID Devices**

If you want to connect a Caller ID device (such as a PC to process Caller ID information) directly to a system line, check this box. Separate wiring runs will be required to connect each device directly to the network interface jack for a line.

**10. Auxiliary Equipment (Extensions)**

Check boxes that apply for auxiliary equipment connected to extensions, indicating extension numbers as needed (**Form B1** shows all system extension numbers).

**Hotline{#603}**

For any number of Hotline phones, specify the extension number of the Hotline phone and a single alert extension (for example, enter 15/10 for a Hotline at extension 15 that alerts extension 10). If the loudspeaker paging system is to be alerted, enter “70” as the alert extension. Do not connect a Hotline phone to extension 10, 16, 22, 28, 34, 40, 46, or 52.

**Doorphone Extensions {#604/##605, #606}**

For each doorphone (2 maximum), specify the extension number of the doorphone and any number of alert extensions. Do not connect a doorphone to extension 10, 11, 16, 17, 22, 23, 28, 29, 34, 35, 40, 41, 46, 47, 52, or 53.

**11. Notes**

Enter any additional information to communicate to the installer.

## Form B1 Instructions: System Extensions

This form provides basic information for each system extension. To customize line assignments or other extension settings, you must also use **Form B2**.

### Name/Description

Enter a user name or a description for auxiliary equipment (such as “Fax Machine” or “Conference Room”) to be installed at the extension.

Item 10 on **Form A** identifies extensions where a Hotline phone or doorphone is to be connected. For a Hotline extension, write “Hotline” in the Name/Description column of **Form B1** and write T for touch-tone or R for rotary in the Standard column (under Telephone) to indicate the phone type. (A Hotline extension should have a standard touch-tone or rotary phone; an alert extension can have any phone type.) For a doorphone, write “Doorphone” in the Name/Description column and write DP in the Other column (under Aux. Eq.).

### Telephone

Check the appropriate box to indicate the type of phone to be connected. If Call Assistant™ Intercom Autodialers are to be installed along with MLS-34D™, MLS-18D™, or MLS-12DW phones at extensions 10 and 11, indicate the quantity (1 or 2) in the MLS-CA24 column.

For a standard phone, put T in the Standard column to indicate a touch-tone phone, or R to indicate a rotary phone. Also enter a letter to identify the standard phone user group (from the **System Planner Worksheet**) in the User Group ID column and fill out the “Std. Phone” row on **Form B2**.

If a system and standard phone are to be combined on an extension, place a check mark in the two appropriate Telephone columns. If a phone and an auxiliary device are to be combined on the extension, place a check mark in the appropriate Telephone and Aux. Eq. columns.

### Aux. Eq.

#### FAX {#601}

Check this box if a fax machine is connected to the extension.

#### AA {#607}

Check this box to identify a PARTNER Attendant extension. (Do not connect an attendant to extension 10, 16, 22, 28, 34,40,46, or 52.) Also use the Trans. Return Ext. {#306} column to indicate an extension (such as extension 10) where unanswered calls can be handled by a human operator.

#### VMS

If a PARTNER MAIL system is connected to the extension, place a check mark in this column and enter VMS in the Name/Description column. You can connect a PARTNER

MAIL system to either two or four extensions, depending on the configuration. (Do not connect PARTNER MAIL to extension 10, 16, 22, 28, 34, 40, 46, or 52.) Also use the Trans. Return Ext. {#306} column to indicate an extension (such as extension 10) where unanswered calls will be picked up by a human operator. Enter a letter in the User Group ID column to identify the VMS extensions user group (from the **System Planner Worksheet**), and fill out the VMS row on **Form B2**.

**NOTE:** In addition to the VMS extensions, you must specify an extension (with no lines assigned) where a remote maintenance device will be installed.

#### Other

Note any other equipment connected to an extension, as follows:

- *Answering Machines.* Enter AM in this column.
- *Doorphones.* Enter DP in this column.
- *Extra Alerts.* Enter EX in this column; in the Name/Description column, note the alerted area (such as Warehouse) and the device (such as Bell or Light).
- *Modems.* Enter MD in this column.

### User Group ID

User Groups are extensions that use the same set of customized settings. Enter the User Group ID (from the **System Planner Worksheet**) on **Form B1**, to indicate the group to which the extension belongs. Then record the customized settings on **Form B2**.

### Trans. Return Ext. {#306}

By default, a transferred call returns to the originating extension if the call is not picked up. To specify a different transfer return extension, enter the extension number in this column. For extensions where you are connecting PARTNER MAIL or PARTNER Attendant systems, indicate a transfer return extension with an actual person ¼ usually extension 10—to pick up calls that are transferred by the VMS or AA extension but not answered.

If you are using the Direct Extension Dialing line coverage feature (see **Form A**), you should also specify a transfer return extension for extension 10 (to provide backup coverage for calls that are not answered by extension 10 or by an extension that the caller selects).

### Night Service {#504}

Check this box if the extension should be in the Night Service Group. When Night Service is on, incoming calls on assigned lines ring *immediately* at the extensions in the Night Service Group, even if Line Ringing for those extensions is set for “delayed ring” or “no ring” during normal daytime use. Do not put PARTNER MAIL (VMS) extensions in the Night Service Group.

# Form B2 Instructions: Customized Extension Settings

Each row on **Form B2** specifies settings—including line assignments—that are the same for all extensions in a User Group (such as “Managers” or “Fax Extensions”). After programming one extension, those settings can be copied to other extensions in the group using **Copy Settings {#399}**. Extensions with identical settings should belong to the same group; if a single extension has unique settings, it should be put into a group by itself. (If you need more groups, copy this form and fill out additional rows on the copy.) Default settings are shown at the top of **Form B2**.

## Settings for Auxiliary Equipment

Assign each type of auxiliary equipment to its own User Group (or more than one group if devices of the same type are programmed differently). The following settings may be useful for auxiliary equipment:

- For a dedicated line (such as a fax line), assign the line to the equipment extension and remove it from other extensions.
- To prevent other extensions from interrupting calls, enter “On” (Assigned) in the Auto. Ext. Privacy {#304} column.
- In general, do not assign auxiliary equipment extensions to a Pickup Group, Calling Group, or Hunt Group, or to the Night Service Group (see **Form B1**).

## Settings for a Receptionist’s Extension

If a receptionist at extension 10 is to answer calls, coordinate line assignments and line ringing for extension 10 with settings for other extensions, to determine how incoming calls are handled in your company.

- If the receptionist is to answer all calls (**Immediate call handling**), assign all lines to extension 10 with immediate ringing; assign lines as needed to other extensions with no ringing. The receptionist will answer all calls and transfer them to the appropriate extensions. If you want another extension to provide backup coverage for the receptionist, assign all lines to that extension with delayed ringing.
- If the receptionist is to answer calls only when users do not pick up immediately (**delayed call handling**), set lines to immediate ringing at user extensions and to delayed ringing at extension 10.

## User Group ID

Enter a letter in this column to identify a User Group—as defined in the **System Planner Worksheet**, Item 3.

## Exts. in Group

List the extensions in the User Group.

## Line Settings

If different lines for a User Group should have different settings, specify the access restrictions and ringing for each group of lines as a block (see “Examples” below).

### Line Assignment {#301}

Enter Number of Lines from Form A, Item 7, after the dash in the Default row for Line Assignment. For each User Group, indicate the line numbers for all lines to be assigned. Any personal or dedicated lines can be assigned using **Line Assignment {#301}**. By default, lines are assigned in numerical order to the buttons on an MLS- or MLC-model phone, starting with the bottom left button. If lines should be assigned to buttons in a different order, list lines in the desired order.

If unassigned lines are not restricted, they can be accessed using Direct Line Pickup. To indicate restrictions on unassigned lines, enter “Remove” and the line numbers in the Line Assignment column, then specify the desired restriction in the Line Access Restriction {#302} column.

### Line Access Restriction {#302}

Indicate any restrictions on the use of lines, as follows:

- NR - No restrictions (default)
- OUT - Outgoing calls only—can receive only transferred calls
- IN - Incoming calls only—cannot place outside calls
- NOA - No access—cannot place or receive outside calls (but if line is assigned, button lights show calling activity)

### Line Ringing {CTP}

Indicate when lines ring, as follows:

- IMM - Rings immediately (default)
- DEL - Rings after about a 20-second delay
- NO - Does not ring

### Examples

The following example shows how to assign lines 1-10 with no restrictions and no ringing, while line 11 is assigned as incoming only with delayed ringing:

Line Assignment	Line Access Restriction	Line Ringing
01-10	NR	NO
11	IN	DEL
Remove 12-16	NOA	—

To block an extension from using outside lines, unassign and restrict the lines:



### Automatic Line Selection {CTP}

Indicate the order in which a line is selected when a user lifts the handset or presses [ *Spkr* ] to place a call, without first pressing a line button. For example, if the order should be outside lines 2, 3, 4, and 1, followed by intercom, enter "02-04,01,Int." (Default line selection is outside lines 01–Number of Lines, followed by the intercom.)

**NOTE:** Set standard phones to select intercom first.

## Extension Features

These features customize operation for the extensions in a User Group.

### Display Lang. {#303} (for MLS-34D, MLS-18D, and MLS-12D phones only)

Indicate the language for display messages:

- E – English (default)
- S – Spanish
- F – French

### Auto. Ext. Privacy {#304}

By default, any user sharing a line can join calls at another extension (privacy is Not Assigned). If all calls are to be private, write "On" (Assigned) in this column. Always use this feature for fax and modem extensions.

### Abbr. Ring {#305} (system phones only)

By default, a new call rings only *once* when a phone is in use (abbreviated ringing is Active); the line button light flashes until the call is answered or the caller hangs up. To change the default so a new call rings *repeatedly*, write "Off" (Not Active) in this column.

### Forced Acct. Code Entry {#307} (system phones only)

If a user should be required to enter an account code before placing outside calls, write "On" (Assigned) in this column.

### Auto. VMS Cover {#310}

If PARTNER MAIL is installed and an extension should automatically be covered when its calls are not answered, write "On" (Assigned) in this column. (To program Vote Mail Cover buttons to turn coverage on and off, see the **Form C** phone templates.)

## Restrictions/Permissions

These restrictions and permissions apply to *all* lines at an extension.

### Outgoing Call Restriction {#401}

Write NR, IN, or LOC to indicate restrictions, as follows:

- NR – No restrictions (default)
- IN – User can only make intercom calls to other system extensions
- LOC – User can only make intercom and local outside calls (no toll calls)

Any available outside lines can still be used to dial numbers on an Allowed Phone Number List assigned to the extension, numbers on the Emergency Phone Number List, or Marked System Speed Dial numbers.

### Disallowed Lists {#405}

Check one or more columns to assign a Disallowed Phone Number List (assign any number of lists to each extension). Specify lists on **Form D**; after a list has been created, it can be assigned using **Disallowed List Assignments {#405}**.

### Allowed Lists {#408}

Check one or more columns to assign an Allowed Phone Number list (assign any number of lists to each extension). Specify lists on **Form D**; after a list has been created, it can be assigned using **Allowed List Assignments {#408}**.

## Group Assignments

To assign extensions to any of the following groups (each extension can be in any number of groups), place check marks in the appropriate columns.

### Pickup Groups {#501}

Any extension can answer a call ringing at an extension in a Pickup Group, without knowing which extension is ringing and without being in the group.

### Calling Groups {#502}

A user can ring or page (voice signal) all extensions in a Calling Group simultaneously (or transfer a call by ringing the group). Once an extension answers, the ringing or paging stops at the other extensions in the group.

**NOTE:** When you voice signal an extension with an MLS-model phone, the phone beeps and your voice is heard through its built-in speaker. MLS-model phones are the only ones that can be voice signaled.

### Hunt Groups 1-6 {#505}

Calls can ring or be transferred to the first non-busy extension in a Hunt Group. A call rings at an extension three times; if it is not answered, it hunts to the next non-busy extension, continuing until someone answers or the caller hangs up. (If you voice signal a Hunt Group, only the first extension is signaled; the call does not keep hunting if there is no answer.) Incoming calls on specific lines can be directed to a Hunt Group using **Group Call Distribution {#206}**.

### Hunt Group 7 (VMS extensions)

For an extension where PARTNER MAIL is connected, check this box to assign the extension to Hunt Group 7. The system recognizes any extensions assigned to Hunt Group 7 as PARTNER MAIL (VMS) extensions. Do not assign any extensions other than PARTNER MAIL (VMS) extensions to Hunt Group 7. Also, do not assign PARTNER MAIL extensions to any other Hunt Groups, to any Calling or Pickup Groups, or to the Night Service Group.

# Form C Instructions: Button Programming Templates

Fill out these templates *only* if button features will be programmed from extension 10 or 11. If multiple phones should have identical button programming, fill out a template; then (below the template) list extensions that should be programmed as shown. After assigning lines on **Form B2**, you can use **Form C** templates to note line assignments and to indicate programming for buttons that do not have lines assigned. Users can program additional features using the instructions in their *Quick Reference* cards.

The templates reproduce the labels for MLS-34D, MLS-18D, MLS-12D/MLS-12™, and MLS-6™/MLC-6 phones, and for MLS-CA24 Intercom Autodialers. Copy the templates as needed. You can also fill out phone labels using these templates as guides. *Example templates are shown following this page.*

A telephone button can be programmed as a *line button* (to access an outside line), as an *Auto Dial button* (to dial a phone number or a PBX/Centrex feature access code with one touch), or as a *dial-code feature button* (to access a dial-code feature with one touch). Line buttons must have status lights; some features also require buttons with lights (see “Button Feature Summary”).

By default, lines are assigned to buttons in the following order (this also applies to Night Service, Direct Extension Dial, and Automatic System Answer buttons).

## MLS-34D

27	28	29	30	31	32
21	22	23	24	25	26
15	16	17	18	19	20
9	10	11	12	13	74
5	6	7	8		
1	2	3	4		

## MLS-18D, MLS/12D, and MLS-12

**NOTE:** On MLS-12D and MLS-12 phones, only buttons 1-10 have lights.

13	14	15	16
9	10	11	12
5	6	7	8
1	2	3	4

## MLS-6 and MLC-6

1	2	3	4
---	---	---	---

The buttons on an Intercom Autodialer are automatically programmed as Intercom Calling buttons for all system extensions; but individual buttons can be reprogrammed (in any order) to ring, voice signal, or manually signal an extension. At extension 10 or 11, only one button (on both the phone and Autodialer) can be programmed to ring, voice signal, or manually signal each extension.

## Line Buttons

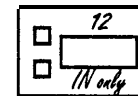
Lines are listed on **Form A**; assignments are specified on **Form B2**. On these templates, note any line information that should appear on phone labels.

### Line Assignment

Indicate the line jack number for each line above the appropriate button.

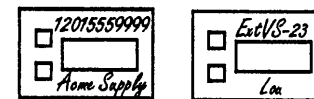
### Line Access Restriction

Indicate any line restrictions below the button: No Access, IN only, or OUT only (for more information on restrictions, see **Form B2**).



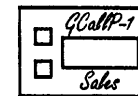
## Auto Dial Buttons

Write the number or code to be programmed above the button. Also write the name or description associated with the number below the button.



## Dial-Code Feature Buttons

Indicate the feature abbreviation (see “Button Feature Summary”), including where appropriate an extension number—shown as -xx in the feature list—or a group number—shown as -g. You can also include a description below the button, as shown below:



## Ext.

Record the extension jack number in this space. The extension jack number is used to place intercom calls to the telephone’s user, and is also required to program this extension centrally (from extension 10 or 11 ).

## Additional Information

Below the label, each template shows summary information for the phone type.

At the bottom of each template, indicate the extensions that should be programmed using the template.

## Example Templates

These examples show an MLS-34D and two MLS-CA24 Intercom Autodialers programmed for a receptionist, and an MLS-18D programmed for a user. Buttons that are not used for lines have dial-code features. (The feature codes are explained in "Button Feature Summary" beginning on the next page.) The MLS-34D has 16 lines assigned, and the MLS-CA24 Intercom Autodialers are programmed with Intercom Calling and Manual Signaling buttons for 45 extensions (the order of extensions has been changed to begin with extension 11 on the top left button on the first Autodialer). The user's phone has only 8 lines assigned; the other 8 buttons are used for auto dialing and dial-code features.

### MLS-34D

<input type="checkbox"/> NightSrv <input type="checkbox"/>	<input type="checkbox"/> ASA <input type="checkbox"/>	<input type="checkbox"/> CF 10 22 <input type="checkbox"/>	<input type="checkbox"/> Fax-48 <input type="checkbox"/>	<input type="checkbox"/> VMSCover <input type="checkbox"/>	<input type="checkbox"/> VMBox <input type="checkbox"/>
<input type="checkbox"/> QCallP-1 <input type="checkbox"/> Sales	<input type="checkbox"/> QCall-2 <input type="checkbox"/> Parts	<input type="checkbox"/> Hunt-1 <input type="checkbox"/> Customer Service	<input type="checkbox"/> IDName <input type="checkbox"/>	<input type="checkbox"/> IDInspect <input type="checkbox"/>	<input type="checkbox"/> VMMsgs-777 <input type="checkbox"/> Messages
<input type="checkbox"/> 15 <input type="checkbox"/> IN only	<input type="checkbox"/> 16 <input type="checkbox"/> IN only	<input type="checkbox"/> LNR <input type="checkbox"/>	<input type="checkbox"/> SNR <input type="checkbox"/>	<input type="checkbox"/> ExtHold <input type="checkbox"/>	<input type="checkbox"/> Loudspl <input type="checkbox"/>
<input type="checkbox"/> 09 <input type="checkbox"/>	<input type="checkbox"/> 10 <input type="checkbox"/>	<input type="checkbox"/> 11 <input type="checkbox"/>	<input type="checkbox"/> 12 <input type="checkbox"/>	<input type="checkbox"/> 13 <input type="checkbox"/>	<input type="checkbox"/> 14 <input type="checkbox"/>
<input type="checkbox"/> 05 <input type="checkbox"/>	<input type="checkbox"/> 06 <input type="checkbox"/>	<input type="checkbox"/> 07 <input type="checkbox"/>	<input type="checkbox"/> 08 <input type="checkbox"/>	<b>Ext.</b>	
<input type="checkbox"/> 01 <input type="checkbox"/>	<input type="checkbox"/> 02 <input type="checkbox"/>	<input type="checkbox"/> 03 <input type="checkbox"/>	<input type="checkbox"/> 04 <input type="checkbox"/>	<input type="checkbox"/> Intercom <input type="checkbox"/>	<input type="checkbox"/> Intercom <input type="checkbox"/>

### MLS-CA24s

<input type="checkbox"/> MSigVS-11 <input type="checkbox"/> Sally	<input type="checkbox"/> MSigVS-22 <input type="checkbox"/> Joe
<input type="checkbox"/> Ext-12 <input type="checkbox"/> Fran	<input type="checkbox"/> MSigVS-23 <input type="checkbox"/> Lou
<input type="checkbox"/> Ext-13 <input type="checkbox"/> Ted	<input type="checkbox"/> Ext-24 <input type="checkbox"/> Dawn
<input type="checkbox"/> Ext-14 <input type="checkbox"/> Linda	<input type="checkbox"/> Ext-25 <input type="checkbox"/> Hank
<input type="checkbox"/> Ext-15 <input type="checkbox"/> Hans	<input type="checkbox"/> MSigVS-26 <input type="checkbox"/> Jim
<input type="checkbox"/> Ext-16 <input type="checkbox"/> Kim	<input type="checkbox"/> ExtVS-27 <input type="checkbox"/> Paul
<input type="checkbox"/> Ext-17 <input type="checkbox"/> Donna	<input type="checkbox"/> Ext-28 <input type="checkbox"/> Mike
<input type="checkbox"/> Ext-18 <input type="checkbox"/> Randy	<input type="checkbox"/> Ext-29 <input type="checkbox"/> Kyle
<input type="checkbox"/> ExtVS-19 <input type="checkbox"/> Laura	<input type="checkbox"/> Ext-30 <input type="checkbox"/> Kathy
<input type="checkbox"/> Ext-20 <input type="checkbox"/> Lita	<input type="checkbox"/> Ext-31 <input type="checkbox"/> John
<input type="checkbox"/> Ext-21 <input type="checkbox"/> Anni	<input type="checkbox"/> ExtVS-32 <input type="checkbox"/> Ken
<input type="checkbox"/>	<input type="checkbox"/>

<input type="checkbox"/> ExtVS-33 <input type="checkbox"/> Hsien	<input type="checkbox"/> MSig-44 <input type="checkbox"/> Jack
<input type="checkbox"/> MSigVS-34 <input type="checkbox"/> Steve	<input type="checkbox"/> Ext-45 <input type="checkbox"/> Jane
<input type="checkbox"/> Ext-35 <input type="checkbox"/> Rick	<input type="checkbox"/> MSigVS-46 <input type="checkbox"/> Kay
<input type="checkbox"/> Ext-36 <input type="checkbox"/> Mark	<input type="checkbox"/> ExtVS-47 <input type="checkbox"/> Raj
<input type="checkbox"/> Ext-37 <input type="checkbox"/> Nan	<input type="checkbox"/> MSigVS-49 <input type="checkbox"/> Jon
<input type="checkbox"/> Ext-38 <input type="checkbox"/> Eric	<input type="checkbox"/> MSigVS-50 <input type="checkbox"/> Lyuu
<input type="checkbox"/> MSigVS-39 <input type="checkbox"/> Bill	<input type="checkbox"/> Ext-51 <input type="checkbox"/> Tom
<input type="checkbox"/> Ext-40 <input type="checkbox"/> Zach	<input type="checkbox"/> Ext-52 <input type="checkbox"/> Ray
<input type="checkbox"/> MSigVS-41 <input type="checkbox"/> Deb	<input type="checkbox"/> Ext-53 <input type="checkbox"/> Rob
<input type="checkbox"/> ExtVS-42 <input type="checkbox"/> Jean	<input type="checkbox"/> MSigVS-54 <input type="checkbox"/> Sid
<input type="checkbox"/> ExtVS-43 <input type="checkbox"/> Jeff	<input type="checkbox"/> MSig-55 <input type="checkbox"/> Maria
<input type="checkbox"/>	<input type="checkbox"/> MSig-56 <input type="checkbox"/> Kate

### MLS-18D

<input type="checkbox"/> DND <input type="checkbox"/>	<input type="checkbox"/> Priv <input type="checkbox"/>	<input type="checkbox"/> LNR <input type="checkbox"/>	<input type="checkbox"/> VMMsgs-777 <input type="checkbox"/> Messages
<input type="checkbox"/> ExtVS-23 <input type="checkbox"/> Lou	<input type="checkbox"/> Ext-10 <input type="checkbox"/> Pat	<input type="checkbox"/> SNR <input type="checkbox"/>	<input type="checkbox"/> SNR <input type="checkbox"/>
<input type="checkbox"/> 05 <input type="checkbox"/>	<input type="checkbox"/> 06 <input type="checkbox"/>	<input type="checkbox"/> 07 <input type="checkbox"/>	<input type="checkbox"/> 08 <input type="checkbox"/>
<input type="checkbox"/> 01 <input type="checkbox"/>	<input type="checkbox"/> 02 <input type="checkbox"/>	<input type="checkbox"/> 03 <input type="checkbox"/>	<input type="checkbox"/> 04 <input type="checkbox"/>
<input type="checkbox"/> Intercom <input type="checkbox"/>	<input type="checkbox"/> Intercom <input type="checkbox"/>	<b>Ext.</b>	

## Button Feature Summary

This section lists features in order by feature name. For each feature, the first line shows the following information:

- A feature abbreviation that can be entered on the **Form C** templates.
- Whether a button with lights is required (☀) or recommended (☀).
- The name of the feature.
- The entries needed to program the feature on a button. Some features can include a two-digit extension number (shown as *xx*) or a single-digit group number (shown as *g*).

## Extension 10 Features

These features can only be assigned to the phone at extension 10. Auto dialing and dial-code features can also be used at extension 10; of particular interest are the Intercom Calling and Manual Signaling features, which use button lights to show extension calling activity. If an MLS-CA24 Intercom Autodialer is connected to extension 10 or 11, the buttons on the MLS-CA24 are automatically programmed as Intercom Calling buttons; but they can be reprogrammed as Intercom Calling-Voice Signal or Manual Signaling (Ring or Voice Signal) buttons. You can also change the order of extensions on the MLS-CA24.

**ASA** ☀ **Automatic System Answer Button {Sys.Prog.#111}**  
Turns Automatic System Answer on and off. (When the feature is active, the button light is on.) When the feature is on, a call that is not answered by the receptionist is answered by the system; the system plays a brief message and then places the call on hold. To use Automatic System Answer, extension 10 must be programmed with an ASA button.

**DXD** ☀ **Direct Extension Dial Button {Sys. Prog. #113}**  
Turns Direct Extension Dial on and off. (When the feature is active, the button light is on.) When the feature is on, a call that is not answered by the receptionist is answered by the system; the system plays a brief message and then lets the caller dial an extension number or wait for the receptionist. To use Direct Extension Dialing, extension 10 must be programmed with a DXD button.

**NightSvc** ☀ **Night Service Button {Sys. Prog. #503}**  
Turns Night Service on and off. (When the feature is active, the button light is on.) Phones in the Night Service Group ring immediately when the feature is active, regardless of normal ringing. To use Night Service, extension 10 must be programmed with a Night Service button. Group extensions should be listed on **Form B2**.

## Auto Dialing Features

Auto Dial numbers can include the digits [ 0 ]—[ 9 ] [ \* ] [ # ], and special functions that you store by pressing [ Hold ] (Pause), [ Mic ] (Stop) [ Spkr ]. (Recall), and [ transfer ] (Touch-Tone Enable). (To store an intercom number, you must also press the left [ Intercom ] button before entering the extension number.) Only one Auto Dial number for an extension can be stored on the buttons available at an extension (on both the phone and intercom Autodialer).

*xxx-xxxx* **Auto Dialing (Outside Phone Number)**  
Places a call to an outside number. If a dial-out code is required to dial outside numbers (for example, on PBX or Centrex lines), include it in the stored number.

*xxx (NAME)* **Auto Dialing (PBX/Centrex Feature Code)**  
Dials a PBX/Centrex feature code. On the template, write the feature code followed by the name of the feature. To program the button so that you can access the feature while on a call, write on the template before the feature code, to have a Recall signal included on the Auto Dial button.

**Fax- xx** **Fax Management** [ Intercom ] *xx*  
Allows the user to transfer calls to the fax machine with one touch. (If on a button with lights, the lights show when the fax is busy or when it is having trouble and not answering—for example, when it is out of paper.) On the template, indicate the extension number for the fax. For example, if the fax is at extension 48, enter Fax-48.

**Ext-xx** ☀ **Intercom Calling—Ring** [ Intercom ] *xx*  
Places a ringing intercom call to an extension, or transfers a call. (If on a button with lights, the lights show calling activity at the extension.) On the template, indicate the extension number.

**ExtVS- xx** **Intercom Calling—Voice Signal** [ Intercom ] [ \* ] *xx*  
Places a voice-signaled intercom call to an extension's phone speaker, or transfers a call with a voice-signaled announcement. (if on a button with lights, the lights show calling activity at the extension.) On the template, indicate the extension number.

**MSig-xx** ☀ **Manual Signaling—Ring** [ Feature ] [ 1 ] [ 3 ] *xx*  
When pressed, beeps a user's extension. If the user presses [ Intercom ] first, pressing the button places a ringing intercom call to the extension, or transfers a call. (If on a button with lights, the lights show calling activity at the extension.) On the template, indicate the extension number.

**MSigVS-xx** ☀ **Manual Signaling—Voice Signal** [ Feature ] [ 1 ] [ 3 ] [ \* ] *xx*  
When pressed, beeps a user's extension. If the user presses [ Intercom ] first, pressing the button places a voice-signaled intercom call to the extension, or transfers a call with a voice-signaled announcement. (if on a button with lights, the lights show calling activity at the extension.) On the template, indicate the extension number.

## Dial-Code Features

**ACE** ☀ **Account Code Entry** [ Feature ] [ 1 ] [ 2 ]  
Allows a user to enter an account code for a call by pressing the button, entering up to 16 digits for the account code, and then pressing the button again. (If on a button with lights, the lights show when the feature is in use.)

**CF( xx xx)** ☀ **Call Forwarding** [ Feature ] [ 1 ] [ 1 ] *xx xx*  
Forwards all calls to another extension. (If on a button with lights, the lights show when the feature is in use.) Unless Do Not Disturb is on, phone beeps once each time a call is forwarded. Source and destination extension numbers (*xx*) are optional when programming this feature on a button.

**Pickup-xx**                      **Call Pickup**                      [*Intercom*][6]*xx*  
Picks up a call ringing at a specific system extension. On the template, indicate the number of the extension for which the button will pick up calls.

**ID-inspect**                       **CallerID-inspect**                      [*Feature*][1][Z]  
When a user is already on a call, this feature shows Caller ID information for another line (if Caller ID information is available on the line), without disconnecting the current call or putting it on hold. (When the feature is active, the button light is on.)

**ID-Name**                       **Caller ID-Name Display**                      [*Feature*][1][6]  
When a user is on a call on a line that has Caller ID information available, this feature lets the user switch between the caller's telephone number (the default display) and the caller's name (if available). (When the feature is active—indicating that the caller's name should be displayed—the button light flutters.)

**Drop**                              **Conference Drop**                      [*Feature*][0][6]  
Drops the last outside party added to a conference call.

**DLP**                              **Direct Line Pickup-Active Line**                      [*Intercom*][6][8]  
Accesses a ringing, active, or held call on a line that is not assigned to the extension.

**DLPI**                              **Direct Line Pickup-idle Line**                      [*Intercom*][8]  
Accesses an idle (non-busy) line that is not assigned to the extension.

**DND**                               **Do Not Disturb**                      [*Feature*][0][1]  
Prevents tails from ringing at the extension. (When the feature is active, the button light is on.) Transferred calls return to sender, intercom calls get a busy signal, and outside callers hear ringing. Use only if someone else answers the extension's outside calls.

**ExHold**                              **Exclusive Hold**                      [*Feature*][0][2]  
Pisces a call on hold and prevents other extensions with the line from picking it up.

**GCall - g**                              **Group Calling—Ring**                      [*Intercom*][Z]*g*  
Pisces a ringing intercom call to all extensions in a Calling Group, or transfers a call to an extension in the group. The caller is connected to the first extension that answers. Indicate the group number (1-4) on the template.

**GCaIP - g**                              **GroupCalling-Page**                      [*Intercom*][\*][Z]*g*  
Pisces a voice-signaled intercom call to page all extensions in a Calling Group (no transfer capability). The caller is connected to the first extension that answers. Indicate the group number (1-4) on the template.

**Hunt - g**                              **GroupHunting—Ring**                      [*Intercom*][Z][Z]*g*  
Rings the first available extension in a Hunt Group, or transfers a call to an extension in the group. Indicate the group number (1-6) on the template.

**HuntVS - g**                              **GroupHunting—VoiceSignal**                      [*Intercom*][\*][Z][Z]*g*  
Voice signals the first available extension in a Hunt Group, or transfers a call to the extension with a voice-signaled announcement. The caller is connected *only if that extension answers*. Indicate the group number (1-6) on the template.


**P/U Grp - g**                              **Group Pickup**                      [*Intercom*][6][6]*g*  
Picks up a call ringing at any extension in a Pickup Group. Indicate the group number (1-4) on the template.

**LNR**                              **Last Number Redial**                      [*Feature*][0][5]  
Automatically redials the last outside number dialed. (This feature can be used to redial *only* the *last* outside number dialed.)

**Loudspk**                              **Loudspeaker Paging**                      [*Intercom*][Z][0]  
Connects the user to the loudspeaker paging system, if one is connected to the system,

**MsgOff-xx**                              **Message Light Off**                      [*Feature*][1][0]*xx*  
Turns off the message light on MLS- and MLC-model phones. An extension number (*xx*) is optional when programming this feature on a button.


**MsgOn- xx**                              **Message Light On**                      [*Feature*][0][9]*xx*  
Turns on the message light on MLS- and MLC-model phones. An extension number (*xx*) is optional when programming this feature on a button.

**Priv**                               **Privacy**                      [*Feature*][0][Z]  
Prevents other people with the same line from joining calls being conducted at this extension. (When the feature is active, the button light is on.)

**Recall**                              **Recall**                      [*Feature*][0][3]  
"Recalls" a dial tone. A user can use this feature to access a PBX/Centrex feature while on a call on a PBX/Centrex line (pressing Recall disconnects an intercom call).

**SNR**                              **Save Number Redial**                      [*Feature*][0][4]  
*This feature can be programmed onto more than one button. Using this feature while on an outside call saves the number dialed into temporary memory. The number stays in memory until a different one is saved; this feature can be used again to redial the number at anytime. (Unlike Last Number Redial, you must use this feature to save the number as well as to redial it; Save Number Redial lets you make other outside calls before redialing the saved number.)*

**TT-EN**                              **Touch-Tone Enable**                      [*Feature*][0][8]  
Lets users with rotary lines access phone services that require touch-tone digits. For example, after calling a bank-by-phone service and being prompted to enter touch-tone digits, using this feature changes the digits dialed to touch tones for the rest of the call.

**VMSCover**                               **VMS Cover**                      [*Feature*][1][5]  
Turns voice mail coverage for the extension on and off (if PARTNER MAIL is installed). (When the feature is active, the button light is on.)

**VMMsgs-777**                              **Voice Mail Messages**                      [*Intercom*][Z][Z][Z]  
Places an intercom call to the PARTNER MAIL system (if available), so that a user can check messages, send messages, or administer greetings.

**VMBox**                              **Voice Mailbox**                      [*Intercom*][1][4]  
Sends a caller directly to a specific extension's Voice Mailbox, so that the caller can leave a message without having to first ring at the extension.

# Form D Instructions: Disallowed, Allowed, and Emergency Telephone Numbers

Use this form to specify lists of Disallowed, Allowed, and Emergency telephone numbers. By combining restrictions and Disallowed numbers with selected exceptions (including Allowed numbers, Marked System Speed Dial numbers, and Emergency numbers), you can control outgoing call traffic and associated costs without placing unreasonable constraints on your staff.

**NOTE:** To restrict long-distance calling, the **Toll Call Prefix {#402}** (indicating whether you must dial a 0 or 1 to place toll calls) must be set correctly.

## Creating Disallowed and Allowed Lists

You can create up to 4 lists each of Disallowed and Allowed telephone numbers. Each list can have up to 10 numbers; each number can be up to 12 digits long, including the digits [ Q ]-[ Q ], [ Hold ] (to represent any single digit), [ \* ], and [ # ].

1. Under the List number, write a name for the list (for example, "Suppliers").
2. Under "Telephone Number" write the entries for the list. You can specify complete telephone numbers or categories of numbers.
  - **To specify a complete number**, write it exactly as it would be dialed, including (if needed) a dial-out code, toll call prefix, and area code.
  - **To specify a category**, provide one or more entries to describe an entire class of calls (such as an area code or local exchange). Preventing calls to a category may require more than one entry, to allow for different ways of dialing a number (see "Examples of Disallowed List Entries" below).

After a list has been created, it can be assigned to an extension (see **Form B2.**)

## Disallowed Phone Number Lists {#404}

With Disallowed lists, you can prevent users from dialing specific telephone numbers or categories (for example, calls to 976 exchanges for pre-recorded messages such as horoscopes, and calls to 900 area code "chat lines").

### Examples of Disallowed List Entries

#### **Preventing Calls to 976 Numbers (Local Exchange)**

In this example, !0! and !1! represent "any area code."

<i>Entries needed. . .</i>	<i>if 0 or 1 is required</i>	<i>if 0 or 1 is not required</i>
	976	976
	0976	!0!976
	1976	!1!976
	0!1!976	
	0!0!976	
	1!1!976	
	1!0!976	

#### **Preventing Calls to 900 Area Code**

<i>Entries needed. . .</i>	<i>if 0 or 1 is required</i>	<i>if 0 or 1 is not required</i>
	0900	900
	1900	

#### **Preventing International (011) Calls**

<i>Entry needed. . .</i>	011
--------------------------	-----

## Allowed Phone Number Lists {#407}

Allowed telephone numbers are *exceptions* to restrictions. For example, you might put 976 numbers on a Disallowed list, but allow dialing of 976-1212 for weather reports. Or you might restrict an extension to local dialing only, but assign an Allowed list to permit the user to call specific customers or suppliers.

## Emergency Phone Number List {#406}

You can create a list of emergency numbers that can be *dialed at any time by any extension that has access to an outside line*. The list can have up to 10 entries; each entry can be up to 12 digits long, including the digits [ Q ]-[ Q ]. Emergency numbers override all other dialing restrictions, including Night Service with a System Password.

**NOTE:** Various factors influence the effectiveness of dialing restrictions. Avoid putting 800 numbers in your Emergency Phone Number List. If you need to allow restricted users to access 800 numbers, put those numbers in an Allowed Phone Number List instead.

### Important Notices

- Consult your local phone directory to determine the numbers for police, fire, and ambulance service, because "911" is not available everywhere.
- When programming emergency numbers and/or making test calls to emergency numbers:
  1. Stay on the line and briefly explain to the dispatcher the reason for the call before hanging up.
  2. Perform such activities during off-peak hours, such as in the early morning or late evening.

### Example Emergency List

911
611 (local phone company service)
555-2345 (Boss's home)
555-4567 (auto club)
555-1357 (company doctor)

## Form E Instructions: Speed Dial Numbers

With Speed Dialing, a user can dial a stored number by pressing three buttons: the [ *Feature* ] button ([ # ] on a standard phone) followed by a 2-digit code. Storing a telephone number as a Speed Dial number lets users dial more quickly. You can also store other kinds of numbers-such as account codes and other dialing sequences-as Speed Dial numbers. The system allows up to 60 System Speed Dial numbers that everyone on the system can use, as well as up to 20 Personal Speed Dial numbers for each extension (for the personal use of the extension).

Please have the System Speed Dial Numbers Form filled out when the technician arrives to install the system. After installation, photocopy this form and distribute a copy to everyone using the system. Users should keep this form near their phones for reference when placing calls.

### System Speed Dial Numbers

Each System Speed Dial number is assigned a 2-digit code from 20-79. For example, suppose your staff frequently calls Acme Supplies and you store Acme's telephone number for code 20. To call Acme, a user simply dials [ *Feature* ] [ 2 ] [ 0 ]. If Acme moves, or the phone number changes, you program the new telephone number and users still dial [ *Feature* ] [ 2 ] [ 0 ] to reach them.

On the top of **Form E**, record the following information for each System Speed Dial number.

#### Name/Company

Record the name of the person or company to which the number belongs. For other types of numbers, such as account codes, enter a description of the number.

#### ★ Column (Marked Numbers)

If you want users to be able to call a particular System Speed Dial number, regardless of any dialing restrictions placed on their extensions, "mark" the number so it can be dialed at all times. Mark the number by placing a check mark in this column, and by pressing [ \* ] before the number when storing it.

For marked numbers, the stored number does not appear on a display phone when a user dials the Speed Dial code. Account codes cannot be marked.

#### Number

Store the number exactly as it should be dialed, Numbers can be up to 20 digits, including the digits [ 0 ]-[ 9 ], [ \* ], [ # ], and the special dialing functions discussed below. To store a telephone number, include the dial-out code, toll-call prefix, and area code (if needed), along with the number.

### Special Dialing Functions

Function	Key to Press	Display	Description
Pause	[ <i>Hold</i> ]	P	Pauses for 1.5 seconds before dialing the rest of the stored number
Recall	[ <i>Spkr</i> ]	R	Sends a timed switchhook flash (useful for your telephone company's custom calling features)
Stop	[ <i>Mic</i> ]	S	Interrupts the dialing sequence until the code is dialed again
Touch-Tone Enable	[ <i>Transfer</i> ]	T	Sends touch tones on a rotary line

### Personal Speed Dial Numbers

In addition to System Speed Dial numbers, each user can have up to 20 Personal Speed Dial numbers (codes 80 to 99) at an extension for personal use.

If Personal Speed Dial numbers will be programmed from extension 10 or 11, copy **Form E** after System Speed Dial numbers have been filled in. Then specify the extension number for which Personal Speed Dial numbers are to be programmed and record the Personal Speed Dial numbers for that extension. Personal Speed Dial numbers can be recorded like System Speed Dial numbers, except that they cannot be marked.

Alternatively, users can program their own Personal Speed Dial numbers.

# System Planner Worksheet

This worksheet records basic setup decisions for the system.

## 1. Lines

- a. How many lines (total) will be connected to the system? \_\_\_\_\_ 1a
- b. How many lines will be assigned as personal/dedicated lines? \_\_\_\_\_ 1b
- c. How many lines will be assigned to all extensions? (1a – 1b = 1c) \_\_\_\_\_ 1c

## 2. Call Handling

Who answers incoming calls for your business during normal business hours? (Check 2a or 2b)

- a. Individual users (all extensions) \_\_\_\_\_ 2a
- b. Central receptionist (extension 10) \_\_\_\_\_ 2b

## 3. Customizing Extension Settings

Your system is installed with default settings to support basic operation (see **Form B2**); however, you can change settings to customize extensions for system users. In addition, you can simplify customized extension programming by dividing users into groups—after programming one extension, simply copy those settings to other extensions in the group.

- In the User Group column below, use Rows C–I to identify user groups—such as “Managers” or “Sales”—for which customized extension settings are needed.

All members of a group should have the same type of phones (see **Form C** templates), calling features, and dialing restrictions. If any of the settings on **Form B2** need to be different for one or more extensions, put the affected extension(s) in a separate group. (For example, if an extension will have a personal/dedicated line, assign that extension to its own group.)

If you need to define more groups than you can enter on Rows C–I, list the additional groups on the back of this page.

- In the Number of Users column, indicate how many users fit into each group.
- In the Phone Type column, note the type of phone (MLS-34D, MLS-18D, MLS-12D/MLS-12, or MLS-6/MLC-6) to be installed for users in the group. For extension programming, the MLS-6 and MLC-6 phones are identical. Likewise, the MLS-12D and MLS-12 are identical except that the MLS-12D has a display.

	User Group	Number of Users	Phone Type
A.	Receptionist	_____	_____
B.	Basic Users	_____	_____
C.	_____	_____	_____
D.	_____	_____	_____
E.	_____	_____	_____
F.	_____	_____	_____
G.	_____	_____	_____
H.	_____	_____	_____
I.	_____	_____	_____
J.	Standard Phone Users	_____	Standard
K.	PARTNER Mail (VMS) extensions	2 or 4	Not applicable

## 4. Voice Mail

To indicate PARTNER Mail (VMS) services you will use, check one or more options: 3a and 3b for line coverage (see “Line Coverage” on **Form A**, Item 7), or 3c for extension coverage (see “Auto. VMS Cover” on **Form B2**).

- a. *Automated Attendant service* to let callers on specified lines dial extensions or groups directly. \_\_\_\_\_ 3a
- b. *Voice Mail coverage (personal line)* to let callers on a user’s personal line leave a message. \_\_\_\_\_ 3b
- c. *Voice Mail coverage (extension)* to let callers for a specific extension leave a message. \_\_\_\_\_ 3c





# Form A: System Configuration

1. Customer Billing Name				6. Features Customer is Most interested in (most important first)					
2. Installation Address									
3. Contact Name			Phone ( ) -						
4. Person to be Trained		Phone ( ) -	Alternate Trainee's Name					Phone ( ) -	
5. Sold by <input type="checkbox"/> AT&T Sales Force				Salesperson's Name		Phone ( ) -			
<input type="checkbox"/> Dealer: _____				_____		_____			

7. System Lines		Number of Lines {#104}				
Line Jack No.	Telephone Number	Line Type {#201}	Line Coverage	Line Owner {#301}	Caller ID?	Other Subscription Services
01						
02						
03						
04						
05						
06						
07						
08						
09						
10						
11						
12						
13						
14						
15						
16						
17						
18						
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23						
24						

<p>8. System Settings. Check if applicable:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Transfer Return Rings {#105} _</li> <li><input type="checkbox"/> Outside Conference Denial {#109}</li> <li><input type="checkbox"/> Toll Call Prefix {#402} not required</li> <li><input type="checkbox"/> System Password {#403} _ _ _ _</li> <li><input type="checkbox"/> Emergency Telephone Number List (Form D)</li> <li><input type="checkbox"/> Night Service Button {#503}</li> </ul> <p>9. Auxiliary Equipment (System). Check if applicable:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Music on Hold {#602}</li> <li><input type="checkbox"/> SMDR Record Type {#608}: <ul style="list-style-type: none"> <li><input type="checkbox"/> All Calls</li> <li><input type="checkbox"/> Outgoing tails only</li> </ul> </li> <li><input type="checkbox"/> Loudspeaker Paging Number of zones _</li> <li><input type="checkbox"/> PARTNER MAIL Automated Attendant Service VMS Hunt Delay {#506}: <ul style="list-style-type: none"> <li><input type="checkbox"/> immediate call handling</li> <li><input type="checkbox"/> Delayed call handling</li> </ul> </li> <li>VMS Hunt Schedule {#507}: <ul style="list-style-type: none"> <li><input type="checkbox"/> Always (with Day/Night schedules)</li> <li><input type="checkbox"/> Day only</li> <li><input type="checkbox"/> Night only</li> </ul> </li> <li><input type="checkbox"/> IROB Protectors</li> <li><input type="checkbox"/> EMI Filters</li> <li><input type="checkbox"/> Uninterruptible Power Supply</li> <li><input type="checkbox"/> Caller ID Devices</li> </ul>	<p>10. Auxiliary Equipment (Extensions). Check if applicable:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hotline {#603} List pairs of Hotline/alert extensions below: _____</li> <li><input type="checkbox"/> Doorphone 1 Extension {#604}:- To signal extensions {#606}: _____</li> <li><input type="checkbox"/> Doorphone 2 Extension {#605}: _ To signal extensions {#606}: _____</li> <li><input type="checkbox"/> PARTNER Attendant {#607}</li> </ul>
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11. Notes			
12. Installation Date	13. Order Nos.	14. Sales Support Representative's Name	Telephone No.







# Form C1: Button Programming Template (MLS-34D)

<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<b>Ext.</b>	
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> Intercom	<input type="checkbox"/> <input type="checkbox"/> Intercom

This phone provides **Up to 24 lines** **32 line/feature buttons with lights** **Display**

Extensions programmed as shown above: \_\_\_\_\_



# Form C2: Button Programming Template (MLS-CA24)

Extension 10 or 11 only

<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

This device provides **Up to 24 DSS/BLF (Intercom Calling or Manual Signaling) buttons on each MLS-CA24**

Extensions programmed as shown above (circle choices): 10 11



# Form C3: Button Programming Template (MLS-18D)

<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Intercom	<input type="checkbox"/> Intercom	<b>Ext.</b>	

This phone provides **Up to 16 lines** **16 line/feature buttons with lights** **Display**

Extensions programmed as shown above: \_\_\_\_\_



# Form C4: Button Programming Template (MLS-12D/MLS-12)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="text"/>
<input type="checkbox"/> Intercom <input type="text"/>	<input type="checkbox"/> Intercom <input type="text"/>	<b>Ext.</b>	

This phone provides **Up to 10 lines** **10 line/feature buttons with lights; 6 additional feature buttons** **Display on MLS-12D only**

Extensions programmed as shown above: \_\_\_\_\_



# Form C5: Button Programming Template (MLS-6/MLC-6)

<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> Intercom	<input type="checkbox"/> Intercom	Ext.	

This phone provides **Up to 4 lines** **4 line/feature buttons with lights** **No display**

Extensions programmed as shown above: \_\_\_\_\_





# Form D: Disallowed, Allowed, and Emergency Telephone Numbers

## Disallowed Telephone Numbers {#404}

List 1		List 2		List 3		List 4	
Entry	Telephone Number	Entry	Telephone Number	Entry	Telephone Number	Entry	Telephone Number
01		01		01		01	
02		02		02		02	
03		03		03		03	
04		04		04		04	
05		05		05		05	
06		06		06		06	
07		07		07		07	
08		08		08		08	
09		09		09		09	
10		10		10		10	

## Allowed Telephone Numbers (Overrides) {#407}

List 1		List 2		List 3		List 4	
Entry	Telephone Number	Entry	Telephone Number	Entry	Telephone Number	Entry	Telephone Number
01		01		01		01	
02		02		02		02	
03		03		03		03	
04		04		04		04	
05		05		05		05	
06		06		06		06	
07		07		07		07	
08		08		08		08	
09		09		09		09	
10		10		10		10	

## Emergency Telephone Numbers {#406}

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	



# Form E: Speed Dial Numbers

**To Dial Speed Dial numbers:** On system phones, press [ *Feature* ] + 2-digit code. On standard phones, press [ # ] + 2-digit code while receiving intercom dial tone.

## System Speed Dial Numbers

Code	Name/Company	*	Number
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			

Code	Name/Company	*	Number
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			

Code	Name/Company	*	Number
60			
61			
62			
63			
64			
65			
66			
67			
68			
69			
70			
71			
72			
73			
74			
75			
76			
77			
78			
79			

\* You can dial System Speed Dial numbers that are marked with \* at any time, regardless of dialing restrictions placed on your extension.  
System Speed Dial numbers are programmed by the System Manager (report problems and suggested revisions to your System Manager).

## Personal Speed Dial Numbers (Ext. \_\_ )

Code	Name/Company	Number
80		
81		
82		
83		
84		
85		
86		
87		
88		
89		

Code	Name/Company	Number
90		
91		
92		
93		
94		
95		
96		
97		
98		
99		

To program Personal speed Dial numbers, see the *Quick Reference* card.