



# MERLIN LEGEND<sup>®</sup>

## Communications System

### Releases 3.1 and 4.0

#### MLX Queued Call Console

#### Operator's Guide

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## **Security Alert**

### **Your Responsibility for Your System's Security**

Toll fraud, the unauthorized use of your telecommunications system by an unauthorized party (for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf) can result in substantial additional charges for your telecommunications services. You are responsible for the security of your system. There may be a risk of toll fraud associated with your telecommunications system. Your system administrator should read all installation, instruction, and system administration documents provided with this product to fully understand the features that can introduce the risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

# Your Queued Call Console

## Your Display Screen

Your telephone's display is an alarm clock and timer (see p. 19), telephone directory (see p. 17), and message center (see pp. 13–16). Read the button descriptions on this page to find out how you can use your screen to locate and activate features or see who's calling you. See pp. 25–26 for more information.

## Home

Press to return to the Home screen and exit the current activity. The Home screen gives calling and timekeeping information, and prompts when you need help.

## Menu

Press to program the phone, view messages, or select features available from the display (see **More**).

## Voice Announce

If Voice Announce is enabled through system programming, press to make a Voice Announce call to another extension.

### Note:

The one or two DSSs (Direct Station Selectors) that attach to your MLX-20L telephone are not shown here. See p. 2 for details.

## Volume

Press **V** or **Λ** to change the ringer loudness while the phone is ringing, handset volume while you're using the handset, or speaker volume while you're using the speaker.

## Feature

Press to display the Feature screen and select features.

## HFAI

Not used on a QCC.

## Mute

Press to turn the speakerphone microphone on or off so that you can or cannot be heard by the caller.

## User Card Tray

Pull out for quick reference.

## Speaker

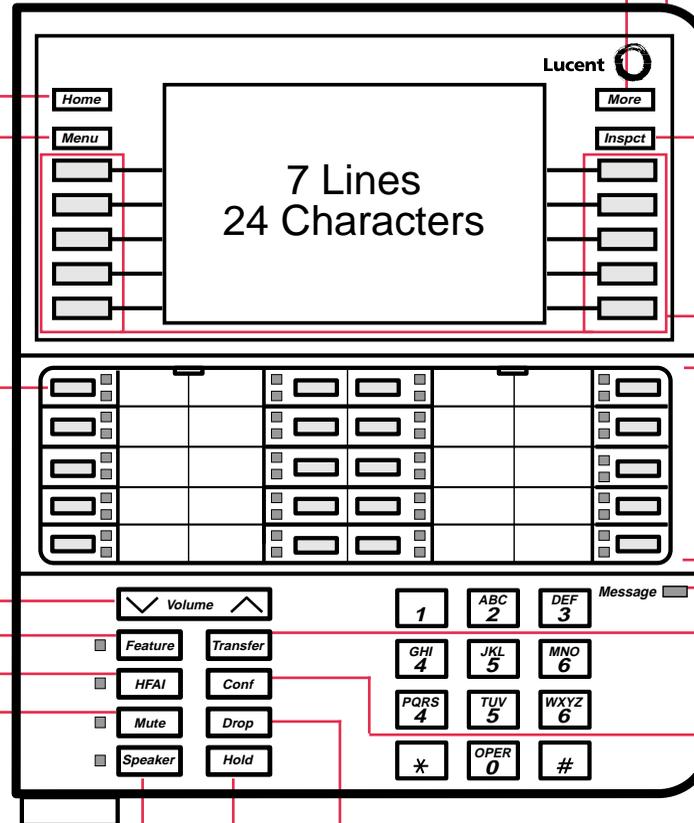
Press to turn the speakerphone on/off for hands-free conversation during a call or when a call rings; or press to hang up a speakerphone call.

## Hold

Press to put a call on hold (see p. 10).

## More

The > appears on the screen when more information exists. Press **More** to advance through additional menus when necessary or to display more information about an incoming or active call.



**TEL/OTHER Jack** (underside) On MLX-10DP, MLX-16DP, MLX-20L, and MLX-28D telephones is a connection for a Multi-function Module (MFM).

**DSS Jack** (underside) On MLX-20L and MLX-28D telephones: connects to a DSS or PassageWay™ Direct Connect Solution or PassageWay Solution.

## Inspct

Press **Inspct** and a **Call** button to display information about an incoming or active call. Press **Inspct** and a fixed feature button to see what feature is programmed on the button (see p. 21).

## Unlabeled Display Buttons

Press one to select the item next to it on the display.

## Call and Fixed Feature Buttons

See pp. 3–4 for details.

## Message Light

Indicates a waiting message when the red LED is lit (see pp. 13–16).

## Transfer

Press to send a call to another phone. It's better to use the **Start** button (see p. 4).

## Conf

Press to add a person to a conference (see p. 11).

## Drop

Press **Drop** and a line button to disconnect a person from a conference call (see p. 11).

### CAUTION:

To clean your phone, unplug it from the wall jack and use a *slightly* dampened cloth. To prevent permanent damage, do not immerse the phone in water or any liquid, and do not use liquid or aerosol cleaners directly on the telephone.

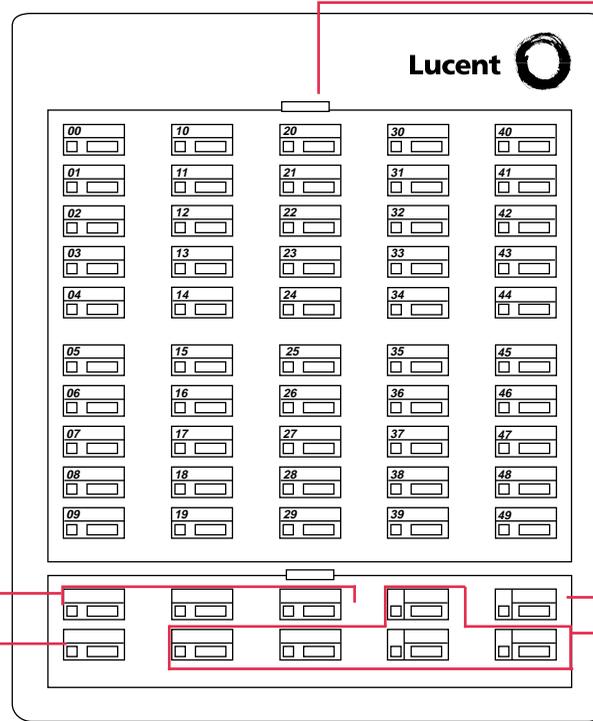
# Understanding Your DSS

## Fixed Page Buttons

Press the fixed **Page** buttons to change the *page* of telephone numbers accessible to your DSS. The green light turns on next to the **Page** button that is active. If you have one DSS, **Page 1** accesses the first 50 extensions, **Page 2** accesses the second 50 extensions, **Page 3** accesses the third 50 extensions. If you have two DSSs, **Page 1** accesses the first 100 extensions, **Page 2** accesses the second 100 extensions, **Page 3** accesses the third 100 extensions.

## Message Status Button

When Message Status is on, the red lights next to the DSS buttons turn on for extensions with messages from system operators. Messages from other sources (such as co-workers and fax machines) do not cause the red lights to turn on. The green light next to the **Message Status** button turns on when the button is pressed to tell you that the lights on the DSS are showing Message Status. Pressing the button again turns off Message Status and the green light.



## DSS Buttons

Each DSS has 50 DSS buttons, arranged in 5 columns of 10 buttons each. DSS buttons have numbers assigned in consecutive order, starting with the top left corner button. Each button can have 3 numbers assigned to it, which can correspond to the following:

- Extension numbers for directing or making calls to co-workers (see pp. 10–12)
- Paging numbers for paging co-workers over speakerphones or loudspeaker system (see p. 22)
- Numbers for parking calls to the system operator park zones (see p. 22)
- Pools and lines for monitoring the pools' current status

## Direct Voice Mail

Press this button to transfer a call directly to a co-worker's voice mail (see p. 15).

## Reserved Buttons

These buttons are reserved for future use.

## DSS Button Lights

Light	Button/Meaning
□ Off	<p><b>Extensions.</b> Phone is not in use and Do Not Disturb is off. With the <b>Message Status</b> button, the Message light is off at the extension.</p> <p><b>Pool.</b> One or more lines in the pool are available.</p> <p><b>Line.</b> Not in use (available).</p> <p><b>Group Page, Page All, Park Zone.</b> Not in use (available).</p> <p><b>Calling Group.</b> The numbering of calls waiting for calling group are fewer than the programmed maximum.</p>
■ Steady	<p><b>Extensions.</b> A co-worker is on phone, a call is on hold, or Do Not Disturb is on. With the <b>Message Status</b> button, the Message light is on at the extension.</p> <p><b>Pool.</b> All lines in the pool are busy.</p> <p><b>Line.</b> In use (not available).</p> <p><b>Group Page, Page All.</b> In use (not available).</p> <p><b>Calling Group.</b> The number of calls waiting for the calling group is equal to or more than the programmed maximum.</p>
⚡ Fast flashing	<p><b>Extensions.</b> A co-worker is calling you, or a parked call or call on hold is returning to you.</p> <p><b>Line.</b> A parked or held call is returning to you.</p>
⚡ Slow flashing	<p><b>Extensions.</b> A call directed to this extension is returning to you.</p> <p><b>Line.</b> A call is ringing on this line at your console or at a co-worker's phone.</p>

# Understanding Your QCC

## Call and Fixed-Feature Buttons

The **Call** and fixed-feature buttons are factory-set and labeled for specific functions, as shown in the following illustration and described below.

### Letters G through Z

Letters located on the corner of each

**Call** and fixed-feature button are used to enter names into your Personal Directory (see p. 17).

Letters A through F appear on the display.

### Fixed-Feature Buttons

See p. 4 for details.

<input type="checkbox"/>	<input type="checkbox"/>	<b>G</b> <i>Call 5</i> <small>(Ring/Voice)</small>	<i>Position Busy</i>	<b>H</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>I</b> <i>Alarm</i>	<b>J</b> <i>Forced Release</i>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<b>K</b> <i>Call 4</i>	<i>Send/Remove Message</i>	<b>L</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>M</b> <i>Night Service</i>	<b>N</b> <i>Pool Status</i>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<b>O</b> <i>Call 3</i>	<i>Handset/Headset Mute</i>	<b>P</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Q</b> <i>Headset Status</i>	<b>R</b> <i>Headset Auto Ans</i>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<b>S</b> <i>Call 2</i>	<i>Source</i>	<b>T</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>U</b> <i>Destination</i>	<b>V</b> <i>Join</i>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<b>W</b> <i>Call 1</i>	<i>Start</i>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Y</b> <i>Release</i>	<b>Z</b> <i>Cancel</i>	<input type="checkbox"/>

### Call Buttons

Buttons labeled **Call 1** through **Call 5** are used to make and receive inside and outside calls (see p. 10). If Voice Announce is enabled through system programming, use **Call 5** to make Voice Announce calls to extensions. Voice Announce calls made to a QCC are received as ringing calls.

# Understanding Your QCC

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**Fixed-Feature Buttons.** Buttons for special operator functions and basic call handling:

**Start** begins directing the call and puts the caller on hold at **Source** (see p. 11).

**Source** reconnects you with the caller after you've begun directing a call (see p. 11).

**Destination** connects you with the person being called when you are directing a call (see p. 11).

**Release** completes a call and frees you for the next call. It also releases you from a 3-way conference (see p. 11).

**Headset Auto Ans** (Headset Auto Answer). When you use a headset, this button automatically connects you to the next call each time a new call arrives at your console. Pressing this button turns on the green light (see p. 9).

**Handset/Headset Mute** temporarily turns off the handset and headset microphone to allow you to talk to someone privately (see p. 9).

**Headset Status** allows you to switch between the handset and the headset (see p. 9).

**Send/Remove Message** turns co-workers' Message lights on and off (see p. 14).

**Position Busy** temporarily prevents most calls from being sent to your console. You continue to receive calls to your extension and calls from co-workers who are using forwarding features (see p. 23).

**Night Service** turns on special telephone operation after business hours (see p. 22).

**Alarm** indicates that a problem has occurred with the system. Contact your system manager (see p. 19).

**Cancel** cancels a call-directing attempt and reconnects you to the original caller on hold at the **Source** button. The system moves the call to a **Call** button (see p. 11).

**Join** connects you, the original caller (**Source**), and the co-worker being called (**Destination**) in a 3-way conference (see p. 11).

**Pool Status** shows you the status of the outside line groups in your system.

**Forced Release** drops all callers (including you) from a call and frees you for another call (see p. 11).

# Understanding Your QCC

## Call & Fixed-Feature Button Lights

Each **Call** or fixed-feature button has a red light and a green light next to it. These lights provide the following important information:

### Light



Steady red

### Button/Meaning

**Call.** Lift the handset or press the **Speaker** button to automatically connect to the call.

**Alarm.** Something is wrong with the system. Contact system manager.

**Handset/Headset Mute.** Headset and handset microphones are off.



Steady green

**Fixed-Feature Button** (see pp. 3–4). Feature on button is active.



Steady red and green

**Call.** You are on a call at this button.



Steady red and  
Flashing green

**Call.** A call is coming in on this button.



Flashing green

**Night Service.** Enter the password to turn Night Service (see p. 22) on/off.



Fast-flashing green

**Call, Source, Destination.** A call is on hold at this button.

## Tones

### Tone



Dial tone (steady)

### Meaning

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.



Error (alternating high-low tones)

You dialed a number or used a feature incorrectly.



Confirmation (double break in  
dial tone followed by steady tone)

You used a feature correctly.

## Rings

The table below helps you identify the different types of ringing.

### Ring



1 long ring

### Meaning

Inside call



1 long ring and 1 short ring

Outside call

# Feature Finder

This table shows where to look for information about performing specific console activities. Any features that do not have detailed instructions can be used by following the instructions in **Using Features**, p. 18.

<b>Handling Console Basics</b>	
<b>If you want to ...</b>	<b>Then</b>
Send outside calls to another telephone or calling group after normal business hours.	See <b>Night Service</b> , p. 22.
Enter an account code before or during a call.	See <b>Account Codes</b> , p. 19.
Use your console as an alarm clock. Time calls or meetings.	See <b>Alarm Clock &amp; Timer</b> , p. 19.
View the number of system alarms.	See <b>Alarm</b> , p. 19.
Page co-workers over their speakerphones or a loudspeaker system.	See <b>Paging</b> , p. 22.
Choose a message to leave for co-workers who have display phones.	See <b>Posting Messages</b> , p. 16.
Screen calls on <b>Call</b> buttons or use your DSS to check whether a co-worker has posted a message.	See <b>Inspect</b> , p. 21.
Use a headset for hands-free call handling. Speak to someone privately while handling a call.	See <b>Headset Features</b> , p. 9.
Block most calls to your console to prevent interruptions or when leaving your console for a period of time.	See <b>Position Busy</b> , p. 23.
Have a co-worker's calls ring at your console. Cancel calls forwarded to your console.	See <b>Follow Me</b> , p. 21.
Adjust volume of the speaker, handset, or ringer.	See <b>Volume</b> button, p. 1.
Put a call on hold at your console.	See <b>Hold</b> , p. 10.
Set up a conference with as many as four other participants.	See <b>Conference</b> , p. 11.
Direct a call to a co-worker's telephone.	See <b>Directing Calls</b> , p. 11.
Be notified when the number of calls in queue exceeds the programmed threshold.	See <b>Responding to the Queue</b> , p. 12.

# Feature Finder

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<b>Answering and Directing Calls</b>	
<b>If you want to ...</b>	<b>Then</b>
Answer a co-worker's ringing telephone from your console or pick up a call on hold at a co-worker's telephone.	See <b>Pickup</b> , p. 23.
Interrupt a co-worker's call in an emergency or if you're instructed to interrupt.	See <b>Barge-In</b> , p. 20.
Direct a call to an extension and have it wait there until your co-worker is ready to answer it.	If your system does not have voice mail, see <b>Camp-On</b> , p. 21.
Put a call on hold and page a co-worker to pick up the call at another telephone.	See <b>Park</b> and <b>Paging</b> , p. 22.
Notify co-workers that they have messages.	See <b>Messaging</b> , pp. 13–16.
Broadcast an announcement over the company's loudspeaker system. Page co-workers over their speakerphones.	See <b>Paging</b> , p. 22.
Transfer directly to a co-worker's voice mail.	See <b>Direct Voice Mail</b> , p. 15.
Signal a co-worker for meetings or visitors.	See <b>Signaling</b> , p. 15.
Announce a call on an extension's speakerphone, and transfer the call.	See <b>Directing Calls</b> , p. 11.

# Feature Finder

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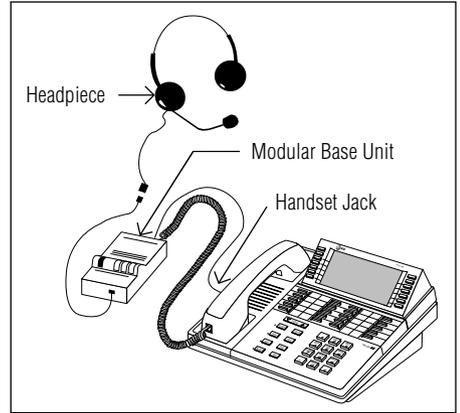
<b>Making Calls</b>	
<b>If you want to ...</b>	<b>Then</b>
Make a voice-announce call.*	See <b>Making Calls</b> , p. 10.
Enter account codes when making an outside call.	See <b>Account Codes</b> , p. 19.
Make an outside call from another extension, using your own calling privileges.	See <b>Authorization Codes</b> , p. 20.
Speak to someone privately while using the handset or a headset.	Try the <b>Mute</b> button, p. 1. If you have a headset, see <b>Headset/Handset Mute</b> , p. 9.
Call directly to a co-worker's voice mail.	See <b>Direct Voice Mail</b> , p. 15.
Display or dial numbers you call frequently.	See <b>Personal Directory</b> , p. 17.
Display or dial numbers your company has programmed for you.	See <b>Extension &amp; System Directory</b> , p. 17.
<b>Messaging</b>	
Let a co-worker know you called. Find out if you have a voice mail message, fax or other message. Choose a message to leave for co-workers who have display phones.	See <b>Messaging</b> , pp. 13–16.
Reach a voice mailbox without calling the person.	See <b>Direct Voice Mail</b> , p. 15.

\* Release 4.0 and later systems only.

# Headsets

Headsets for the MLX Queued Call Console allow one-touch operation, hands-free. Headsets consist of a headpiece and modular base unit. The base unit plugs into the handset jack.

Touch a **Call** button to answer a call, then press **Release** or **Forced Release** to disconnect. To eliminate the need to press a **Call** button, use the Headset Auto Answer feature. See **Headset Features** below.



## Headpieces

**Mirage®.** Receiver fits over either ear. Not for noisy environments.

**StarSet®.** Eartip fits in ear canal.

**Supra® Monaural.** Adjustable headband and soft ear cushion.

**Supra Monaural Noise-Canceling (NC).** Same as above with noise-canceling microphone that reduces background noise transmission by up to 75%.

**Supra Binaural.** Sound in both ears.

**Supra Binaural Noise-Canceling (NC).** Same as above with noise-canceling microphone on flexible boom; features windscreen and reduces background noise transmission by up to 75%.

## Headset Features

Your console has three preprogrammed headset buttons:

- **Headset Status.** This button turns the headset on and off. Use this button when switching between the handset and headset. The green light is lit when the handset mode is on.
- **Headset Auto Ans** (Headset Auto Answer). This button automatically delivers calls to the headset, eliminating the need to press **Call** buttons to answer calls. As each call arrives, you'll hear a tone, and you can begin speaking immediately. The green light is lit when the Headset Auto Answer feature is on.
- **Headset/Headset Mute** (Headset/Handset Mute). This button turns off your headset microphone so that you can talk with someone in your office without being heard by a caller. Use this button to turn off the handset's microphone as well. The red light is lit when the handset/headset microphones are off.

You can also turn off the headset microphone by pressing the **Speaker** button. The call is transferred from your headset to the speakerphone. Press the **Speaker** button again to return the call to your headset.

# Call Handling

## Call Delivery

Outside calls designated to ring at a QCC are sent to a single common QCC queue, where they wait to be sent to the first available QCC operator. When a QCC operator is available to receive a call, the system removes a call from the queue and sends it to an idle **Call** button. If more than one QCC operator is available, the operator who has been idle the longest receives the call.

The order in which calls are delivered to the QCC operator is determined by system programming. See your system manager if callers complain about slow response times.

Both inside and outside calls ring on **Call** buttons on the QCC. The QCC receives one call at a time, regardless of the number of calls in the QCC queue. When a call rings on a **Call** button, information about the incoming call is shown on the display.

## Answering Calls

You can answer a call in three ways:

- Lift the handset
- Press the **Speaker** button.
- Use a headset:

Press a **Call** button if you are not using Headset Auto Answer (see p. 9).

If you are using Headset Auto Answer, you hear a beep and can begin talking immediately.

To disconnect from a call, press **Release** or **Forced Release**. If the automatic release feature is programmed, calls disconnect when you press another **Call** button.

The **Handset/Headset Mute** button on your console enables you to turn off your handset or headset microphone so you can have a private conversation, when necessary.

## Making Calls

*To make an inside call:*

1. Initiate Call:

- Lift the handset  
**OR**
- Press the **Speaker** button  
**OR**
- Press a **Call** button if using the headset.

2. Press the DSS button or dial the extension.

*To make an inside Voice Announce call\*:*

If using a headset, go to Step 2.

1. Lift the handset, press the **Speaker** button.
2. Press the **Call 5** button.
3. Press the DSS button or dial the extension.

*To make an outside call:*

As of Release 3.1, QCCs do not have access to pools (by default). See your system manager about removing this restriction.

If an account code is required on your system, enter it before you make the call. (See **Account Codes**, p. 19.)

1. Lift the handset, press the **Speaker** button, or press a **Call** button if using the headset.
2. Dial the dial-out code or pool access code and then dial the phone number.

\* Release 4.0 and later systems only.

## Hold

Pressing the **Hold** button to put a caller on hold makes the QCC available for incoming calls from the QCC queue. You can also use the **Hold** button to temporarily leave a conference call. (See **Conference**, p. 11.)

*To use Hold:*

Press the **Hold** button on your console. To return to the first call, press the **Call** button with the fast flashing green light.

While a call is being directed, the caller is automatically put on hold after you press **Start**. See **Directing Calls**, p. 11, for more details.

When using a headset with Headset Auto Answer turned on, placing a call on hold turns Headset Auto Answer off. Press the **Headset Auto Ans** button to turn it on again.

# Call Handling

## Conference

Use this feature to connect yourself, up to two other inside extensions, and up to two outside participants. All calls are joined on a single **Call** button. You can only drop yourself or the most recently added participant from the conference call.

1. Make the first call. Announce call if necessary.
2. Press the **Conf** button to put the call on hold. The system automatically selects another **Call** button.
3. Dial the next telephone number or extension,  
**OR**  
Press the DSS button.
4. Announce call if necessary and press the **Conf** button.  
If the person is unavailable, press the **Drop** button and press the **Call** button to rejoin the conference.
5. To add more participants, repeat Steps 2–4.
  - To drop out of the conference temporarily, press the **Hold** button.
  - To rejoin the conference, press the **Call** button for the conference.
  - To disconnect the most recently added participant, press the **Drop** button.
6. To end the conference, press the **Forced Release** button.

## Join

Use this feature to connect yourself and two outside or inside participants.

1. Make the first call (see **Making Calls**, p. 10).
2. Press the **Start** button.
3. Dial the next number (including the dial-out code) or extension.
4. Press the **Join** button.
5. To drop out of the conference, press the **Release** button,  
**OR**  
To end the conference, press the **Forced Release** button.

## Directing Calls

You can direct a call and announce it or not. Check with your system manager to find out whether automatic completion is programmed for your console.

*To direct a call without announcing and with automatic completion:*

Press the DSS button for the co-worker who will receive the call.

*To direct a call without announcing or automatic completion:*

1. Press the DSS button for the co-worker who should receive the call.
2. Press the **Release** button.

*To direct a call without announcing, automatic completion, or a DSS button:*

1. Press the **Start** button.
2. Dial the extension.
3. Press the **Release** button.

*To direct a call and announce it:*

1. To put the caller on hold at the **Source** button, press the **Start** button.
2. To announce the call on the remote telephone's speakerphone (Voice Announce), press the **Call 5** button. Otherwise, go to step 3.
3. Dial the extension or press the DSS button for the person to receive call. (If busy, see below.)

A. Announce the call:

- Press the **Source** button to return to the caller. If you do this, use the **Destination** button to return to the call recipient,  
**OR**
  - Press **Cancel** to drop the called extension and return to the caller,  
**OR**
  - Press the **Join** button for a 3-way conference.
5. To complete the call direction, hang up or press the **Release** button,  
**OR**  
To disconnect all parties, press the **Forced Release** button.

# Call Handling

## Returning Calls

Some of the calls you receive are returning calls. These are calls you or another operator directed to co-workers. If the co-worker you directed the call to is unavailable (away from the telephone or on another call, for example), the call may return to you for further handling, depending on how your system is set up.

The following are examples of returning calls:

- Directed call (a call sent to an inside or outside telephone)
- Directed call camped-on at the destination telephone
- Held call
- Parked call

When a call returns, you can either attempt the call again or take a message from the caller. See **Messaging** (pp.13–16) for further information.

## Unsuccessfully Directed Calls

If you dial incorrectly or reach an extension that is busy or unavailable, you can do one of the following:

- Press the **Cancel** button to return to the original caller.
- Try the call again.
- Take a message from the caller. See **Messaging** (pp. 13–16) for further information.
- Try to connect the call using one of the following features:
  - Barge-In (p. 20)
  - Camp-On (p. 21)
  - Paging (p. 22)
  - Park (p. 22)

**Note:** Do not use Camp-On if your system is equipped with a voice mail system.

## Responding to the Queue

The following features can be enabled or disabled on a QCC. See your system manager for details on how your system is programmed.

### Calls-in-Queue Alert

The Calls-in-Queue Alert feature causes your phone to beep when a new call arrives in the QCC queue. The system can be programmed so that the beep can indicate each new call arrival, every second call arrival, and so on.

### Queue Over Threshold

When there are more calls in the queue than are allowed by a programmed threshold, the number on your console display that shows the number of calls in the queue turns to reverse video.

When this occurs, you can do one of the following:

- Respond to calls more quickly.
- Contact your backup QCC operator, if assigned, to start accepting calls.
- Notify your system manager.

Notify your system manager if callers complain about slow response times. System options can be adjusted to give better response times.

# Messaging

Your phone system has the following features that allow you to leave messages for others in your office.

- **Leave Message.** If you cannot reach a co-worker, you can use the Leave Message feature to let a co-worker with a display telephone know that you called, along with the date and time of your call. If you leave one message and then another, the second message replaces the first.
- **Send/Remove Message.** Using the **Send/Remove Message** button on the console allows you to turn co-workers' Message lights on or off. Use this feature to signal co-workers with nondisplay phones.
- **Posted Message.** This feature allows co-workers with display phones to know when you are unavailable.
- **Direct Voice Mail.** This feature allows you to call directly to co-workers' voice mail or to transfer callers directly to co-workers' voice mail.

When a message is waiting for you, your Message light is lit. The following descriptions explain how to read, cancel, and delete messages you have sent or received.

You can use Signaling to notify co-workers when they have visitors or to provide them with information or reminders.

## Messaging Feature Table

The following messaging features (**Feature**) are available from your telephone. The recipient's telephone (**Telephones**) must be configured as indicated.

<b>Feature</b>	<b>Telephones</b>	<b>Screen/Button</b>
Leave Message	Display	<b>Home</b> Screen. See p. 16.
Posted Message	Display	<b>Menu</b> Screen. See p. 16.
Send/Remove Message	All	<b>Send/Remove Message</b> button. See p. 14.
Direct Voice Mail	With Voice Mail	DSS Button. See p. 15.
Signaling	Multiline	See <b>Signaling</b> , p. 15.
Receive Message	Your Extension	<b>Menu</b> Screen. See p. 15.

# Messaging

## Send/Remove Message

Press the **Send/Remove Message** button on your console to turn the Message light on or off for any telephone in your system.

For co-workers with display telephones, the Send/Remove Message feature turns on Message lights and also delivers the message: *ATT OPERATOR* (*ATT* means *attendant*) or displays your name, if programmed, the date and time you left the message, and your extension. For example: *ATT RENEE 20:26 08/02 X14*.

If another operator has turned a co-worker's Message light on with Leave Message, using Send/Remove Message turns that co-worker's Message light off. To make sure that you don't accidentally turn off a co-worker's Message light that should remain on, use the **Message Status** button on the DSS to see if the red light next to the button for your co-worker's extension is on before you use Send/Remove Message.

When you use the **Message Status** button, the light at the DSS button reflects the status of operator-sent messages only. If a co-worker's Message light is on because a fax is waiting or another co-worker has left a message, the DSS button light is not on and using Send/Remove Message does not turn the co-worker's Message light off.

*To send messages (consoles without a DSS):*

1. Press the **Send/Remove Message** button.
2. Dial the co-worker's extension.

*To send messages (consoles with a DSS):*

1. Press the **Message Status** button on DSS.

The green light next to **Message Status** goes on.

2. Check the light next to the DSS button for the person's extension. If necessary, use the **Page** buttons to locate the extension.

- *If the red light is on:*

Press the **Message Status** button to return to call handling. If you use Send/Remove Message, you turn off the co-worker's Message light and cancel other operator-sent messages on the display.

- *If the red light is off:*

Press the **Send/Remove Message** button.

Press the DSS button. The red light next to the DSS button for the co-worker's extension goes on, and the co-worker's Message light goes on, indicating that an operator-sent message is waiting.

Press the **Message Status** button to return to call handling.

*To turn off Message lights (consoles with a DSS):*

1. Press the **Message Status** button on the DSS.

The green light next to **Message Status** goes on.

2. Check the light next to the DSS button for the person's extension. You can use the **Page** buttons to locate the extension.

3. If the red light is on:

Press the **Send/Remove Message** button.

Press the DSS button.

The red light next to the DSS button for the co-worker's extension goes off, and the co-worker's Message light goes off, and the operator-sent message is deleted.

4. Press the **Message Status** button to return to call handling.

# Messaging

## Signaling

Use Signaling to notify co-workers when they have visitors or to provide them with information or reminders. You can signal multiline telephones only. You must have a DSS attached to your console.

You and your co-workers can prearrange the signals. For example, you can arrange two beeps for a visitor and three beeps for a reminder.

*To use Signaling:*

1. Select a **Call** button.
2. Lift the handset, press the **Speaker** button, or use the headset.  
You hear a dial tone.
3. Press the **Forced Release** button.  
The light next to the selected **Call** button goes off.
4. Press the DSS button for your co-worker.  
Your co-worker hears a beep each time you press the DSS button.
5. Hang up.

## Direct Voice Mail

If your company has voice mail, this feature allows you to dial a co-worker's voice mailbox without calling that person. Direct Voice Mail is especially useful for transferring calls when a co-worker is not available. Usually, you activate the feature as soon as you lift the handset or press the **Speaker** button to make a call, or while on a call that you want to transfer to a voice mailbox. (You don't have to use the **Start** or **Transfer** button.) You can also use the feature after you have dialed an extension; just do Step 1 below.

1. Press **Direct Voice Mail** button on the DSS (p. 2),  
**OR**  
Press **Feature** button and select *Direct VM*.
2. Dial the extension for the voice mail recipient or press the DSS button.

**Note:** If you transfer a call to an extension that has no voice mail, you hear an error tone and the call returns to you.

## Receiving Messages

When your Message light is on, you have a message from a co-worker. Messages are identified by the name or extension of the caller, along with the time and date the person called. Depending on how your system is set up, you may also have a voice mail message or a fax. A message may be identified in these ways:

- ATT** You have a message from another system operator.
- FAX** You have a fax.
- VMS** You have a voice mail message.
- EXT** Indicates the extension number of the person who called.
- \*** Marks a new unread message.

*To read and respond to messages on your display:*

1. Press the **Menu** button.
2. Select *Messages*.
3. Choose from:
  - *Return Call* to call your co-worker or voice mail while reading the message.
  - *Next Msg* to see the next message.
  - *Delete Msg* to delete the message. You can have up to 10 messages; if there are 10, no more are accepted.

# Messaging

## Leaving Messages

If you cannot reach a co-worker, you can take a message from a caller and use the Leave Message feature to leave a message for the co-worker if the co-worker has a display telephone.

To use Leave Message, you must be on the call and listening to ringing or a busy signal. If your co-worker does not have a display, you see *Cannot Send Message* on your display. In this case, use Send/Remove Message (p. 14) instead.

*When a call is unanswered or busy (you are listening to a ringing or busy signal):*

1. Select *Leave Msg* from the Home screen.
2. Read the status of the message on display:
  - *Msg Sent* if message was delivered.
  - *Message Box Full* if message was not delivered because co-worker's message box is full.
  - *Cannot Send Message* if message was not delivered (for example, because co-worker does not have a display telephone).

Your co-worker's Message light turns on after you leave the message.

**Note:** If you use Leave Message to send a second message to a co-worker who has not responded to your first message, the second message replaces the first. The Message light remains on.

## Posting Messages

A posted message appears on the display of any inside caller who tries to reach you, as long as that person has a display phone. (You also see the message posted at your own phone as a reminder.) There may be as many as 20 messages available to you for posting. Message 1 is always *DO NOT DISTURB\**; the others may include such choices as: *OUT TO LUNCH*, *OUT SICK*, *IN A MEETING*, depending on how your system manager has programmed them.

*To post a message:*

1. Press the **Menu** button.
2. Select *Posted Msg*.
3. Select the message you want to post.
4. Select *Post*.
5. Press the **Home** button.

*To cancel a posted message:*

1. Press the **Menu** button.
2. Select *Posted Msg*.
3. Select *Cancel*.
4. Press the **Home** button.

Co-workers can also post messages from their telephones; when you dial their extensions, the messages show on your display. You can use the Inspect feature (p. 21) to see the message as well. This is especially useful when checking to see if the extension has Do Not Disturb active. If Do Not Disturb is active, the red light at that extension is on. If the Do Not Disturb message is posted but the red light is not on, the feature is not active.

\* The Do Not Disturb message may be posted, but the Do Not Disturb feature cannot be used on a QCC. Use Position Busy (p. 23) instead.

# Directories

## Extension & System Directory

Check with your system manager to find out whether these directories have been programmed. The System Directory dials outside numbers that people in your company call often. The Extension Directory dials inside numbers.

1. Press the **Menu** button.
2. Select *Directory*.
3. For the Extension Directory, select *Ext Dir*,  
**OR**  
For the System Directory, select *System Dir*.
4. Select the entry.
  - a) Select the range of letters that includes the first letter of the listing you want. If there are no entries available for the range, you hear a beep.
  - b) View other entries by selecting either *Prev Page* or *Next Page*.
  - c) If you want to check the number, select *Show Number* and press the button next to the name. Select *Show Number* again to stop viewing numbers.
  - d) To dial a number, press the button next to the listing.
5. Press the **Home** button to exit.

## Personal Directory

This feature stores up to 50 phone numbers (as well as account codes, area codes, and access codes), then dials those numbers when you wish. You enter, change, select, dial, and delete listings from the display. You can access the Personal Directory from the **Menu** screen. You can assign 16 entries from your Personal Directory to appear in the Home screens (8 per screen).

When entering or changing names, use the screen to select letters A–F; use the line buttons, as labeled on the faceplate, to enter G–Z. Select *Punctuation* to use the displayed punctuation marks. You may need to use special characters (p. 24) when entering dialing sequences. Include dial-out codes, if needed.

The screen guides you through Personal Directory activities, so the steps are summarized here. Press **Home** to stop the activity. **Bold** type shows the button you press; *italics* indicate a screen selection.

*To enter a listing:*

**Menu**→*Directory*→*Personal Dir*→*Enter New*→Type name→*Enter*→Type number→*Enter*→*Yes* or *No*→*Enter*→**Home**

*To assign a listing to the Home screen Directory option:*

**Menu**→*Directory*→*Personal Dir*→*Put on Home*→Select a range of letters→Select listing→Select location on the Home screen→**Home**

*To dial a listing from the Home screen:*

**Home**→*Directory*→Select listing

*To verify a stored phone number, use the steps above to display the letter range, and:*

*Show Number*→Select listing→*Show Number*

*To delete a listing:*

**Menu**→*Directory*→*Personal Dir*→*Delete Entry*→Select a range of letters→Select listing→*Delete*→**Home**

*To change a listing:*

**Menu**→*Directory*→*Personal Dir*→*Edit Entry*→Select a range of letters→Select listing→Select part of listing to change→*Enter* new information→*Enter*→*Exit*→**Home**

# Using Features

There are two ways to select features:

- Select the feature from the display.
  - a) Press the **Home** or **Menu** button to display the Home or Menu screen or press the **Feature** button to display the Feature screen.
  - b) Press the unlabeled display button next to the feature abbreviation.
- Press the fixed-feature button.

The following table shows features available from the Home, Feature, and Menu screens and the associated display abbreviations.

<b>Feature</b>	<b>Button/Screen(s)</b>	<b>Display Abbreviation</b>
Account Code	Feature, Home	<i>AccountCode</i>
Alarm Clock	Menu	<i>Alarm Clock</i>
Barge In	Feature	<i>Barge In</i>
Camp On	Feature, Home	<i>Camp On</i>
Cancel Follow Me	Feature	<i>CancelFollow</i>
Directory	Home, Menu	<i>Directory</i>
Extension Directory	Menu	<i>Ext Dir</i>
Personal Directory	Home, Menu	<i>Personal Dir</i>
System Directory	Menu	<i>System Dir</i>
Direct Voice Mail	Feature	<i>Direct VM</i>
Follow Me	Feature	<i>FollowMe</i>
Group Pickup	Feature, Home	<i>Pickup Grp</i>
Individual Pickup	Feature, Home	<i>Pickup</i>
Messages	Menu	<i>Messages</i>
Delete Message	–	<i>Delete Msg</i>
Next Message	–	<i>Next Msg</i>
Return Call	–	<i>Return Call</i>
Messaging		
Leave Message	Feature, Home	<i>Leave Msg</i>
Loudspeaker Paging	Feature, Home	<i>Loudsprkr Pg</i>
Pickup	Feature, Home	<i>Pickup</i>
Posted Message	Menu	<i>Posted Msg</i>
Timer	Menu	<i>Timer</i>

# Often-Used Features

## Account Codes

In some companies you enter an account code before or during a call to indicate client billing information. You may be *required* to enter an account code for all outside calls, or an account code entry may be optional for incoming and outgoing calls. Check with your system manager for account code operation and account codes.

*To enter an account code:*

1. Select *AccountCode* from the Home screen,

**OR**

Press the **Feature** button and select *AccountCode* from the Feature screen.

2. Dial the account code and **#**.
3. Lift the handset or press the **Speaker** button to make a call.
4. Dial the outside number (including the dial-out code, if required).

To enter or change an account code during a call (the other party cannot hear your entry), follow Steps 1 and 2. If an account code is entered for an incoming call before it arrives, you cannot change that code during the call.

## Alarm

If there is something wrong with the system, the red light next to your console's **Alarm** button goes on. Report the alarm immediately to your system manager. Press the **Alarm** button, then the **Inspct** button, to see how many problems the system is reporting.

The red light stays on until the problem is cleared by your system manager.

## Alarm Clock & Timer

Alarm Clock causes your phone to beep at a certain time; you can set only one alarm. Until canceled, the display shows a bell reminding you that the alarm is on. The alarm sounds each day at the same time.

Timer times calls or other activities for up to 59 minutes, 59 seconds, displaying the elapsed time on your screen. You must turn Timer off when timing is over; it does not turn off automatically at the end of a call.

*To set an alarm:*

1. Press the **Menu** button.
2. Select *Alarm Clock*.
3. For English-language operation, dial a 4-digit time from 0100 to 1259. Then select *a.m./p.m.* to switch between AM and PM. For Spanish or French operation, dial a 4-digit time between 0000 and 2359. If you make an error, select *Reset* and redial.
4. Select *On*.
5. Press the **Home** button. The display shows a bell to remind you that the alarm is on.

*To cancel the alarm:*

1. Repeat Steps 1 and 2 above.
2. Select *Off*.
3. Press the **Home** button. The display now shows a bell.

*To time a call or other activity or to turn Timer off:*

1. Press the **Menu** button.
2. Select *Timer*.

# Often-Used Features

## Authorization Codes

If your system manager has given you an authorization code, you can pick up someone else's telephone, enter your authorization code, and make an outside call with your own calling privileges. You must activate the feature and enter your code for each call you make, even when you are adding people to a conference. It is not necessary to use your authorization code for inside calls. Using an authorization code does not affect the button assignments on your own phone or the one you are currently using.



### Security Alert

**Compromise of authorization codes could lead to toll fraud or unauthorized charges.**

Memorize your authorization code, and do not share it with anyone.

The way you activate the Authorization Code feature depends upon the type of telephone you are using to make the call. **You cannot use an authorization code at a QCC.**

- *If the telephone has a programmed **Authorization Code** button, press it. The system selects a line and automatically activates the **Speaker** button (an available line button is selected for you); then continue with Step 3 below.*
- *On an **MLX** display telephone (except a **QCC**), press the **Feature** button, then select *AuthCode [Auth]* from the display or dial **80**; then continue with Step 3 below.*

*To enter an authorization code at any type of phone (except a **QCC**):*

1. Lift the handset or press the **Speaker** button. (You may first select an **ICOM**, **SA**, or **SSA** button.)
2. Dial **#80**.
3. Dial your authorization code, followed by **#**.
4. Dial the dial-out code (usually a **9**) for an outside call and then dial the phone number.
5. To make another call, put the call on hold or hang up, and repeat Steps 1–4.

## Barge-In

If a co-worker is on the phone or using Do Not Disturb, use Barge-In to reach that person in an emergency or if you have special instructions to interrupt. When the extension is busy, you hear a tone and Barge-In connects you to the call; if your co-worker is using Do Not Disturb, his or her telephone rings.

You cannot use Barge-In on the following:

- A conference call if the conference already has the maximum number of participants. (You hear a fast busy signal.)
- Telephones that have forwarded calls by using Coverage, Forward, or Follow Me. (You hear ringing at the extension you are calling.)
- Telephones that have Privacy in use. (You hear a fast busy signal.)
- Telephones that are being programmed. (You hear ringing at the extension you are calling.)
- Telephones that are in the process of dialing. (You hear a fast busy signal.)

*To use:*

Press the **Feature** button and select *Barge In*.

# Often-Used Features

## Camp-On

Use Camp-On to direct a call to a busy or unavailable inside telephone and have the call wait at the extension for a longer period of time than **Release** allows.

If the telephone is busy, the person to whom you directed the call hears a tone, signaling that another call is waiting. If the call remains unanswered, it returns to you or another operator for further handling.

*To camp on a busy extension, do one of the following:*

- Select **Camp On** from the Home screen.
- Press the **Feature** button and select **Camp On**.

Selecting the Camp-On feature completes directing a call. You can only do this when manually directing a call or with manual completion. (If you have automatic completion and use the DSS, the call does not camp on.)

**Note:** Do not use Camp-On if your system is equipped with a voice mail system.

## Inspect

The **Inspect** button displays information about calls on **Call** buttons or features on fixed-feature buttons. To use it, press the **Inspect** button and then press a **Call** or fixed-feature button. When you finish, press the **Home** button to leave Inspect mode.

With Inspect, you can:

- Press a **Call** button to view information about an incoming call, held call, or conference call.
- Press the **Pool Status** button to view the status of lines in all pools.
- On a DSS, press a **Page** button to view the first number in the range that is activated by the **Page** button.
- On a DSS, press a DSS button to view extension information.
- Press the **Alarm** button to view the status of system alarms.

## Follow Me

You can use the Follow Me feature when a co-worker is meeting with you or working at your desk, or to answer incoming calls to your co-worker's extension while he or she is away.

If Follow Me is activated and Delayed Call Forwarding is programmed for a forwarding extension, calls ring at the forwarding extension for the programmed number of rings (0–9) before being forwarded to your extension.

*To use Follow Me to answer calls that arrive at a co-worker's extension:*

1. Press the **Feature** button.
2. Select **Follow Me**.
3. Dial the co-worker's extension or press the DSS button.

*To cancel:*

1. Press the **Feature** button.
2. Select **CancelFollow**.
3. Dial the co-worker's extension, press the DSS button, or use the Extension Directory.

*To cancel all extensions at once:*

1. Press the **Feature** button.
2. Select **CancelFollow**.
3. Dial **\*.**

# Often-Used Features

## Night Service

Night Service is used to send after-hours outside calls to another telephone or telephones and/or calling group. Night Service can also be set up so that you have to enter a password before turning Night Service on or off.

If Night Service is not set up to turn on and off automatically, you must turn Night Service on when you leave for the night and turn it off when you start your day.

*To turn Night Service on or off:*

1. Press the **Night Service** button. This toggles the feature on and off. A green light indicates that **Night Service** is on.
2. Enter the password if required. You have one minute to enter the password or you must start the procedure again.

## Paging

Paging features allow you to page groups of individuals over their phone speakerphones or over the company's loudspeaker paging system (if there is one). Group Paging, Page All, Loudspeaker Paging, and paging zone numbers can be programmed on DSS buttons.

*To page over phone speakerphones, check with your system manager for Group Paging or Page All numbers, then:*

1. Press a **Call** button.
2. Lift the handset or use the headset.
3. Dial the Group Page or Page All extension number, **OR**  
Press the DSS button for one of these numbers.
4. Make the announcement and hang up.

*Ask your system manager whether Loudspeaker Paging is available, what the number for it is, and whether there are paging zones for different parts of your company. Then:*

1. Press a **Call** button.
2. Lift the handset or use the headset.
3. Select **Loudsprk Pg** from the Home screen.
4. Enter the paging system number. Dial the zone to be paged, if needed.
5. Make the announcement and hang up.

## Park

To use Park, you must have a DSS with extension numbers (881–888 range) programmed for park zones. Park allows you to hold a call when the recipient can't be located. Use Park with Pickup (p. 23) and Paging features so that you can locate a co-worker who needs to take a call or pick up a parked call. After a specific period set by your system manager, the parked call returns to your console or to that of another operator.

*To park a call and then page:*

1. While on a call, press the button programmed with a park zone. Skip the remaining steps if you do not plan to page.
2. Press a **Call** button and lift handset or use headset.
3. To page over telephone speakers, dial the Group Paging or Page All number or DSS button for that number,

### OR

Press **Home** button and select **Loudsprk Pg**, dial Loudspeaker Paging number or press DSS button for it. Then dial paging zone, if necessary.

4. Announce the call and park zone extension number where the call is held.

*To pick up a parked call:*

1. Press the **Home** button.
2. Select **Pickup**.
3. Press the park zone DSS button or dial the extension number where the call is parked. For details, see **Pickup**, p. 23.

# Often-Used Features

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## Pickup

Use Pickup to pick up a call:

- Parked by you or another operator in a park zone
- Parked at an extension by a co-worker
- Put on hold at an extension
- Ringing at a line or extension
- Ringing at an extension for a Pickup group of which you are a member (ask your system manager whether you are in a Pickup group).

If you pick up a call for a Pickup group, you do not need to know which extension in the group is receiving the call.

*To use Individual Pickup:*

1. Press the **Home** button.
2. Select *Pickup*.
3. Dial the extension number or press the DSS button for the extension.

### **OR**

Dial the line number where the call is ringing or press the DSS button for the line.

### **OR**

Press the DSS button for the park zone.

*To use Group Pickup:*

1. Press the **Home** button.
2. Select *Pickup Grp.*

## Position Busy

Use Position Busy when you want to prevent most calls from ringing at your console.

When you turn on Position Busy, the only calls that ring at your console are calls made directly to your extension number and calls that are sent to your extension from co-workers using the Forward and Follow Me features. All other calls go to another operator or to a telephone that is a member of a calling group programmed by the system manager to be a backup position.

**Note:** If no other operator position is available for backup and/or if there is no Position Busy backup programmed in your system, Position Busy does not work.

*To use Position Busy:*

1. Press the **Position Busy** button to turn on the feature.  
The green light next to the button goes on.
2. Press the **Position Busy** button again to turn off the feature.  
The green light next to the button goes off.

# Special Characters

When you program Personal Directory listings, you are storing a sequence of numbers to be dialed automatically. Some dialing sequences need special characters. For example, you press the **Hold** button to insert a pause (p) after the dial-out code in a dialing sequence. This way, the system is allowed to seize an outside line before dialing the number. A pause can also be used to separate a phone number from an extension number.

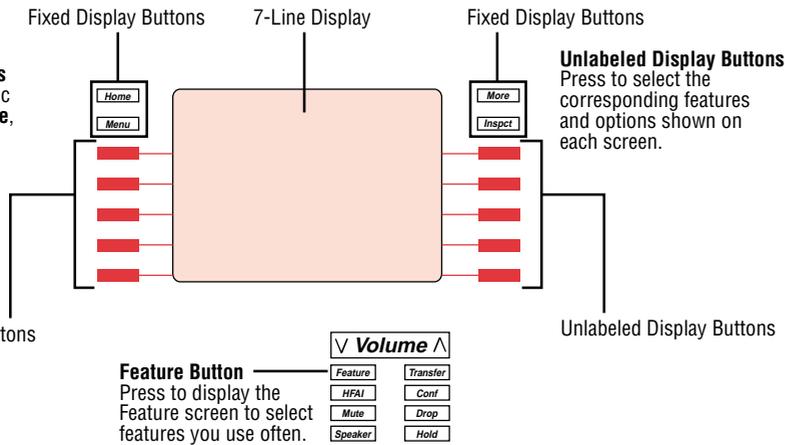
The following table describes special characters. Ask your system manager which special characters are needed and when to use them.

<b>Special Characters</b>		
<b>When You Press...</b>	<b>You See...</b>	<b>This Means...</b>
<b>Drop</b>	s	Stop. Halts dialing sequence to allow the system to respond.
<b>Hold</b>	p	Pause. Inserts 1.5-sec. pause in the dialing sequence. Multiple consecutive pauses are allowed.
<b>Conf</b>	f	Flash. Sends switchhook flash. Must be first entry in sequence.
<b>#</b>	<b>#</b>	End of Dialing. Use to signal end of dialing sequence or to separate grouped digits.

# Display Reference

## Fixed Display Buttons

**Fixed Display Buttons**  
Press to select specific display screens: **Home**, **Menu**, **More**, and **Inspct** (Inspect).



**Note:** If your company has Caller ID services and Caller ID is supported in a caller's area, an outside caller's phone number may appear on your display when an outside call comes in or is transferred to you. When caller information is not available because of the caller's local phone company or because the caller has blocked the service, you may see *No Caller ID*, *Out of Area*, or *Private*.

## Home Screen

The Home screen, as shown in the following illustration, is displayed when you're not using your console's features. Screen information changes when you receive or make a call and use features.

To return to the Home screen at any time, press the **Home** button.

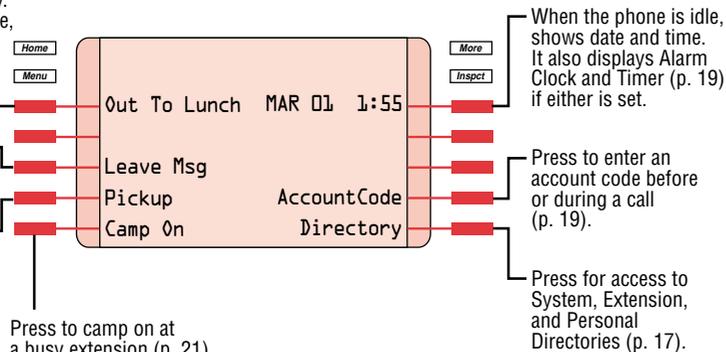
When the phone is idle, this screen shows a posted message, if any.

When a call comes in or is made, this screen shows the number called, name or number of the caller, or other call-handling information.

Press to leave a message for a user with a display phone (p. 16).

Press to pick up a call ringing at another extension or at a specific line, but not at your phone or to pick up a call parked at a parking zone (p. 23).

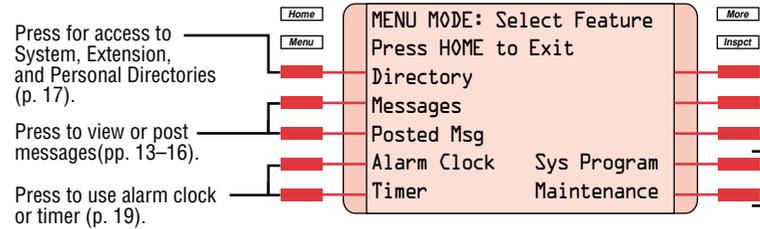
Press to camp on at a busy extension (p. 21).



## Menu Screen

The Menu screen lists features and functions you can use only through your display. Calling information is not shown on the Menu screen. You can make and receive calls while in Menu mode, except when using the Alarm Clock or Personal Directory features. You can also use Menu features while you are on a call.

To select a feature from the Menu screen, press the unlabeled display button next to it. To return to the Home screen, press the **Home** button.



If your console is set up for system programming and maintenance, **Sys Program** and **Maintenance** are shown on the right side of the Menu screen. If you have not been trained or are not familiar with these features, see your system manager.

## Inspect Screen

The Inspect screen has five functions:

- To display information about **Call** buttons and fixed-feature buttons
- To enable you to view the status of system alarms and the number of busy trunks in a pool
- To display the extension and message status of DSS buttons
- To display Busy/Do Not Disturb status using DSS buttons
- To view call-handling information when you're on a call, have other calls on hold, or are on a conference

You cannot inspect information about dedicated feature buttons, the unlabeled display buttons, or the fixed display buttons. If you are in Inspect mode and you press **Home**, **Menu**, or a dedicated feature button, your console is no longer in Inspect mode.

## Inspecting a Fixed-Feature Button

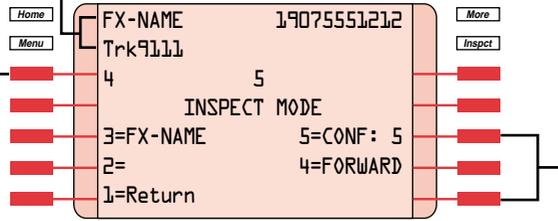
To view fixed-feature button information, press the **Inspct** button, then press a feature button.

- For **Start**, **Headset/Handset Mute**, **Send/Remove Message**, **Position Busy**, **Release**, **Headset Status**, **Night Service**, **Cancel**, **Join**, **Headset Auto Ans**, or **Forced Release**, the feature name appears on the display.
- For either **Source** or **Destination**, when a call is on hold on the button, the button name and calling information about the held call appear.
- For **Alarm**, the display shows the number of alarms in your system.
- For **Pool Status**, the number of trunks in each pool and the number of trunks in use appear.

# Display Reference

## Inspecting a Call Button Screen

Complete calling information about the call on the specific button you're inspecting.



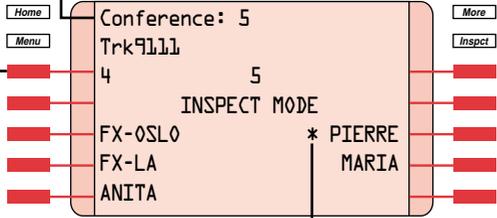
The number of calls waiting in your queue (first number) and the number of calls waiting in the system queue (second number).

Abbreviated information about the call on each **Call** button. (The numbers correspond to the numbers on the **Call** buttons.)

## Inspecting a Conference Screen

Press the **Call** button where the conference is taking place to display conference information.

The number of people on the conference call.

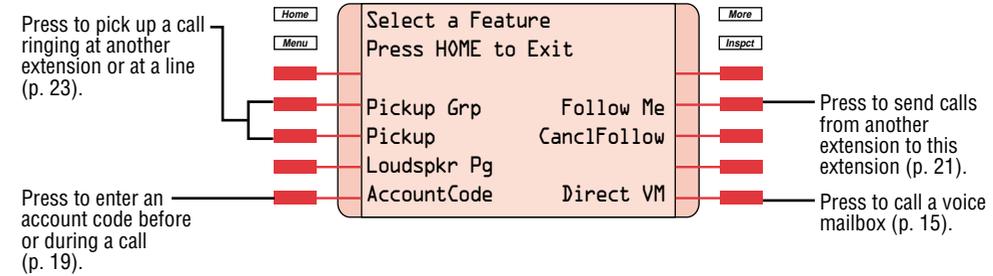


The number of calls waiting in your queue (first number) and the number of calls waiting in the system queue (second number).

Indicates the call that will be dropped when the **Drop** button is pressed.

## Feature Screen

The Feature screen provides quick access to the features used most often. As you handle operator tasks, the Feature screen tells you which features are available to help you. The features on this screen change depending on your tasks.



Feature Screen Options		
Your Console	Feature Displayed	Display
Is not busy or has an inside dial tone	Group Pickup Pickup Loudspeaker Page Account Code Follow Me Cancel Follow Me Direct Voice Mail	<i>Pickup Grp</i> <i>Pickup</i> <i>Loudspkr Pg</i> <i>AccountCode</i> <i>Follow Me</i> <i>CancelFollow</i> <i>Direct VM</i>
Has reached a busy extension	Barge-In Leave Message Camp-On	<i>Barge In</i> <i>Leave Msg</i> <i>Camp On</i>
Is ringing at an extension or connected to an inside call	Leave Message Barge-In Camp-On Direct Voice Mail	<i>Leave Msg</i> <i>Barge In</i> <i>Camp On</i> <i>Direct VM</i>
Is connected to an outside line	Camp-On Account Code Follow Me Cancel Follow Me Direct Voice Mail	<i>Camp On</i> <i>AccountCode</i> <i>FollowMe</i> <i>CancelFollow</i> <i>Direct VM</i>

# Notes & Reminders

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## Account Code Entry

- Required
- Optional

## Queue Over Threshold

- No
- Yes, give number of calls in queue for alert \_\_\_\_\_

## Night Service

- No
  - Yes
- Automatic On/Off
- No
  - Yes
- Password
- No
  - Yes

## Automatic Hold/Release

- Automatic Hold
- Automatic Release

## Park Zones

- No
- Yes, list extensions  
\_\_\_\_\_  
\_\_\_\_\_

## Calls-In-Queue

(Tone when calls enter your queue.)

- No
- Yes

## Delayed Call Forwarding

- No, (0 rings)
- Yes, number of rings Forwarding is delayed (1–9 rings) \_\_\_\_\_

## Automatic/Manual Completion

- Automatic Completion
- Manual Completion

## Automatic Hold/Release

- Automatic Hold
- Automatic Release

## Pools

- No
- Yes, list numbers  
\_\_\_\_\_  
\_\_\_\_\_

## Direct Station Selector

- No
- Yes

Page 1 range \_\_\_\_\_ to \_\_\_\_\_

Page 2 range \_\_\_\_\_ to \_\_\_\_\_

Page 3 range \_\_\_\_\_ to \_\_\_\_\_

## Dial-Out Code

- No
- Yes, code \_\_\_\_\_

## QCC Backup

- No
- Yes, calling group \_\_\_\_\_

## Voice Announce

- Enabled
- Disabled

# Notes & Reminders

## PAGING NUMBERS

Paging Group(s)	No.	Loudspeaker Paging	No.
		Line Number	
		Zone 1	
		Zone 2	
		Zone 3	
Page All		Zone 4	

## COVERAGE/PICKUP/CALLING GROUPS

Group Name	No.	Group Name	No.

## ADDITIONAL NUMBERS

Name	No.	Name	No.