



PARTNER[®] Plus
Communications System
Release 3

Programming and Use

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Notice

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

Federal Communications Commission (FCC) Interference Notice

This equipment has been tested and found to comply with the limits of a Class A digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will have to correct the interference at his or her own expense. For additional FCC information, see Appendix C of this book.

Canadian Emissions Requirements

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le present appareil numerique n'emet pas de bruits radioelectriques depassant les limites applicables aux appareils numeriques de la classe A prescrites dans le Reglement sur le brouillage radioelectrique edicte par le ministere des Communications du Canada.

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Warranty

AT&T provides a limited warranty to this product. Refer to "AT&T Limited Warranty and Limitation of Liability" in Appendix B of this book.

Ordering Information

The order number for this book is 518-455-212. To order additional books, call 1 800 432-6600 in the U.S. and 1 800 255-1242 in Canada. For more information on how to order this and other system reference materials, see "Reference Materials" in the section entitled "About This Book." For information on ordering replacement parts, accessories, and other compatible equipment, refer to "Product Ordering Information" in Appendix B.

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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About This Guide

Purpose

This guide is intended for the system manager. It explains what the PARTNER® Plus Communications System can do, provides instructions for programming and using the system, and shows you how to get the most out of its many features and capabilities.

How to Use This Guide


For advice and instructions on the following topics, refer to the appropriate chapter:

- **Getting Acquainted.** Chapter 1 provides an overview of the system. Read it to familiarize yourself with hardware components and system features.
- **Programming the System.** You can change your system's settings easily to accommodate new or expanding needs. Chapter 2 provides general information for programming the system and telephones, while Chapter 5 provides detailed instructions for programming specific system features.
- **Training Co-Workers.** Chapter 3 explains how system and standard phones work with the system. To help train co-workers on telephone basics, you can share this information with them. Also, give each telephone user a *Quick Reference* card and a filled-in copy of the "Speed Dial" form from the *System Planner*.
- **Using Auxiliary Equipment.** The system supports a wide variety of auxiliary equipment, including fax machines, modems, answering machines, credit card scanners, and call reporting devices, Chapter 4 provides advice on setting up these devices to work effectively with the system.

-
- **Daily Operation.** Depending on how your system is set up, you may need to oversee some of the system's daily operations. For example, if your system is programmed to use the Night Service feature, you will need to turn on Night Service at the end of each day before leaving the office. Reference information on all features, including descriptions and instructions for using each feature, is provided in Chapter 5.
 - **Solving Problems.** Chapter 6 provides information on solving problems if your system or telephones malfunction.

Once you are experienced with the system, use the table of Contents or Index to locate the information you need.

Product Safety Statements

Product safety statements are identified in this guide by a .



CAUTION:

Indicates the presence of a hazard that will or can cause minor personal injury or property damage if the hazard is not avoided.



WARNING:

Indicates the presence of a hazard that can cause severe or fatal personal injury if the hazard is not avoided.

Reference Materials

In addition to this guide, the following materials are available (the order numbers are in parentheses):

- *System Planner* (518-455-214) provides the forms needed to plan and record how your system and telephones are to be programmed.
- *Installation* (518-455-213) provides instructions for installing the system.
- *Quick Reference for Use with MLS-Series Telephones* (518-455-252) contains basic instructions for using system phones.
- *MLC-6 Cordless Telephone: Installation and Troubleshooting* (999-506-143) explains how to install and use the MLC-6 cordless telephone.
- *MLC-6 Cordless Telephone Quick Reference: Display and Controls* (999-506-146) contains basic instructions for using the MLC-6 cordless telephone.

To order these materials, call the AT&T Customer Information Center:

In the continental U.S.: 1 800 432-6600

Outside the continental U.S.: 1 800 255-1242

How to Comment on This Guide

A feedback form is located at the end of this guide, after the appendixes. If the form is missing, send your comments and recommendations for changes to A. Sherwood, AT&T, 99 Jefferson Road (Room 2A-25), Parsippany, NJ 07054 (FAX 201 887-6898).

Overview

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Important Safety Instructions

Always follow these basic safety precautions when using the system:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Never spill liquid on the product or drop objects into the ventilation slots and openings. Doing so may result in serious damage to the components.
4. Repair or service must be performed by a qualified repair person.
5. The product is provided with a three-wire grounding type plug. This is a safety feature. **DO NOT** defeat the safety purpose of the grounding type plug. **DO NOT** staple or otherwise attach the AC power supply cord to building surfaces.
6. **DO NOT** use the product near water or in a wet or damp place (such as a wet basement).



CAUTION

DO NOT block or cover the ventilation slots and openings. They prevent the product from overheating. DO NOT place the product in a separate enclosure unless proper ventilation is provided.

SAVE THESE INSTRUCTIONS

Overview

1

Features and Capabilities

The following list provides an overview of the system's features:

- Full line of MLS- and MLC-model system phones, providing access to multiple lines from a single phone at each extension.
- Programmable buttons on system phones, providing one-touch access to system features simply by pressing the button.
- Direct connections for industry-standard devices—including most standard phones, fax machines, answering machines, modems, and credit card scanners.
- Intuitive operation of basic call handling capabilities including transfer, conference, and hold.
- Intercom (inside) calling to other system extensions using an Intercom button and the two-digit number assigned to the extension. Users can either ring an extension or voice signal an extension using a system phone's speaker.
- Easy-to-use programming procedures, making it easy for you to manage your system and telephones. System display phones provide feedback during programming.
- Modular connections to the control unit, making it easy for you to reconfigure your system or to add lines and/or extensions as your system grows.
- Flexible dialing restrictions and permissions so you can control telephone activity and phone bills.
- Group assignment of extensions for flexibility in directing and answering calls.
- Support for Centrex or PBX operation with shared lines—including one-touch dialing of feature access codes on system phones.

-
- Power failure operation with standard phones, allowing you to make and receive calls during a power failure while retaining programmed equipment settings for up to four days. (An optional Uninterruptible Power Supply, or UPS, is also available to allow full equipment operation during a power failure.)
 - Two system programming extensions, giving you the opportunity to set up and maintain the system from one programming extension without interrupting call activity at the other programming extension—usually the receptionist's extension.
 - Optional equipment support, including doorphones, hotline phones, loudspeaker paging systems, music on hold*, call reporting (often referred to as Station Message Detail Recording or SMDR) devices, automated attendants, and extra alerts.

System Components

Modular hardware design makes the system easy to install and expand. Figure 1-1 shows an example of system components.

Control Unit

The *control unit* is the heart of the system; it includes a *backplane* and a *cover*, and it houses the *system modules*.



WARNING:

There are no customer-serviceable components inside the system modules or backplane. There are hazardous voltages within that can cause severe or fatal personal injury. DO NOT OPEN THE MODULES.

System Modules

The following system modules can be installed in your system:

- **Processor Module** provides the software intelligence that controls the system's features. It has jacks for a music-on-hold audio source, a loudspeaker paging system, and a call reporting (SMDR) device, such as a printer.
- **206 Module** has jacks to connect a maximum of two outside telephone lines and six extensions to the system. You can connect telephones and other telecommunications devices (such as fax machines or modems) to the extension jacks (either directly or through your building's modular wall jacks). Each 206 module has a green power indicator that shows it is receiving power. *The system requires at least one 206 module.*

* If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a license from a third party such as ASCAP or BMI. Or, you can purchase a Magic on Hold® system from AT&T, which does not require you to obtain such a license.

- 400 Module** is similar to the 206 module, but without extension jacks. It has four outside line jacks. This module is an inexpensive way to add lines when you do not need more extensions. *(If you are upgrading from a PARTNER Communications System or a previous release of a PARTNER Plus Communications System, you can still use its 200 modules, each providing two line jacks.)*

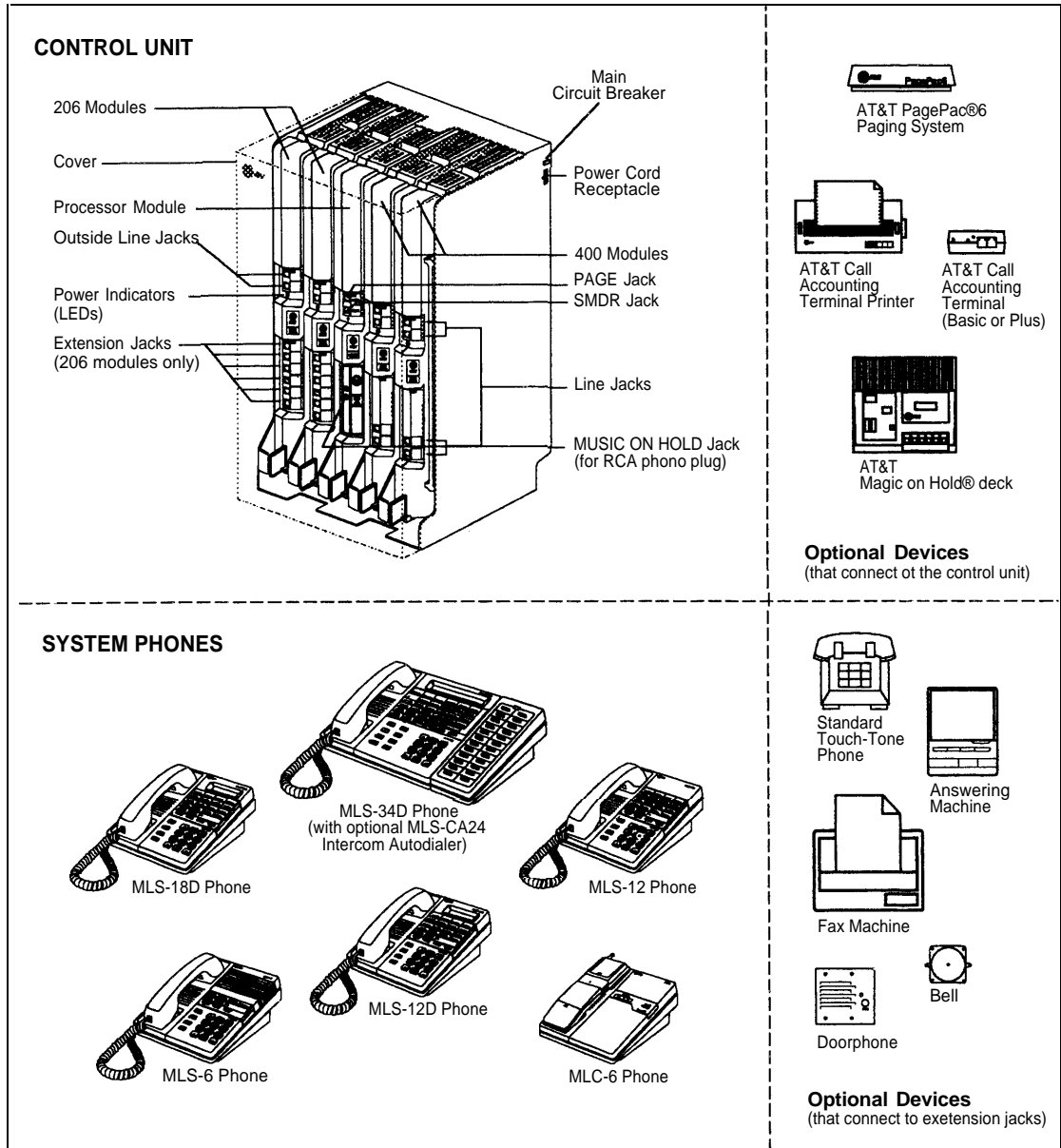


Figure 1-1. Sample System Components

System Capacity

The combination of 206 and 400 modules installed determines the number of available lines and extensions. The system allows up to 12 lines and up to 24 extensions; however, these cannot be achieved simultaneously:

- For maximum *line* capacity (12 lines), install two 206 modules and two 400 modules. This arrangement allows up to 12 extensions.
- For maximum *extension* capacity (24 extensions), install four 206 modules. This arrangement allows up to 8 lines.

Telephones

System Telephones

This guide refers to AT&T telephones specifically designed to work with the PARTNER Plus system as *system phones*. These include the MLS-34D™, MLS-18D™, MLS-12D™, MLS-12™, MLS-6™, and MLC-6 model telephones.

System phones make maximum use of the system's features. The number in each model name indicates the number of buttons with status lights (*including* the two [*Intercom*] buttons). These buttons (*excluding* the two [*Intercom*] buttons) can be used for outside lines, Auto Dial numbers, or programmable features. If the phone has a display, indicated by a "D" in the model name, users will receive messages and prompts when making calls and programming. (More information about the display is provided in Chapter 5.)

In addition, system phones have several buttons in common: volume control buttons, and the [*Feature*], [*Conf*], [*Transfer*], and [*Hold*] buttons. Table 1-1 summarizes system phone features.

Table 1-1. System Phones

	MLS-34D	MLS-18D	MLS-12D	MLS-12	MLS-6	MLC-6
Total Number of Programmable Buttons	32	16	10	10	4	4
Number of Buttons with Status Lights	34	18	12	12	6	6
Display	✓	✓	✓	—	—	—
Speaker	✓	✓	✓	✓	✓	—
Microphone	✓	✓	✓	✓	—	—

A system display phone is required for system programming. Make sure that the programming phone is as large as the largest phone in the system, because an MLS-12D or MLS-18D *cannot* program an MLS-34D. Similarly, an MLS-12D *cannot* program an MLS-18D.

Standard Telephones

You can also use industry-standard single-line rotary or touch-tone telephones, including feature phones with built-in feature buttons and lights, with the system. This guide refers to such telephones as *standard phones*. AT&T-certified standard phones, such as the 8110, are recommended. "Industry-Standard Devices" in the following section provides more information on standard phones.

Auxiliary Equipment

You can connect many types of telecommunications devices to your system without expensive adapters or additional phone lines.

Industry-Standard Devices

Many *industry-standard, single-line* devices will work with the system regardless of the manufacturer:

- Touch-tone, rotary, and cordless telephones (such as those you might have in your home)
- Fax machines
- Answering machines
- Modems
- Credit card scanners

Limitations

The following limitations apply to an industry-standard device:

- It must be non-proprietary. That is, it cannot be made specifically for use on a particular telephone system. (For example, you cannot connect an AT&T MERLIN® phone because it is specifically designed for use on a MERLIN system.)
- Its Ringer Equivalence Number (REN*) cannot be greater than 2.0. (The REN is shown on a label on the device, usually on the bottom.)
- You can connect a multiple-line device to the system, but for best results it should be installed and used as if it were a single-line device.

Connecting and Using Standard Devices

You can connect a standard device so that it is on an extension by itself, or so that it shares an extension with another piece of equipment (either another standard device or a system phone) as long as the REN of the two devices together does not exceed 2.0. For example, you can connect a standard phone and an answering machine to the same extension. An extension with two devices connected to it is called a *combination extension*. The *PARTNER Plus Communications System Installation* guide provides installation instructions. (Information about programming and using many of the standard devices is in Chapter 4 of this guide.)

* REN is a measure of the power it takes to ring a phone. The typical home phone line handles 4.0–5.0 RENs; each extension jack in your system handles up to 2.0 RENs. The REN for a system phone is 0.0.

Other Devices

In addition, you can connect the following devices to your system:

- **Call Assistant™ Intercom Autodialers with Busy Indication** (Model MLS-CA24) allow the users at extensions 10 and 11 to see which extensions are busy and to automatically dial or transfer calls to other extensions.
- **Doorphones** allow visitors to ring any number of extensions at once by pressing a button on the doorphone; the person who answers a doorphone call can then speak with the visitor at the doorphone.
- **Automated attendants** answer calls and route them to appropriate extensions based on user responses to recorded messages.
- **Loudspeaker paging systems** allow users to broadcast a message over a large area.
- **Music-on-hold systems** allow you to play recorded music to callers while they are on hold.
- **Call accounting devices** allow you to print or to store and analyze call reports.
- **Extra alerts** are strobes, lights, chimes, horns, or bells that light or ring when calls come in to alert users. For example, you can use an audible alert (chime, horn, or bell) to replace a phone ring in a noisy area, such as a factory. Similarly, you can use a visual alert (strobe or light) to replace a phone ring in a quiet area, such as a library.
- **Speakerphones** can be combined with MLS-model phones or standard phones in conference rooms or offices, to provide an inexpensive way for people at a meeting to conference in other parties. (MLS-model phones have built-in speakers, but they are designed for individual—not group—use.)
- **Headsets** allow users to hold private, hands-free conversations.
- **Handsets for hard-of-hearing users** allow even more amplification than is provided by the volume controls on system phones.
- **In-Range Out-of-Building (IROB) protectors** are required to prevent electrical surges from damaging your system when phones are installed in another building, but on the same continuous property.
- **Electromagnetic Interference (EMI) filters** allow you to block "noise" generated by a nearby radio station, as well as most electrical devices.
- **Caller ID display units** can display information on incoming calls, on lines that support Caller ID service. (To get Caller ID information, you must subscribe to this service from your local telephone company.)

Most of these devices can be ordered through AT&T—see "Product Ordering Information" in Appendix B for details.

Refer to the manufacturer's instructions packaged with the device for installation and usage information. In addition, the *PARTNER Plus Communications System Installation* guide provides general guidelines for installation. Chapter 4 provides information on setting up devices to work with the system.

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Programming

2

Overview

After the system hardware is installed as described in the *PARTNER Plus Communications System Installation* guide, you can customize the system and individual telephones. This chapter explains how to use *programming* to accomplish that.

There are two types of programming:

- **System Programming** allows you to customize the system to meet the needs of your business. When the system is first installed, it uses factory settings that reflect the most commonly used options. You can change system settings as needed.

You can perform System Programming from either extension 10 or 11. Because an extension cannot be in program mode and handle calls at the same time, you can program from extension 11 while the receptionist at extension 10 continues to handle calls.

- **Telephone Programming** allows telephones to be customized to meet individual users' needs. Individual telephones can be programmed either from extension 10 or 11 (called *Centralized Telephone Programming*), or from a user's extension using a system phone (called *Extension Programming*).

A system display phone is *required* for System and Centralized Telephone Programming. Make sure, however, that the programming phone is as large as the largest phone in the system, because an MLS-12D or MLS-18D *cannot* program an MLS-34D. Similarly, an MLS-12D *cannot* program an MLS-18D.

This chapter provides general information on the programming procedures you use to accomplish a specific task. Detailed descriptions and step-by-step programming instructions for each procedure are provided in Chapter 5. Brief summaries of all programming procedures are on the inside back cover of this book.

Hardware Considerations

Programming procedures use line and extension numbers. The line number represents the line jack on a 206 or 400 module that the outside line is connected to. Similarly, the extension number represents the extension jack on a 206 module to which the system phone or standard device is connected.

For each 206 module, the system assigns two lines and six extensions; for each 400 module, the system assigns four lines. The system numbers lines and extensions consecutively. Figure 2-1 shows the numbering scheme—01 through 12—for a system with maximum lines. Figure 2-2 shows the numbering scheme—10 through 33—for a system with maximum extensions. However, your system can have any number of lines and extensions up to the maximum.

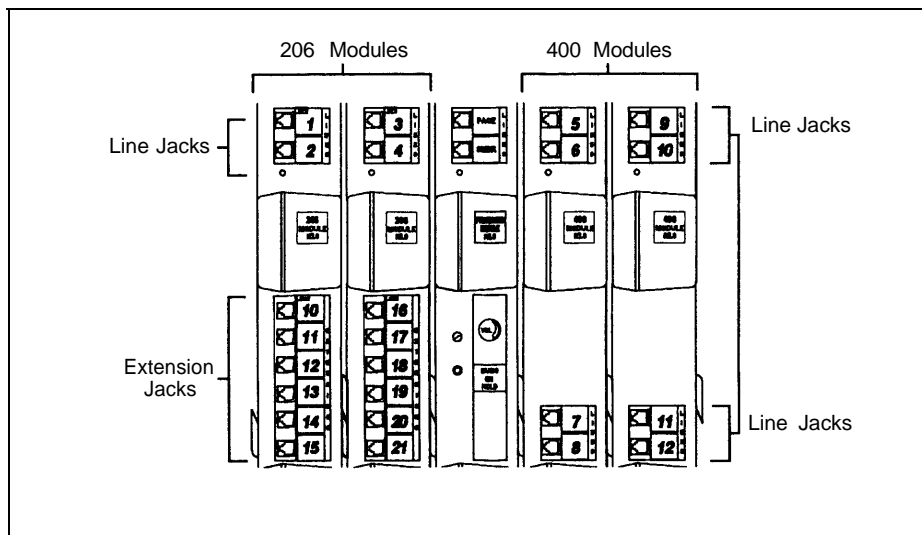


Figure 2-1. Maximum Lines

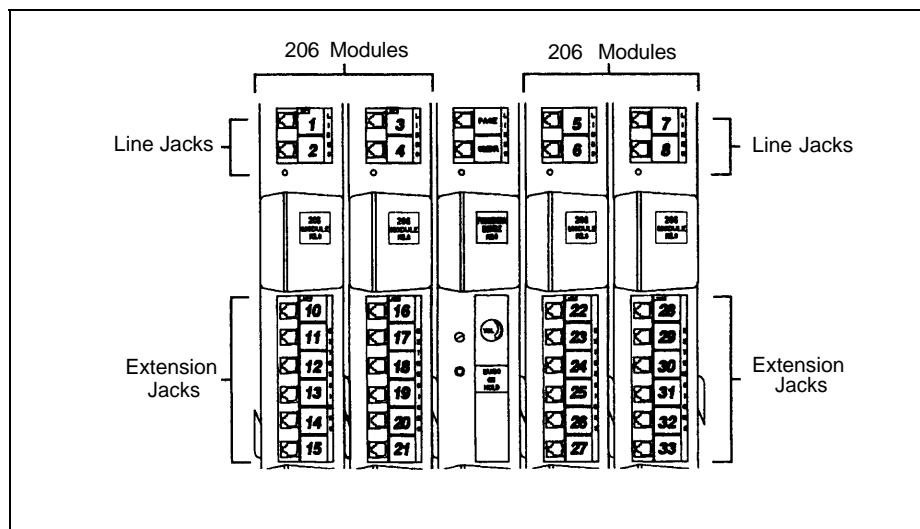


Figure 2-2. Maximum Extensions

Initial System Setup

After the control unit is installed, you set up the system using a combination of system *and* telephone programming procedures. System Programming procedures are identified by a code (# and three digits); Telephone Programming procedures are identified by the feature name only.

Use the *System Planner* as a guide when programming. The following sections provide an overview of the procedures you use for initial system set up. See Chapter 5 for more information on specific procedures.

Other programming procedures are optional, but strongly recommended to make the most of your investment. (See "System Programming Options" and "Telephone Programming Options" later in this chapter for details.)

Setting the System Clock

After installing system hardware and supplying power to the control unit, set the system clock. Use the following procedures:

- **System Date (#101)** to set the month and day.
- **System Day (#102)** to set the day of the week.
- **System Time (#103)** to set the hour and minutes.

Assigning Lines

For initial setup *only*, use **Number of Lines (#104)** to specify the number of lines that will be assigned to all system extensions. Then use the following procedures as needed:

- **Dial Mode (#201)** to identify any rotary lines (the default for all lines is "touch-tone").
- **Line Assignment (#301)** to assign lines to specific extensions (if the line was not assigned using the Number of Lines procedure), to remove lines from some extensions, or to change the button used to pick up a line at a specific extension.
- **Line Ringing** (Centralized Telephone Programming) to specify when the line will start ringing at each extension that has the line. For additional information on line ringing options, see "Programming a Receptionist's Phone" later in this chapter.
- **Automatic Line Selection** (Centralized Telephone Programming) to specify the order in which the system tries to select an available line (intercom or outside) for an outgoing call, when a user at the extension lifts the handset or presses [*Spkr*] to make a call without first selecting a specific line button.
- **Line Access Restriction (#302)** to limit an extension's access to the line.

Customizing Extensions

The following procedures can be used to customize an extension:

- **Display Language (#303)** to specify the language (English, French, or Spanish) to be used for messages that appear on a system display phone.
- **Automatic Extension Privacy (#304)** to prevent other extensions with the same line from joining a call at the extension. This feature is also useful for extensions connected to a modem, fax, or any device whose function can be disrupted by someone trying to join it.
- **Pickup Groups (#501), Calling Groups (#502), Night Service Group (#504), and Hunt Groups (#505)** to place the extension in any of these groups.
- **Forced Account Code Entry (#307)** to prevent the extension from making an outside call until a required account code is entered.
- **Outgoing Call Restriction (#401)** to prevent the extension from making certain types of outgoing calls (on *all* system lines).
- **Disallowed List Assignments (#405)** to assign one or more Disallowed Phone Number Lists to the extension. Use **Disallowed Phone Number Lists (#404)** to create the lists of outside numbers that extensions *cannot* dial.
- **Allowed List Assignments (#408)** to assign an Allowed Phone Number List to the extension. Use **Allowed Phone Number Lists (#407)** to create a list of outside numbers that otherwise restricted extensions *can* dial.
- **Fax Machine Extensions (#601), Doorphone 1/2 Extensions (#604/#605), Doorphone Alert Extensions (#606), or AA/VMS Extensions (#607)** to identify the extension as one of these equipment types.

"Setting Up Auxiliary Equipment" later in this chapter provides an overview of the procedures you use for setting up devices, such as hotline phones, automated attendants, and call reporting devices. Also, Chapter 4 provides detailed information and example applications for auxiliary equipment.

Copy Settings

The recommended way to set up your system is to program one extension for each *type* of phone in the system, and then use **Copy Settings (#399)** to program other phones of the same type. For example, you can program one MLS-12D phone and then copy its settings to any other extensions that have MLS-12D or MLS-12 phones. See "Copy Settings" in Chapter 5 for a list of the programmed settings that are copied.

Changing Settings after Installation

As your business grows or changes, you will probably need to change the way your system was originally programmed. This section provides some examples and lists the procedures you would use to change settings after installation. For specific details on a procedure, refer to the procedure name in Chapter 5

Changing the System Clock

You may need to change the system clock for daylight saving time, after a prolonged power failure, or after a system reset. Use **System Date (#101)**, **System Day (#102)**, and **System Time (#103)** to set the current date, day, and time.

Adding New Lines

If you add an outside line to your system, you may need to adjust some line settings. In particular, use **Dial Mode (#201)** if the new line is a rotary line, **Line Assignment (#301)** to assign the line to specific extensions, **Line Ringing** (Centralized Telephone Programming) to specify when the line will start ringing at each extension that has the line, and **Line Access Restriction (#302)** to limit an extension's access to the line

IMPORTANT:

Do not use **Number of Lines (#104)** if you add lines to the system *after* initial setup, because it changes **Line Access Restriction (#302)**, **Automatic Line Selection**, **Line Ringing**, and **Hold Disconnect Time (#203)** for existing lines back to factory settings. To change line assignments without affecting other settings, use **Line Assignment (#301)**.

Adding New Extensions

If you add an extension to your system, you can probably use **Copy Settings (#399)** to copy the settings of an existing extension. If you wish to further adjust a new extension's settings, see "Customizing Extensions" earlier in this chapter.

Swapping Extensions

If a user changes physical locations but wants to keep the same extension number, you can make the change easily by swapping modular connections at the control unit.

For example, if the users at extensions 29 and 32 switch offices, you can disconnect the modular plug from extension jack 29 in the control unit, and reconnect it at extension jack 32. Likewise, unplug the wire that was connected to extension 32 and reconnect it at jack 29. Then, the users can take their respective phones to their new location to keep the same extension number and retain the phone's programmed settings.

Changing Settings to Support PBX or Centrex Services

This section applies only if you use PBX or Centrex services with your system.

- PBX services are provided by a private telephone switch.
- Centrex services are provided by your local telephone company from a Central Office (CO) outside your premises. These services include the Centrex lines connected to your control unit modules and some set of features—such as hold, conference, or transfer—that are available on those lines. Centrex services may be offered in your area under a different name. For specific Centrex features to be available to you, your company must subscribe to those features. The names of the features provided by your local telephone company may be different from the names used in this guide. For specific information on using Centrex, see the Centrex documentation provided by your local telephone company.

Some of the issues you should consider when setting up your system to work effectively behind a PBX or Centrex system are discussed below. Chapter 5 explains how to use the programming procedures discussed here.

Recall Setting

To set up your equipment to work properly with a PBX or Centrex system, first set **Recall Timer Duration (#107)** to match the setting used by your PBX or Centrex system (usually 800 msec., or "32"). This setting affects the length of a Recall signal sent by the control unit to access Centrex services.

Dialing Restrictions

Outgoing Call Restriction (#401) enables you to limit an extension's dialing to "inside calls only" (using the *[Intercom]* buttons on MLS-model phones) or to "inside and local calls only" (allowing calls within the PBX or Centrex system and local calls outside the PBX or Centrex system). However, if users in your system use a dial-out code (9 on most PBX or Centrex systems) before dialing numbers outside the PBX or Centrex system, the equipment will not be able to prevent toll calls for extensions restricted to "inside and local calls only" (unless you use Disallowed Phone Number Lists to prevent dialing to specific classes of numbers).

If your PBX or Centrex system includes dialing restrictions, use those instead of the equipment restrictions. If you have PBX or Centrex dialing restrictions on a line and also program equipment restrictions, both the PBX or Centrex system and equipment restrictions apply. However, equipment dialing permissions will *not* override PBX or Centrex system restrictions.

Speed Dial and Auto Dial Numbers

When you program numbers outside the PBX or Centrex system as Speed Dial and Auto Dial numbers, include the PBX or Centrex system dial-out code (if any), followed by a pause, in the stored number.

Standard Phones

For extensions with standard phones, set **Automatic Line Selection** (Centralized Telephone Programming) to "intercom first." This enables standard phones to access equipment features, including intercom calling. When users lift the handsets on standard phones, they hear intercom dial tone. To access a PBX or Centrex line, they must dial 9.

System Programming Options

This section discusses programming options that involve multiple procedures (such as dialing restrictions and auxiliary equipment settings), as well as features that can be used throughout your system (such as Speed Dialing). You can use a combination of programming procedures to set up your system to operate most efficiently, taking into account your company's telephone service, personnel, and equipment, as well as the special needs of particular departments. This section lists the procedures you can use; for details on using a particular procedure, refer to the procedure name in Chapter 5.

Dialing Restrictions and Permissions

The system has several procedures for restricting telephone use, and several for overriding those restrictions. You can use any combination of these procedures to design a system that meets your needs. Tables 2-1 and 2-2 summarize available dialing restrictions and permissions.

When a user makes a call, the system checks the number dialed against all the dialing restrictions that apply to the extension making the call. When the number dialed passes a restriction, it goes to the next one, if necessary. When a number violates a restriction, the call is stopped and the user hears a *reorder tone* (fast busy signal).

While procedures that restrict dialing are very effective, absolute protection against misuse cannot be guaranteed. System phones give more protection than standard phones. Therefore, we strongly recommend that you install system phones where restricting phone use is important.

Restricting Access to Outside Lines

A user can access a line either by pressing a button on the phone or by dialing a feature code (Direct Line Pickup). If you do not want a user to access a specific outside line, you can use **Line Access Restriction (#302)** to control an extension's access to a certain line (whether the line is assigned to the extension or not).

NOTE:

If **Forced Account Code Entry (#307)** is programmed for an extension, that extension will be required to enter an account code *before* dialing an outside number—even those on the Emergency List—on *all* of the lines assigned to the extension.

Controlling Calls on Outside Lines

When an extension is allowed access to an outside line, you can use the following procedures to control calling:

- **Outgoing Call Restriction (#401)** controls calling for *all* lines available on an extension.
- **Disallowed Phone Number Lists (#404)** creates up to four lists of numbers that cannot be dialed. After creating Disallowed Phone Number Lists, use **Disallowed List Assignments (#405)** to assign one or more lists to a specific extension.
- **Night Service with System Password (#403)** restricts users at extensions in the Night Service group from dialing outside phone numbers (except Emergency numbers and Marked System Speed Dial numbers) unless the password is entered first.

Overriding Dialing Restrictions

The following programming procedures provide ways to override all dialing restrictions, provided the user has access to an outside line:

- **Emergency Phone Number List (#406)** defines a list of up to ten numbers that can be dialed from any extension. A typical number is 911.
- **Marked System Speed Dial Numbers** are specially marked System Speed Dial Numbers that a user can dial automatically by pressing [*Feature*] (or [#] on a standard phone), followed by a two-digit code.
- **System Password (#403)** creates a password that, when entered at any MLS-model phone (not an MLC-6 or standard phone), overrides dialing restrictions for the duration of a call.

To override all dialing restrictions, except **Line Access Restriction** and **Night Service with System Password**, use **Allowed Phone Number Lists (#407)**. Use **Allowed List Assignments (#408)** to assign one or more lists to an extension.

Summary

Tables 2-1 and 2-2 summarize the available dialing restrictions and permissions, showing how they can be combined in a variety of ways to customize an extension's dialing privileges.

Table 2-1. Settings that Restrict an Extension's Access to a Specific Line

Type of Restrictions or Permissions for the Extension	Setting for Line Assignment (#301)	Setting for Line Access Restriction (#302)
Can receive and place intercom (inside) calls only	No outside lines* "assigned"	"No access" for all lines
Cannot use a specific outside line	Outside line "not assigned"	"No access" for that line
Can only monitor call activity and pick up held calls on a specific line	Outside line "assigned"	"No access" for that line
Can only receive calls on a specific line	Outside line "assigned"	"Incoming only" for that line
Can only place outgoing calls on a specific line	Outside line* may be "assigned"	"Outgoing only" for that line

Table 2-2. Settings that Restrict an Extension's Dialing Once It Gets an Outside Line

Type of Restrictions or Permissions for the Extension	Setting for Line Assignment (#301)	Setting for Line Access Restriction (#302)	Setting for Outgoing Call Restriction (#401)	Setting for Disallowed Phone Number Lists (#404)
Can place intercom and local calls only (and can answer any call)	Outside line* may be "assigned"	"No restriction"	"Local only"	Any local numbers the extension should not dial
Can place intercom, local and long-distance calls (and can answer any call)	Outside line* may be "assigned"	"No restriction"	"No restriction"	Any local and long-distance numbers the extension should not dial

* If a line is not assigned to the extension, a user can use Direct Line Pickup to access the line. Emergency numbers, Marked System Speed Dial numbers, Allowed Phone numbers, and numbers dialed using the System Password override all dialing restrictions if a user has access to an outside line to place the call. If Forced Account Code Entry is programmed for an extension, the user must enter an account code before accessing an outside line.

Setting Up Groups of Extensions

You can set up four types of extension groups:

- **Pickup Group Extensions (#501)** assigns extensions to up to four Pickup Groups. A Pickup Group lets any user in the system answer outside calls for any extension in that group.
- **Calling Group Extensions (#502)** assigns extensions to up to four Calling Groups. A Calling Group lets users ring or page all extensions in that group simultaneously.
- **Hunt Group Extensions (#505)** assigns extensions to up to six Hunt Groups. A Hunt Group lets users ring or voice signal the first available (non-busy) extension in that group. If an extension does not answer, the call tries each available extension in turn until the call is answered.
- **Night Service Group Extensions (#504)** assigns extensions to the Night Service Group. When Night Service is on, calls ring immediately at Night Service extensions (if the outside line the call comes in on is assigned to the extensions).

Setting Up Auxiliary Equipment

The following programming procedures help you manage auxiliary equipment. See Chapter 4 for more information on auxiliary equipment configurations or refer to the procedure name in Chapter 5 for details on programming and using the procedure:

- **Fax Machine Extensions (#601)** lets you identify an extension on which a fax machine is installed.
- **Music on Hold (#602)** activates or deactivates the MUSIC ON HOLD jack on the processor module.
- **Hotline (#603)** allows you to identify Hotline extensions, so that when a person lifts the handset of the Hotline phone, a predetermined extension automatically rings.
- **Doorphone Extensions (#604 and #605)** identifies the extensions on which doorphones are installed. **Doorphone Alert Extensions (#606)** identifies any number of extensions that ring when the button on a doorphone is pressed.
- **AA/VMS Extensions (#607)** identifies extensions on which automated attendants are installed. This lets the system notify users with display phones when they are receiving a call that has been transferred from the automated attendant. Also, use **Transfer Return Extension (#306)** to identify the extension to which a call transferred by the automated attendant should be routed if the destination extension does not answer.
- **SMDR Record Type (#608)** specifies the type of calls that you want to record for call reporting—either all calls or outgoing calls only. The **Account Code Entry** feature lets users assign account codes that will be printed on call reports for telephone calls. **Forced Account Code Entry (#307)** identifies extensions that will be required to enter an account code prior to making outside calls.

System Speed Dialing

You can program frequently dialed phone numbers—such as suppliers, repair services, customers, or other business associates—so that *all users in the system* can dial them by pressing *three* buttons: [*Feature*] (or [#] on a standard phone) plus a two-digit code.

NOTE:

Personal Speed Dial numbers can also be programmed for individual extensions.

Using System Programming

System Programming changes settings for the system as a whole, or for individual lines or extensions. You can also use System Programming to set up dialing restrictions, define groups, or set up auxiliary equipment. Refer to the filled-out *System Planner* when you are changing system settings, and be sure that any changes in programming are recorded there.

System Programming requires an MLS-34D, MLS-18D, or MLS-12D phone at extension 10 or extension 11, with a *programming overlay* placed over the phone's dial pad. System Programming procedures are identified by # and a three-digit code (for example, **System Date** is **#101**).

Programming Mode

To enter programming mode, you press [*Feature*] [0] [0], followed by [*System Program*] [*System Program*].

Once you are in programming mode, you can access a programming procedure in one of two ways:

- **Direct Method.** With this method, you access a programming procedure directly by dialing the code for that procedure. This method is best when you are using only a few procedures during a programming session and you know the codes.
- **Cycle Method.** With this method, you cycle through the procedures in numerical order.

Once you are in programming mode, you can also move between System Programming and Centralized Telephone Programming. To do so, press the right [*Intercom*] button to move to Centralized Telephone Programming and the left [*Intercom*] button to move back to System Programming.

To exit programming mode, you can either press [*Feature*] [0] [0] or lift the handset off-hook, then place it back in the cradle.

NOTE:

You can be talking on the phone while you program. This is useful if you need to talk with someone at the AT&T Helpline about programming. However, you must call before you enter programming mode, and you must use the handset to talk, not the speaker and microphone.

The Programming Overlays

System Programming requires a programming overlay placed over the dial pad of the MLS-34D, MLS-18D, or MLS-12D system phone. (Overlays are provided with the control unit. Replacements can be ordered through the AT&T Sourcebook.) Figure 2-3 illustrates the programming overlays.

During System Programming, the normal functions of several buttons on the display phone at extension 10 or 11 change. For example, the left [*Intercom*] button becomes [*System Program*], the button used to enter programming mode. To identify these buttons while programming, place the appropriate programming overlay provided with the system on the dial pad of the phone at extension 10 or 11.

You use the following special buttons while programming:

- [*Next Procedure*] and [*Prev Procedure*] cycle forward and backward through the programming procedures. You can use these buttons to select a procedure.
- [*Next Item*] and [*Prev Item*] cycle forward and backward through a procedure's parameters. A parameter is typically an outside line, an extension, or a telephone list entry.
- [*Next Data*] and [*Prev Data*] cycle forward and backward through the valid list entries. These buttons work only for fixed data, such as a line or extension number. They do not work for variable data such as date, time, password, telephone numbers, or doorphone assignments.
- [*Remove*] returns the current setting to the factory setting—or when using **Line Assignment (##301)**, removes lines from an extension.
- [*Enter*] ends an entry of variable length, such as a telephone number in an Allowed Phone Number List.
- [*System Program*] starts the System Programming process.
- [*Central Tel Program*] starts the Centralized Telephone Programming process (that is, customizing individual telephones centrally from extension 10 or 11).
- [*Feature*] when followed by [*0*] [*0*], enters or exits programming mode.
- [*Wild*] enters a "wildcard" (a character that matches any digit dialed) in telephone numbers in Allowed and Disallowed Phone Number Lists.

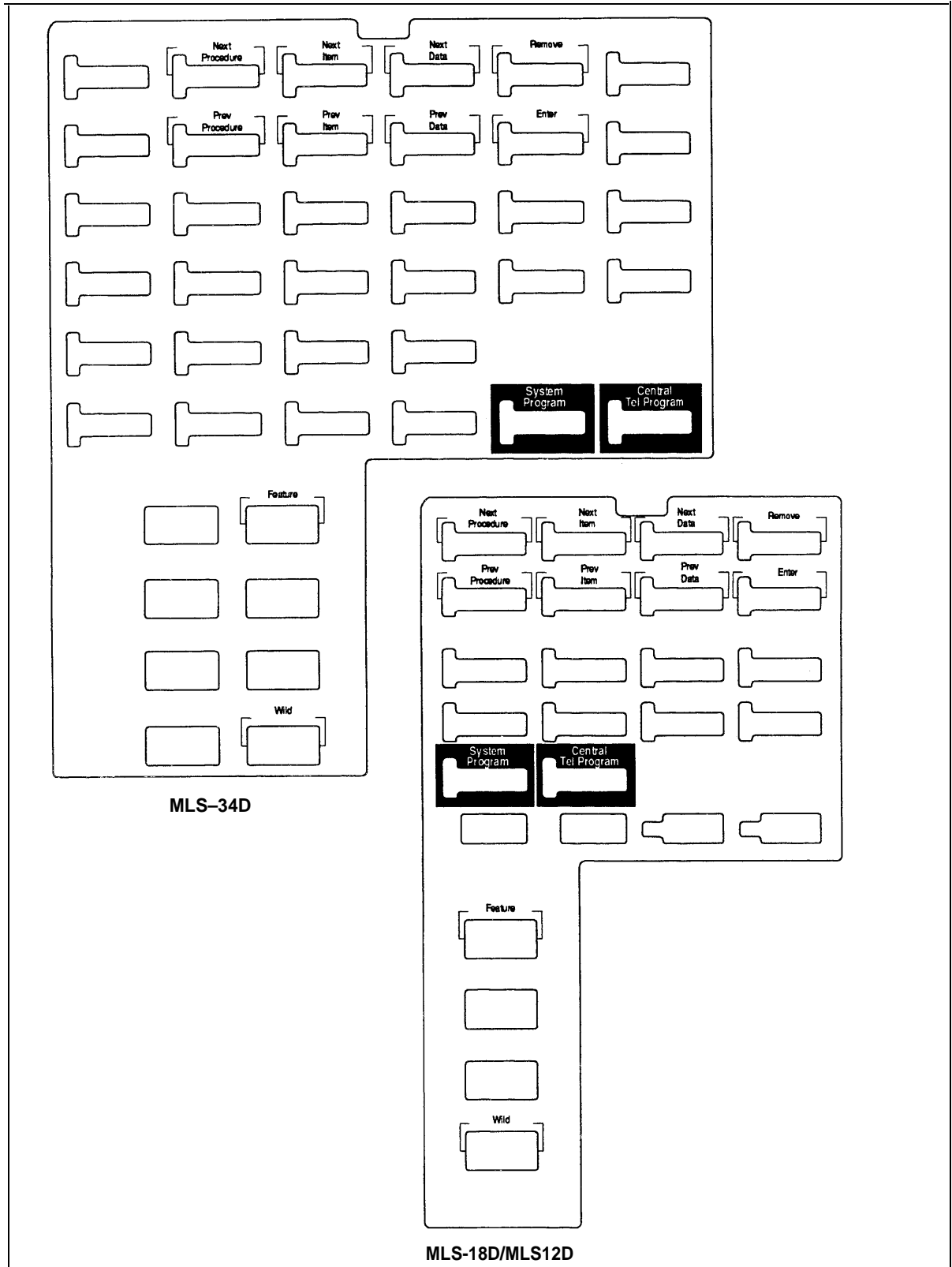


Figure 2-3. Programming Overlays for System Display Phones

Telephone Programming Options

System telephones are ready to use when they are installed, but they can be customized to meet the needs of your business and individual users. This customization is accomplished through *Telephone Programming*.

Automatic Line Selection

When a user lifts the handset of a telephone, the system chooses an idle line automatically. **Automatic Line Selection** sets the order in which the system looks for an idle line. You can set the system to look for outside lines first—in any desired order. For standard phones, or for any phone used mainly to call other extensions, select an inside (intercom) line first.

Line Ringing

Line Ringing defines when each outside line will ring at a phone. For each line at an extension, you can specify "immediate ring," "delayed ring" (phone rings after a 20-second delay), or "no ring."

Personal Speed Dialing

Personal Speed Dial numbers are outside phone numbers that a user dials by pressing [*Feature*] (or [#] on a standard phone) plus a two-digit code. Unlike System Speed Dial numbers, which are available to all users in the system, Personal Speed Dial numbers are available *only* at the extension for which they are programmed.

Programming Telephone Buttons

Telephone buttons without lines assigned to them can be programmed to store *dial-code features*—features such as Exclusive Hold or Conference Drop that are accessed by a dial code—or telephone numbers, so you can use the feature or dial the phone number with one touch. Once programmed, these buttons are called *Auto Dial buttons*, because simply pressing the button automatically dials the feature code or the telephone number. "Auto Dialing" in Chapter 5 provides more information.

A user who has a system phone with programmable buttons should consider programming them with a combination of frequently used dial-code features and outside and intercom telephone numbers.

Programming a Receptionist's Extension

If you set up a centralized telephone answering position at extension 10, use the following settings to customize it:

- **Immediate call answering.** If the receptionist should answer *all calls*, assign all lines (**Line Assignment #301**) to extension 10. Set **Line Ringing** for all lines at extension 10 to "immediate ring;" set the lines assigned at each user's extension to "delayed ring" or "no ring."

- **Backup call answering.** If the receptionist should answer some lines *only when a user does not pick up*, set **Line Ringing** for those lines to "delayed ring."
- **No answering.** If some lines should not be picked up by the receptionist at all, either set **Line Ringing** for those lines at the receptionist's extension to "no ring" or simply unassign (**Line Assignment (#301)**) those lines from the receptionist's extension. In either case, **Line Access Restriction (#302)** should be set to "no access" to prevent the receptionist from using the Direct Line Pickup code.

See "Line Assignment" and "Line Ringing" in Chapter 5 for specific instructions on programming these settings for call coverage.

If you do not have an MLS-CA24 Intercom Autodialer on extension 10, you can program the unused buttons on the MLS-34D phone with Intercom Auto Dial numbers for the extensions you dial most frequently. To illustrate, the MLS-34D phone shown in Figure 2-4 has Intercom Auto Dial buttons for extensions 11 through 32, starting with the top left programmable button. Dial-code features are programmed on three other unused buttons (just above lines 5–7).

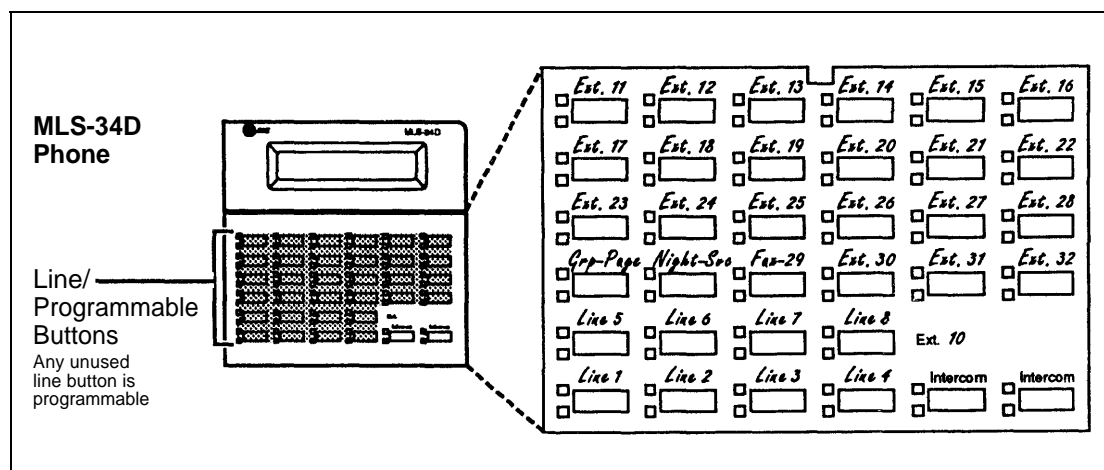


Figure 2-4. Button Programming for Receptionist's Phone

The lights of an Intercom Auto Dial button show the status of the extension, so the receptionist can tell whether the phone at the extension is idle (*no lights*), busy (*red on*), calling the receptionist (*green flash*), or ringing back after the receptionist transferred a call (*green flutter*). If a fax extension is programmed as an Auto Dial button, the button also shows when the fax machine at the extension is not responding (for example, when it is out of paper). (For more information, see "Lights" in Chapter 3).

In summary, Intercom Auto Dial buttons give the receptionist the ability to dial or transfer calls to extensions with one touch and to see their status. (The technical names of these features are *Direct Station Select [DSS]* and *Busy Lamp Fields [BLF]*).

Using a Second Programming Extension

You may want to connect an MLS-34D, MLS-18D, or MLS-12D telephone to extension 11 for system and telephone programming. Using a second programming extension gives you the ability to program without disrupting call handling by the receptionist on extension 10.

Using Telephone Programming

There are two ways to program a telephone: *Centralized Telephone Programming* from extension 10 or 11 (see below), and *Extension Programming* from a user's own extension (see page 2-18).

Telephone Models

Figure 2-5 illustrates these system phones: MLS-34D, MLS-18D, MLS-12D/MLS-12, and MLS-6. As you program buttons, mark their functions on the phone's labeling sheet (see the examples in Figure 2-5).

NOTE:

An MLS-6 phone with 4 lines assigned to it has no programmable buttons. The MLC-6 cordless phone looks just like an MLS-6 phone when you program it centrally.

Using Centralized Telephone Programming

Use Centralized Telephone Programming to program features or store telephone numbers for individual extensions from extension 10 or 11.

Automatic Line Selection and **Line Ringing** must be programmed using Centralized Telephone Programming; all other features can be programmed on a system phone at the user's extension. If a user has a standard phone, Personal Speed Dial numbers for the extension can be programmed only by using Centralized Telephone Programming.

During Centralized Telephone Programming, the display phone at extension 10 or 11 takes on the characteristics of the telephone being programmed, including any System Programming settings and the lines assigned to the phone. Make sure the programming phone is as large as the largest phone in the system, because an MLS-18D phone *cannot* program an MLS-34D phone and an MLS-12D *cannot* program an MLS-18D. When you enter Centralized Telephone Programming, green lights appear next to any line buttons that are already assigned.

To program a phone from extension 10 or 11, use the following procedure:

1. Place the Programming Overlay over the dial pad of the system display phone at extension 10 or 11—see "The Programming Overlays" earlier in this chapter for more information.
2. To start programming, press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].

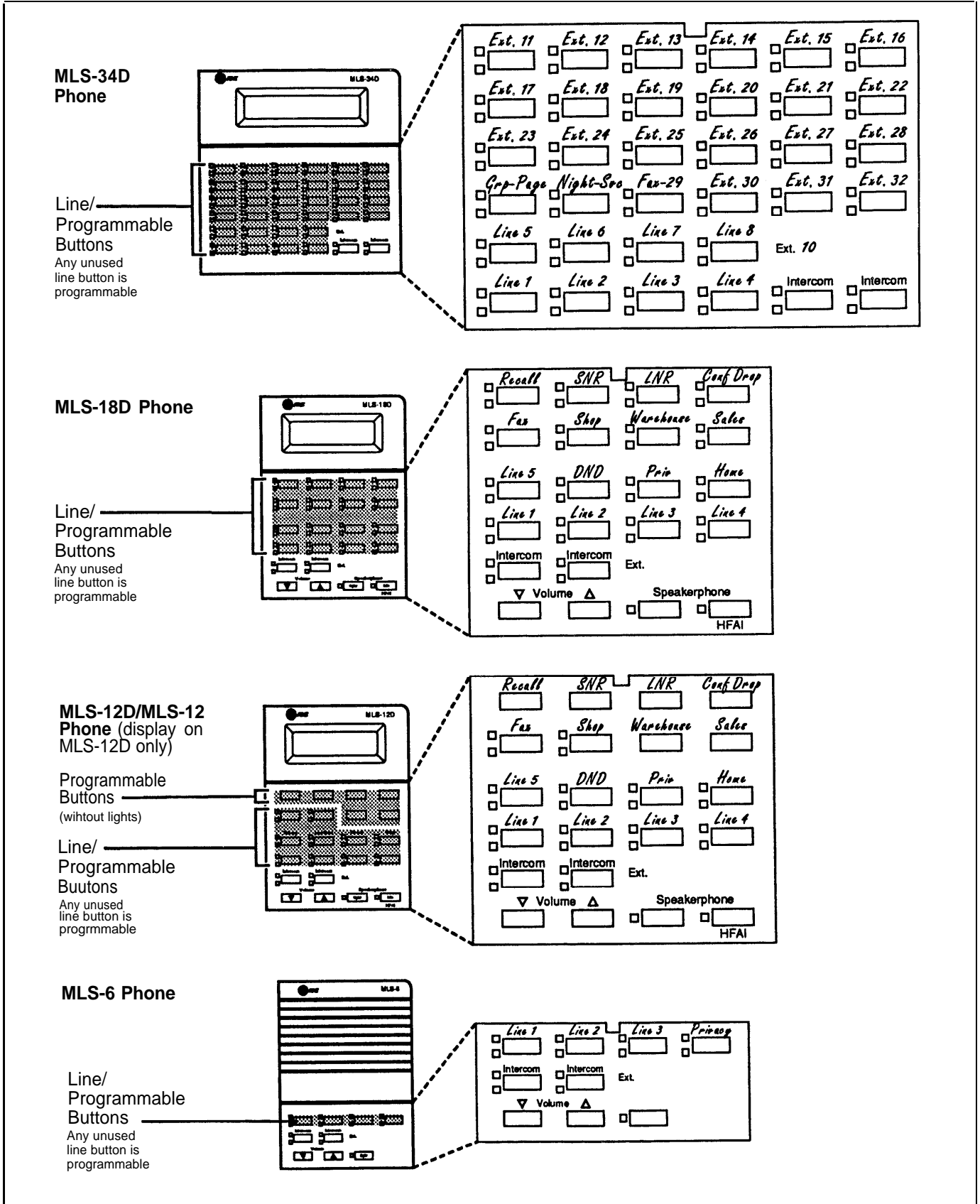


Figure 2-5. Programmable Buttons and Labeling Sheets on System Phones

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3. Dial the extension number to be programmed.
Buttons on which lines are assigned for the extension light up to show the current Line Ringing settings. Remaining buttons can be programmed with Auto Dial numbers or features.
 4. At this point, you can:
 - Use **Automatic Line Selection** (see Chapter 5) to change the order in which the telephone tries to select a line when the user picks up the handset. (You must change **Automatic Line Selection** for an extension immediately after you enter programming mode and select the extension.)
 - Use **Line Ringing** (see Chapter 5) to change the ringing for an individual line.
 - Program **Personal Speed Dial Numbers** or **Auto Dial** numbers or features (see Chapter 5).
 5. To program another button, press the new button, then dial the feature code.
 6. To change the settings for another extension, press [*Central Tel Program*], then dial the new extension number.

To erase a button feature, press the button and then press [*Mic*].
 7. To end programming:
 - Dial [*Feature*] [0] [0], or
 - Lift the handset off-hook, then place it back in the cradle.

Using Extension Programming

From their own phones, users can program features or store telephone numbers on buttons using Extension Programming. **Automatic Line Selection** and **Line Ringing** must be programmed using Centralized Telephone Programming; all other features can be programmed using a system phone at the user's extension. If the user has a standard phone, Personal Speed Dial numbers for the extension must be programmed using Centralized Telephone Programming.

To program at the extension, use the following procedure:

1. To start programming, dial [*Feature*] [0] [0].
Buttons on which lines are assigned for the extension light up to show the current Line Ringing settings. Remaining buttons can be programmed with Auto Dial numbers or features.
2. To change the programming for a button, press the button, then dial the code for the feature.

You can also program Personal Speed Dial numbers for the extension.
3. To program another button, press the new button, then dial the feature code.

To erase a button feature, press the button and then press [*Mic*].
4. To end programming:
 - Dial [*Feature*] [0] [0], or
 - Lift the handset off-hook, then place it back in the cradle.

Learning About Telephones

3

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Learning About Telephones

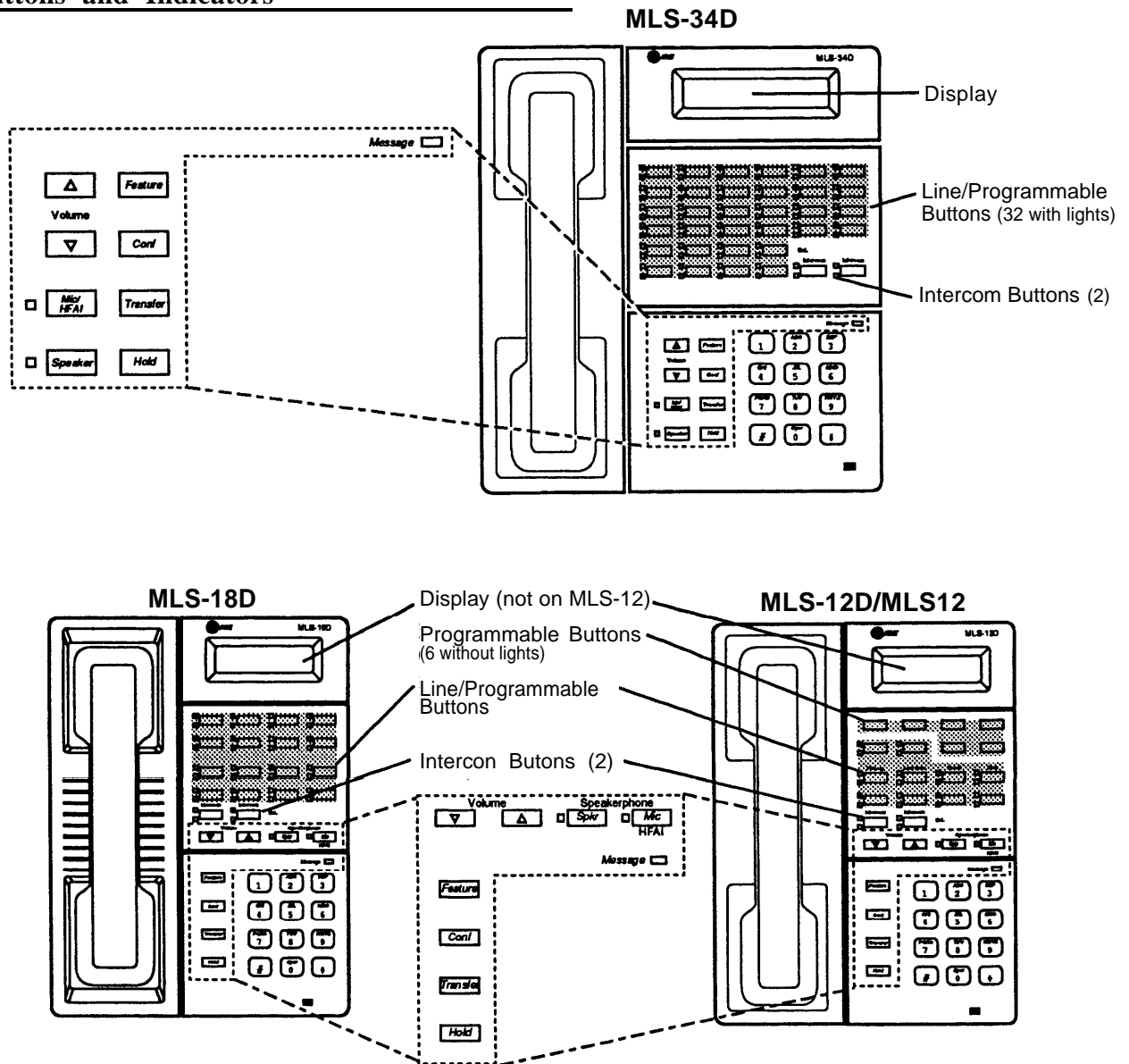
3

System Telephones

This chapter explains how system and standard phones work with the system, as well as combination extensions where more than one phone or standard device is installed. In addition, call handling features are summarized on page 3-11. See the feature name in Chapter 5 for more details on a specific feature.

System phones have some common buttons and indicators. The following pages explain where they are and how they work.

Buttons and Indicators



The following buttons and displays appear on system phones. (Some controls and indicators are not available on all phones.)

Display. (MLS-34D, MLS-18D, and MLS-12D only) Shows date, day, and time when phone is idle, number dialed when placing a call, extension number calling when receiving an intercom call, extension number dialed when transferring a call, and duration while a call is in progress. When programming, shows settings, options, and prompts. To adjust the MLS-18D display contrast, see **Volume Control Buttons**.

Line/Programmable Buttons. Used for outside lines or (if no line is assigned on a button) for programming telephone or extension numbers, or other dialing sequences (such as dial-code features). When a line is assigned, you can press the line button to make a call on a specific line (lights show status of line). When no line is assigned, the button may be programmed. The MLS-34D has 32 line/programmable buttons; the MLS-18D has 16 programmable line/buttons; the MLS-12D and MLS-12 have 10 line/programmable buttons; the MLS-6 and MLC-6 phones have 4 line/programmable buttons.

Intercom Buttons. Press either button to place an intercom (inside) call to another extension.

Other Buttons and Indicators (shown in exploded views)

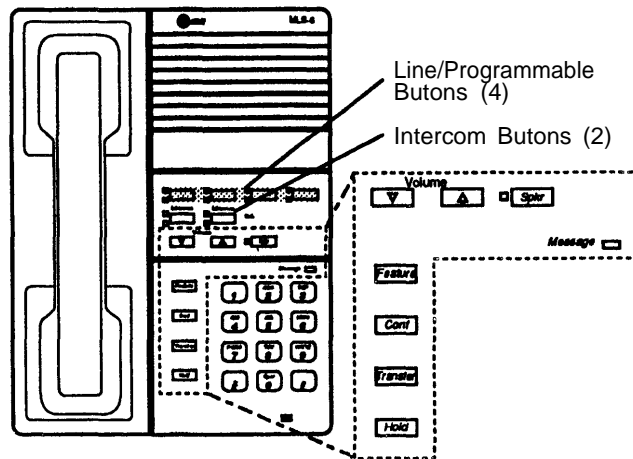
Feature. Press to change programmed settings or use dial-code features.

Conf (Conference). Press to add other parties to your call.

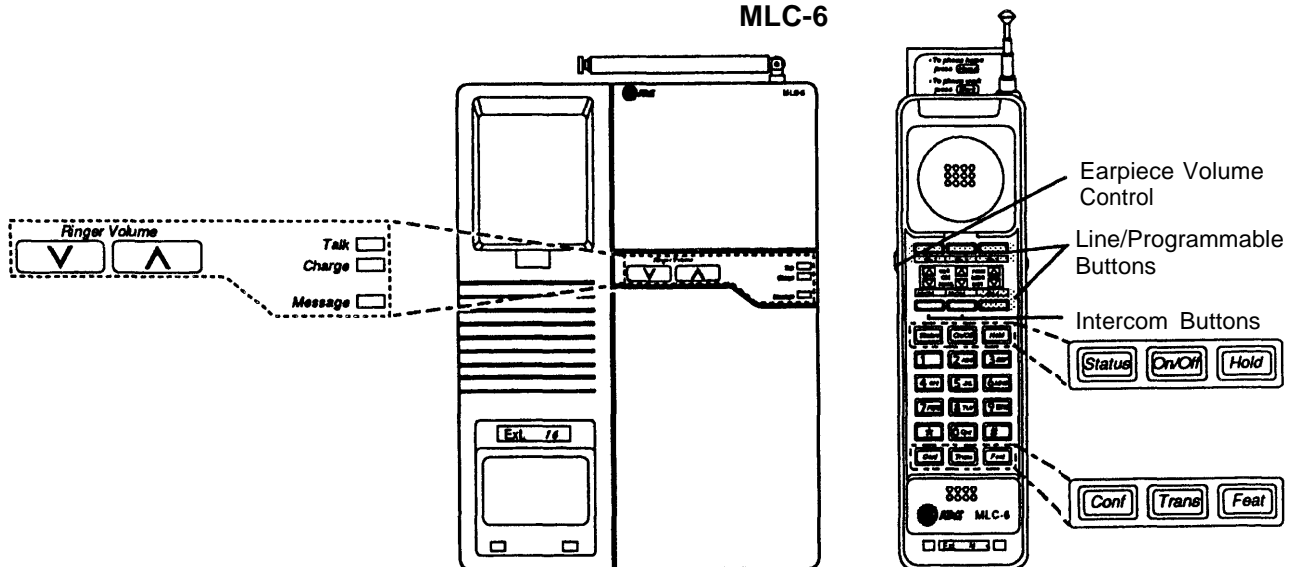
Transfer. Press to transfer a call to another extension.

Hold. Press to put a call on hold.

MLS-6



MLC-6



Spkr (Speaker) (all models except the MLC-6). Press to talk without lifting the handset. Turns on speaker and microphone (if available), so you can dial or have a conversation without lifting the handset.

Mic (Microphone) (MLS-34D, MLS-18D, MLS-12D, and MLS-12 only). Leave on to use Hands-Free Answer on Intercom (HFAI) feature. The light next to this button shows when the microphone is turned on; press this button to turn off the microphone when you are using the built-in speaker.

Message Indicator. Lights when someone signals you with the Message Light On feature.

Volume Control Buttons. Press ▼ to decrease or ▲ to increase the volume of the ringer, speaker, and handset:

- To adjust ringer volume, press ▼ or ▲ while the phone is idle and the handset is on the phone.
- To adjust speaker volume, press ▼ or ▲ while listening to a call through the speaker.
- To adjust handset volume, press ▼ or ▲ while listening through the handset.

To adjust the display contrast on the MLS-18D phone, press ★ and then ▼ to decrease the brightness or ▲ to increase the brightness, while the phone is idle and the handset is on the phone.

On/Off (MLC-6 only). Turns the handset on and off. (You must turn the handset on to make calls.)

Status (MLC-6 only). Quickly updates the display on the MLC-6 handset.

Talk (MLC-6 only). Lights when handset is lifted and turned on.








Charge (MLC-6 only). Lights when handset is placed on the base and handset batteries are charging.

Lights

Each line button has a green light and a red light. The meaning of these lights varies, depending on whether a button is used to access an outside line, is programmed with a dial-code feature, or is programmed with an Intercom Auto Dial number. (Auto Dial buttons for fax extensions show additional information; these "Fax Management" buttons are described in Chapter 4.)

Table 3-1 shows the meanings of the various light patterns for each possible button assignment.

Table 3-1. Light Patterns for System Phones

Light Pattern	Line Button	Feature Button*	Intercom Auto Dial Button
Steady On 	Line is busy. Green means your phone is busy; red means someone at another extension is busy on the line.	Feature is on	Red means the extension is busy (making or answering a call).
Off  (steady off)	Line is idle (not being used).	Feature is off	Extension is idle (not being used).
Flash  (long on, long off)	A call is ringing on the line. Green flash means a call is ringing at your extension. Red flash means a call is ringing on the line, but not at your extension.	—	Green flash means someone at the Auto Dial extension is calling you.
Alternating Red/Green Flash  (red on, green on, red on, green on)	Alternating green and red flash appears at both extensions in a joined call, and at any extension connected in a conference call.	—	—
Wink  (long on, short off)	A call on the line is on hold. When the green light winks, the call is on hold at your extension. When the red light winks, the call is on hold at another extension. (Anyone who has the line can retrieve the call.)	—	—
Flutter  (short on, short off)	Green flutter means a call is on exclusive hold at your extension (and can only be retrieved from your extension).	—	Green flutter means a call transferred to the extension is now ringing at your phone.
Red Broken Flutter  (short on/off, long off)	—	—	Fax Management only—the fax extension is not answering calls (may be out of paper).

* Applies only to Do Not Disturb, Privacy, and Night Service, all of which require programming on a button with lights. (For more information about programming these features, see Chapter 5.)

Ringing Patterns

You can tell what kind of call you are receiving by the way your telephone rings.

- A single ring (*ring . . . ring . . . ring . . .*) means that you are receiving an outside call.
- A ring and a beep (*ring BEEP . . . ring BEEP . . . ring BEEP . . .*) means that someone is calling you from another extension. If you have a system phone with a display, the caller's extension number will show on the display.
- A ring and two beeps (*ring BEEP BEEP . . . ring BEEP BEEP . . . ring BEEP BEEP . . .*) means either that a transferred call is coming in, or that a transferred call that was not answered is ringing back.

NOTE:

If you use the system with PBX or Centrex lines, the PBX/Centrex ringing patterns are not passed to phones. Phones use the ringing patterns described here instead.

Dial Tones

You will encounter two different dial tones when calling with a system phone:

- **Outside dial tone** is generated by your local phone company to indicate that you are connected with an outside line.
- **Intercom dial tone** is generated by the system to indicate that you are connected with an inside line. You hear this dial tone when you are making an inside, or *intercom*, call.

To hear the difference between the two types of dial tones on a system phone, press a line button. The dial tone you hear is an outside dial tone. To hear an intercom dial tone, press [*Intercom*].

Using the Handset, Speaker, and Microphone

Every MLS-model telephone has a speaker, which you can turn on by pressing [*Spkr*]. When the green light next to [*Spkr*] is on, the speaker is on.

MLS-34D, MLS-18D, MLS-12D, and MLS-12 phones also have a microphone. On these phones, pressing [*Spkr*] turns on *both* the speaker *and* the microphone. In addition, you can turn just the microphone on and off by pressing [*Mic*]. When the green light next to [*Mic*] is on, the microphone is on.

If you prefer to dial and conduct calls without lifting the handset, you can use the speaker and the microphone instead. Use these techniques to make calls with the speaker and the microphone (if you have one):

- To make a call without lifting the handset, press [*Spkr*] to get a dial tone; then dial the number and you will hear the call ringing. When the other party answers, you can talk without lifting the handset. On MLS-6 phones (which have no microphone), you must lift the handset to talk when the other party answers.

-
- To turn off the microphone when you are using the speaker, press [*Mic*]. This will *mute* your voice so the other party cannot hear you.
 - If you are already on a call, you can switch from the handset to the speaker and microphone (on an MLS-34D, MLS-18D, MLS-12D, or MLS-12 phone) by pressing [*Spkr*] and hanging up the handset. Conversely, if you are using the speaker and microphone and want to switch to the handset, lift the handset and the speaker and microphone will turn off.
 - Use the Hands-Free Answer on Intercom (HFAI) feature to answer *voice-signaled* calls without lifting the handset (see below).

Hands-Free Answer on Intercom (HFAI)

When you receive a *voice-signaled* intercom call, your phone beeps to indicate that your speaker has been turned on automatically, and you hear the caller's voice over your phone's speaker. If you leave the microphone on your phone on all the time, you can simply start talking when you hear the caller, without lifting the handset. This feature is called *Hands-Free Answer on Intercom*.

NOTE:

Since MLS-6 phones do not have microphones, you must lift the handset to answer voice-signaled calls to those phones.

Any user in the system can make a voice-signaled call to a system telephone by pressing [*] and then dialing an extension number. (You can make a voice-signaled call *from* either a system phone or a standard phone. However, if you try to make a voice-signaled call *to* a standard phone or MLC-6 cordless phone, it will ring.)

NOTES:

1. The HFAI feature can only be turned on or off when your phone is idle. Muting your voice while you are on a call only turns off the microphone for the duration of the call.
2. If HFAI is on and you are already on a call, you will not hear any other voice signals to your extension.

Speakerphone Performance Tips

The speaker on your MLS-34D, MLS-18D, MLS-12D, or MLS-12 telephone has a sensitive sound-activated switch. Room acoustics and background noise can affect the proper operation of the speakerphone. To ensure that your speakerphone works effectively, follow these guidelines:

- Avoid placing your phone in areas with high background noise caused by loud voices, radios, printers, copiers, typewriters, other noisy office equipment, and heater and air conditioning fans.
- Avoid rustling papers near the microphone (lower right corner of your phone).

-
- Avoid talking before the other person is finished speaking. When you both talk at the same time, only one person's voice comes through.
 - Do not use your speaker to make announcements over a loudspeaker paging system connected to your phone system.
 - When talking, always face your phone and stay within two feet of it.
 - Place your phone at least six inches away from the edge of your desk.
 - If you have difficulty hearing the other party, increase the speaker volume. If the difficulty persists, lift your handset to continue the conversation.
 - In conference rooms, a separate speakerphone (such as the AT&T S203 Speakerphone) is recommended, since the built-in speaker on a system phone is designed for individual use.

Standard Telephones

In addition to system phones, you can connect industry-standard touch-tone or rotary dial telephones—and even some feature phones (which have built-in calling features)—directly to the system. You can also combine standard phones on the same extension with system phones or other devices, without using expensive adapters or connectors.

Standard telephones can do many of the things that system telephones can do, and you can save money by using them in certain situations when a system telephone is not needed. Follow these guidelines when using standard phones:

- Use standard phones as power failure backups. In the event of a power failure, standard phones at extensions 10, 16, 22, and 28 connect to lines 1, 3, 5, and 7, respectively, for continued operation; but system phones will not work. You can connect standard phones in combination with system phones at power failure extensions, or you can simply keep spare standard phones at those extensions to serve as replacements in case of a power failure.
- To use a dial-code feature, press [#] (in place of [*Feature*] used on system phones) followed by its dial code when you hear intercom dial tone. For dial-code features that use [*Intercom*] on system phones, dial only the two-digit code. (Instructions for using these features on standard phones are included in Chapter 5, "Feature Reference.")
- To use a Speed Dial number, press [#] followed by its two-digit code when you hear intercom dial tone. (For details, see "System Speed Dialing" in Chapter 5.)
- Use the switchhook on a standard phone to place calls on hold, transfer a call, or set up a conference call. (For details, see "Using the Switchhook" on the next page, or "Hold," "Transfer," and "Conference" in Chapter 5.)

Ringling Patterns

Standard phones have these ringing patterns:

- An outside call will *ring . . . ring . . . ring*.
- An intercom call will *ring-ring . . . ring-ring . . . ring-ring*.
- A transferred call, or a call on hold that is ringing back, will *ring-ring-ring . . . ring-ring-ring . . . ring-ring-ring*.

NOTE:

If you use the system with PBX or Centrex lines, the PBX/Centrex ringing patterns are not passed to telephones. Telephones use the ringing patterns described here instead.

Dial Tones

Standard phones have two different dial tones:

- **Outside dial tone** is generated by your local telephone company to indicate that you are connected with an outside line.
- **Intercom dial tone** is generated by the system to indicate that you are connected with an inside line. You hear this dial tone when you are making an inside, or *intercom*, call.

To hear the difference between the two dial tones, lift the handset. The dial tone you hear (assuming the phone is set to select intercom first, as recommended in this guide) is an intercom dial tone. To hear an outside dial tone, press [g].

Using the Switchhook

Some of the call handling instructions in this guide direct you to "rapidly press and release the switchhook." Pressing the switchhook for 1/4 to 1 second sends a signal over the line called a *switchhook flash*. However, do not press the switchhook *too* quickly. If you press the switchhook and nothing happens, try again and press it a *little* longer.

NOTE:

If your feature phone has a button labeled "Recall" or "Flash," use the button instead of pressing the switchhook. If you use the system with PBX or Centrex lines, your PBX or Centrex documentation may tell you to press the switchhook to access PBX or Centrex features. Use the Recall feature instead (see "Recall" in Chapter 5).

Limitations

Because standard phones do not have system line buttons, feature buttons, or dedicated function buttons, basic call handling procedures are sometimes different from those for system telephones. In addition, the following actions *cannot* be performed at a standard telephone:

- Users cannot enter programming mode.

-
- Because there are no line buttons on standard phones, users must use the dial code for Direct Line Pickup to select a specific line; otherwise, the system selects an idle line automatically. (For information on Automatic Line Selection, see Chapter 5.)
 - If a standard phone is in use, there is no indication of a second call and the caller will hear a busy tone.
 - Users can make a voice-signaled call *from* a standard phone, but if users try to make a voice-signaled call *to* a standard phone, it will ring because it does not have a system speaker.
 - Users cannot use the System Password.
 - Users cannot access the following dial-code features: Account Code Entry, Do Not Disturb, Exclusive Hold, Privacy, or Save Number Redial.
 - Do not use Forced Account Code Entry with a standard telephone. Because a standard phone cannot use the Account Code Entry feature, the telephone will not be able to get dial tone and make calls.
 - If the standard phone has a message waiting light, it will not work.

Feature Phones

A *feature phone* is a standard telephone that has feature buttons in addition to the regular 12-key dial pad. For example, there are feature phones that have programmable auto dial buttons, last number redial buttons, hold buttons, and built-in speaker. Most of the features on these phones will work with the system. You can use most of the system's dial-code features from a feature phone, and program them onto feature phone buttons. However, there are some limitations to what these phones can do.

The capabilities of a feature phone are *in the phone itself*. For example, if you store a number on a feature phone's auto dial button, that number is stored *in* the feature phone. (This is different from storing a number on a system phone's Auto Dial button. When you program a button on a system phone, the number is actually stored in the control unit.) Similarly, when you press a Hold button on a feature phone, the call is held at the phone itself. (Callers will not hear the system's music-on-hold.) Other phones in the system cannot see that the call is on hold (it appears as a busy line).

If you want to program an outside number on a feature phone's auto dial button, you must add a [9] [*Pause*] [*Pause*] before each outside number. (The 9 gets an outside line, and the [*Pause*] allows a few seconds to get an outside dial tone.)

Note that the feature phone's last number redial button may not work for an outside call. To redial the last number, use the system's Last Number Redial feature by pressing [#] [9] [5] at intercom dial tone.

Combination Extensions

A *combination extension* is an extension with two devices connected to it—either two standard devices, or a system phone and a standard device (but *not* two system phones). (For instructions on how to install a combination extension, see the *PARTNER Plus Communications System Installation* guide.)

The following are examples of useful combination extensions:

- System phone plus standard telephone, for power failure backup on extensions 10, 16, 22, and 28
- System phone plus answering machine
- System phone plus fax machine
- System phone plus headset
- System phone plus an external alert (such as a bell or chime).

Using the telephones in a combination extension is fairly simple. The main thing to understand is that the two telephones share a single extension in the same way several home telephones share a single line. A system telephone works like it always does and a standard telephone works like it always does when connected to the system. *Only one phone or device can be used at a time*, unless you want to join the two on a single call (the same way two people can pick up the same call on different telephones at home). For example:

- Both phones share the same extension number.
- Both phones share the same *voicepath*; that is, when either phone is busy, the extension is busy.
- If Privacy is active at a combination extension, no other extension can join a call in progress at either a system phone or a standard device. (However, a phone can interrupt a call on a standard device at the same extension. For example, if a system phone and modem are combined at an extension, picking up the handset of the system phone could interrupt a modem transmission.)
- The lights on the system phone show what the standard telephone is doing as well as what the system phone is doing. For an explanation of light patterns, see "Lights" at the beginning of this chapter.
- Calls ring at both phones.
- You can handle a call on the standard telephone by pressing buttons on the system telephone. For example, you can use the system phone to select a specific outside line, and conduct the call on the standard phone. Or, if someone is on a call using the standard telephone, someone else can put that call on hold by pressing [*Hold*] on the system phone. To do this, it is not necessary to lift the handset of the system phone. Held calls do not ring at a standard phone in a combination extension. To retrieve a held call from the standard phone, use Direct Line Pickup.
- You can also use dial-code features at a system phone while the standard phone is on a call.

-
- If you make a voice-signaled intercom call to a combination extension with a system phone, only the system phone signals.
 - The ringer equivalence number (REN) of a standard device or the combined REN of two devices cannot be greater than 2.0. (The REN of a system phone is 0.0.)

Using Telephones

Your system provides intuitive operation of basic call handling features, plus dial-code features that make it easy for users to handle calls flexibly and efficiently from both system and standard phones. For more information on basic call handling features and dial-code features, refer to the feature name in Chapter 5:

Basic Call Handling Features

The following features are available from both system and standard telephones:

- Making Calls
- Answering Calls
- Hold (placing a call on hold)
- Transferring calls (transferring a call to another system extension)
- Conference calls (making a conference call)
- Joining Calls

Dial-Code Features

Dial-code features are features that you access by dialing a feature code at the telephone keypad. From a system phone, you can dial [*Feature*] or [*Intercom*], followed by the dial code (or press a preprogrammed Auto Dial button); from a standard phone, you typically dial [#] followed by the dial code when you have an intercom dial tone. Some dial-code features are not available on standard phones, as noted by an asterisk (*) in the following list.

- Account Code Entry*
- Call Forwarding/Call Follow-Me
- Call Pickup
- Conference Drop
- Direct Line Pickup—Active Line
- Direct Line Pickup—Idle Line
- Do Not Disturb (must be programmed on button with lights)*
- Exclusive Hold*
- Group Calling—Ring/Page
- Group Hunting—Ring/Voice Signal

-
- Group Pickup
 - Last Number Redial
 - Loudspeaker Paging
 - Message Light Off
 - Message Light On
 - Personal Speed Dial Numbers
 - Privacy (must be programmed on button with lights)*
 - Recall
 - Save Number Redial*
 - System Speed Dial Numbers
 - Touch-Tone Enable

* Available only on system telephones.

Using Auxiliary Equipment

4

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There are many ways to set up auxiliary equipment—the setup you choose depends upon your needs and the number of devices you have. This chapter presents the most common setups.

This chapter does not cover how to physically connect the equipment, or how to perform each programming procedure. See the PARTNER Plus Communications System Installation guide for installation instructions, Chapters 2 and 5 of this guide for programming instructions, and the manufacturer's documentation for complete details on the equipment you connect.

Using Auxiliary Equipment

4

Overview

The system supports a wide variety of auxiliary equipment. This chapter provides advice on setting up auxiliary equipment to work effectively with the system and shows various applications for the following types of equipment:

- Fax Machines
- Answering Machines
- Modems
- Automated Attendants
- Credit Card Scanners
- Call Reporting Devices

NOTE:

Two System Programming procedures can be used to accommodate auxiliary equipment installed at a system extension, if a device has difficulty answering calls or dialing out. If a device (such as an answering machine) does not answer transferred or intercom calls, you can use **Distinctive Ring (#308)** to change the ringing, so that all calls ring like outside calls at that extension. If a device has difficulty dialing out, use **Intercom Dial Tone (#309)** to change the intercom dial tone for the extension to "machine" (central office dial tone).

In addition, you can connect the following devices to your system:

- **Call Assistant Intercom Autodialers with Busy Indication** (Model MLS-CA24) allow the users at extensions 10 and 11 to see which extensions are busy and to automatically dial or transfer calls to them; an autodialer has buttons for 24 extensions. The system supports an AT&T MLS-CA24 Intercom Autodialer at both programming extensions.

-
- **Doorphones** allow visitors to ring any number of extensions at once by pressing a button on the doorphone; the person who answers a doorphone call can then speak with the visitor at the doorphone. The system supports up to two AT&T PARTNER Plus/ II doorphones, which can be installed indoors or outdoors. A doorphone is especially useful for providing access to offices or departments after hours. For example, you can install a doorphone outside your building entrance to allow visitors to ring telephones inside the building when the receptionist is not there and the front door is locked.
 - **Loudspeaker paging systems** allow you to broadcast a message over a large area, by connecting the paging system directly to the PAGE jack on the processor module. The system supports all AT&T paging systems. For information on how to use a loudspeaker paging system with the system, see "Loudspeaker Paging" in Chapter 5.
 - **Music-on-hold systems** allow you to play recorded music to callers while they are on hold, by connecting the music-on-hold system to the processor module. The system supports the AT&T Magic on Hold® system and most models from other manufacturers. (If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a license from a third party such as ASCAP or BMI.)
 - **Extra alerts** are strobes, lights, chimes, horns, or bells that light or ring when calls come in. For example, you can use an audible alert (chime, horn, or bell) to replace a phone ring in a noisy area, such as a factory. Similarly, you can use a visual alert (strobe or light) to replace a phone ring in a quiet area, such as a library. AT&T offers several compatible alerts.
 - **Speakerphones** provide hands-free two-way operation of a phone without lifting the handset. Combining a speakerphone with an MLS-model system phone or a standard phone on an extension in a conference room or office is an inexpensive way for several people at a meeting to conference in other parties. The system supports the AT&T S203 speakerphone.
 - **Headsets** allow users to hold private, hands-free conversations. A headset is a combination earphone and microphone worn on the head, useful for receptionists, salespeople, or others who need to have their hands free while talking on the phone. AT&T offers several compatible headsets.
 - **Handsets for hard-of-hearing users** are designed for those who need even more amplification than is provided by the volume controls on system phones. Although the volume controls on system phones significantly reduce the need for an amplified handset, hard-of-hearing users may find that the AT&T K6S handset meets their needs.
 - **In-Range Out-of-Building (IROB) protectors** are required to prevent electrical surges from damaging your system when phones are installed in another building, but on the same continuous property. The system supports the AT&T IROB protector, which provides coverage over a distance of 3,000 feet for standard phones and 1,000 feet for MLS- and MLC-model phones.

-
- **Electromagnetic Interference (EMI) filters** allow you to block "noise" generated by a nearby radio station, as well as most electrical devices.
 - **Caller ID display units** can be installed to display Caller ID information on incoming calls, on lines that support this service. (To get Caller ID information, you must subscribe to this service from your local telephone company.) To install a Caller ID display unit, you must connect the unit to the line *before the line is routed to the control unit*; you can then provide a separate wiring run to the location where you want to view Caller ID information and place the Caller ID display unit next to a telephone where the line is assigned. (You can use a 267F2 bridging adapter to split the line at the network interface jack; see the *PARTNER Plus Communications System Installation* guide for details.) The system supports the AT&T Call Display models 30, 64, and 85.

Follow the manufacturer's instructions packaged with the device for installation and use information for these devices. To order auxiliary equipment, refer to "Product Ordering Information" in Appendix B.

Fax Machines

This section presents several ways that you can set up fax machines to work with your system. It includes instructions for programming and using a Fax Management button on a system phone (in order to monitor the status of a fax machine and transfer calls to it with a single touch), transferring calls to the fax machine extension, and using an AT&T fax machine's Notify button.

Using Fax Machines

Fax Management Feature

On any system phone, you can program a button with a light to serve as a Fax Management button. The light next to this button can tell you when the fax machine is in use, when it is available, or when it is not answering (for example, when it is out of paper). You can also use the button to transfer calls from your extension to the fax machine with a single touch.

Programming for Fax Management

To program a Fax Management button, first designate the fax machine extension using **Fax Machine Extensions (#601)**. (See Chapter 5 for more details.) Then program an Intercom Auto Dial button for the fax machine extension. For more information, see "Auto Dialing" in Chapter 5.

Using the Fax Management Button

The light next to the Fax Management button shows what is happening at the fax machine—see Table 4-1.

Table 4-1. Fax Management Button Light Patterns

Light Pattern	Indicates...
Off	Fax idle.
Red broken flutter	Fax trouble. The fax machine is not answering. If broken flutter occurs because the fax machine is out of paper, refill the paper. The light clears the next time the machine transmits or receives a call. If the machine takes longer than four rings to answer, the light shows fax trouble ; when the machine does answer, the light changes to fax busy (red steady).
Red steady	Fax busy. The fax machine is busy transmitting or receiving a call.
Green flash	Fax calling. The green flash indicates that the fax machine extension is calling you. An AT&T fax machine with the "Notify" feature can call you automatically after it receives a transmission. See "Using the Fax Machine's Notify Feature" on the next page.
Green flutter	Fax transfer return. A call you transferred to the fax machine was not answered and is returning to you.

Transferring a Call to the Fax Machine

There are two situations where you would want to transfer a call to your fax machine:

- You might answer an outside call and hear a fax machine signaling. (A fax signal is a single beep sequence—*beep . . . beep . . . beep*). If you hear this, you should transfer the call immediately to the fax machine extension.
- You might be on a call and the person to whom you are speaking has a fax machine connected to his or her phone and wants to fax you something. You can receive the fax by transferring the call to the fax extension. Tell the other party to wait until he or she hears the fax tone before pressing the [*Start*] button on their fax machine.

There are three ways to transfer the call to the fax extension:

- If you have a Fax Management button, simply press the button; when the fax machine answers, hang up.
- If you do not have a Fax Management button, press [*Transfer*] plus the fax machine's extension number. When the fax machine answers, hang up.
- On a standard phone, rapidly press and release the switchhook to place the call on hold, then dial the fax extension number and hang up.

Using the Fax Machine's Notify Feature

Some AT&T fax machines (for example, models 5300, 5350, 9025 Plus, and 9035 Plus) have a feature called *Notify*. After such a machine receives a fax call, it automatically dials a number and plays a recorded message, such as, "You have just received a fax." If you need to know exactly when a fax comes in, or if your fax machine is located in an isolated part of your building, you can use Notify in any of the following ways:

- Program the fax machine to make a ringing or voice-signaled intercom call to an individual extension or to a Group. (Program the fax machine to dial [*] plus the extension number for a voice-signaled call; [Z] and a group number (1–4) for a call to a Calling Group; [Z] [Z] and a group number (1–6) for a call to a Hunt Group.)
- Program the fax machine to turn on the Message light at someone's extension by dialing [#] [0] [0] plus the extension number.
- Program the fax machine to dial [Z] [0] to make its recorded announcement over your loudspeaker paging system.

For all of the above examples, program the fax machine extension's **Automatic Line Selection** for "intercom first," followed by whatever outside lines you want to assign to it. (If you set the fax extension to select "intercom first" and the fax machine has an auto dial feature, program [0] [*Pause*] [*Pause*] before each auto dial number. When manually making a call, dial [0] to get an outside line. For instructions on how to set the **Automatic Line Selection**, see Chapter 5.)

Setting Up Fax Machines

There are many ways to set up fax machines. The following configurations are basic and easy to use:

- **Single fax machine.** Good for light or moderate fax traffic. This basic setup uses a published fax number.
- **Fax machine line saver.** Good for light fax traffic, with no need for a published fax number.
- **Send and receive fax machines.** Good for high-volume fax traffic. One machine sends, the other receives.

You can install both a telephone and a fax machine on the same extension—see "Combination Extensions" in the *PARTNER Plus Communications System Installation* guide. This lets you receive both voice and fax calls on the same line (but not at the same time). If you pick up the phone and hear a fax signal, push the [*Start*] button on your fax machine and then hang up.

Restricting Dialing from a Fax Machine

You can use dialing restrictions to restrict calling activity on a fax machine. For example, you can use **Outgoing Call Restriction (#401)** to restrict the fax machine to local calls only. For a more detailed discussion of dialing restrictions, see Chapter 2.

Single Fax Machine

The single fax machine setup (shown in Figure 4-1) is good for moderate traffic. The fax machine has its own line (Line A), the number of which is published as the fax number. (The fax line can be used by other phones when all other lines are busy.) The fax machine is connected to its own extension (extension X).

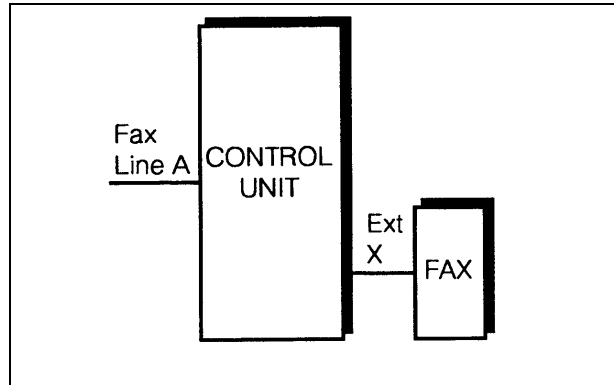


Figure 4-1. Single Fax Machine

To Use

The fax machine automatically answers all calls that come in on the fax line. If a call comes in on another line, you can transfer the call to the fax extension (see "Transferring a Call to the Fax Machine" earlier in this chapter).

When you pick up the handset to send a fax, the system automatically selects the fax line. If you have programmed a Fax Management button, you can transfer a call to the fax machine with a single touch, as well as monitor the status of the fax machine (see "Fax Management Feature" earlier in this chapter).

To Program

1. Use **Line Assignment (#301)** to assign *only* line A to extension X.
2. Set **Automatic Extension Privacy (#304)** for extension X to "on."
3. Use **Fax Machine Extensions (#601)** to designate extension X as a fax extension.
4. Remove extension X from all **Calling Groups (#502)**, all **Pickup Groups (#501)**, the **Night Service Group (#504)**, and all **Hunt Groups (#505)**.
5. Set **Line Ringing** for line A on extension X to "immediate ring." On all other extensions, set line A to "delayed ring" or "no ring. "
6. Set **Automatic Line Selection** for extension X to "line A only" (unless the fax machine has the Notify feature; in that case set it to "intercom first, then line A"). Set **Automatic Line Selection** for all other extensions so that they select line A last.

Fax Line Saver

If you don't use your fax machine enough to justify paying for its own outside line, you can put the machine on its own extension. With this setup, you must transfer calls to it manually. If you have programmed a Fax Management button, you can transfer a call to the fax machine with a single touch, as well as monitor the status of the fax machine (see "Fax Management Feature" earlier in this chapter). Figure 4-2 shows the setup.

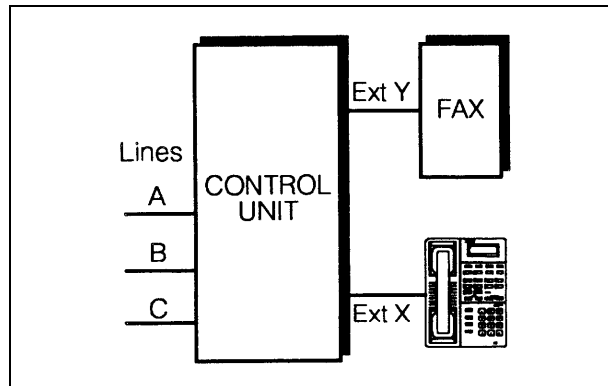


Figure 4-2. Fax Line Saver Setup

To Use

The person at extension X answers a call and hears a fax machine signaling on the other end. Realizing that a fax call is coming in, this person transfers the call to extension Y—the fax machine extension. To send a fax transmission in this setup, simply lift the handset on the fax machine—an outside line will be automatically selected.

To Program

1. Use **Line Assignment (#301)** to assign all lines to extension Y.
2. Set **Automatic Extension Privacy (#304)** for extension Y to "on."
3. If you want to monitor extension Y using a Fax Management Button, use **Fax Machine Extensions (#601)** to designate it as a fax extension.
4. Remove extension Y from all **Calling Groups (#502)**, all **Pickup Groups (#501)**, the **Night Service Group (#504)**, and all **Hunt Groups (#505)**.
5. Set **Line Ringing** for all lines on extension Y to "no ring."
6. Set **Automatic Line Selection** for extension Y to "Lines A, B, C, . . ." (unless the fax machine has the Notify feature; in that case set it to "intercom first").

Send and Receive Fax Machines

If your business has high-volume fax traffic, you can set up two fax machines, one that only sends and the other that only receives. For example, in Figure 4-3, there are two fax machines. Fax 1 is the *send* machine, fax 2 is the *receive* machine. Line A is the fax line, the number of which is published as the fax number. If fax 2 doesn't answer line A, fax 1 will.

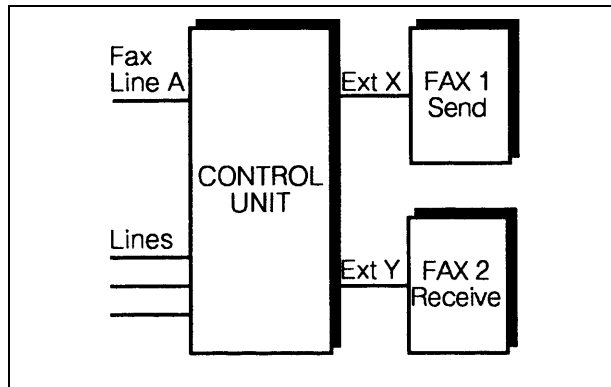


Figure 4-3. Send and Receive Fax Machines

To Use

When you want to send a fax, just lift the handset of fax 1 and an outside line will be automatically selected. Incoming fax calls on the fax line are answered automatically by fax 2. If a fax comes in on a line other than line A, you can transfer the call to fax 2 (see "Transferring a Call to the Fax Machine" earlier in this chapter). If you have programmed a Fax Management button, you can transfer a call to the fax machine with a single touch, as well as monitor the status of the fax machine (see "Fax Management Feature" earlier in this chapter). If fax 1 is set for "delayed" ring on line A, fax 1 can pick up fax transmissions when fax 2 does not answer.

To Program Fax 1 (Send—Ext. X)

1. Use **Line Assignment (#301)** to assign one or more lines to extension X (including line A).
2. Set **Automatic Extension Privacy (#304)** for extension X to "on."
3. If you want to monitor the machine using a Fax Management button, identify extension X as a fax extension using the **Fax Machine Extensions (#601)** procedure.
4. Remove extension X from all **Calling Groups (#502)**, all **Pickup Groups (#501)**, the **Night Service Group (#504)**, and all **Hunt Groups (#505)**.
5. Set **Automatic Line Selection** for extension X to "outside lines first" (line A selected last).
6. Set **Line Ringing** for line A to "delayed ring;" set all other lines to "no ring."

To Program Fax 2 (Receive—Ext. Y)

1. Use **Line Assignment (#301)** to assign *only* line A to extension Y
2. Set **Automatic Extension Privacy (#304)** for extension Y to "on."
3. If you want to monitor the machine using a Fax Management button, identify extension Y as a fax extension using the **Fax Machine Extensions (#601)** procedure.
4. Remove extension Y from all **Pickup Groups (#501)**, all **Calling Groups (#502)**, the **Night Service Group (#504)**, and all **Hunt Groups (#505)**.
5. If the fax machine has the Notify feature, set it to "intercom first." If the fax machine does not have the Notify feature and you want it to be able to dial out when fax 1 is unavailable, set **Automatic Line Selection** for extension Y to "outside lines first" (line A selected last).
6. Set **Line Ringing** for line A to "immediate ring;" set all other lines at extension Y to "no ring." (For all other extensions, set line A to "no ring" or "delayed ring.")

Answering Machines

You can use an answering machine to answer calls at night when no one is around, or during business hours when no one can get to the phone. If you have an AT&T answering machine with the Call Intercept feature, you can pick up a call that has been answered by the answering machine by joining in on the call from any system phone. When you do so, the system sends the answering machine a signal that makes it hang up.

The following are ways you can connect answering machines to your system:

- **Single answering machine.** This basic setup can cover all the lines in the system. Anyone on the system can call the machine to retrieve messages.
- **Multiple answering machines.** If you get too many calls for one machine to cover, connect two or more machines to cover all calls,
- **Personal answering machine.** An answering machine can share an extension with a phone to answer calls to the extension.

NOTE:

If you have an answering machine and a system phone on the same extension, the answering machine will only be able to answer calls if the phone is idle.

Single Answering Machine

The single answering machine setup (Figure 4-4) serves the entire system. The answering machine is connected to its own extension, and can cover all the lines in the system, or as many lines as you assign to it.

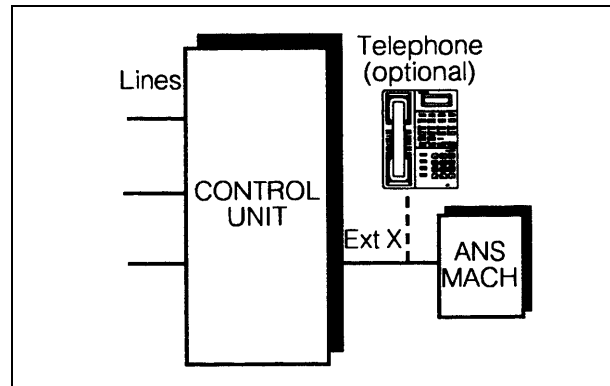


Figure 4-4. Single Answering Machine

To Use

- Go to the machine to manually play back messages.
- From inside the system, make an intercom call to the answering machine extension. When the machine answers, dial its message retrieval code.
- From outside the system, call in on any line assigned to the machine. When the machine answers, dial its message retrieval code.

To Program

1. Use **Line Assignment (#301)** to assign all the lines to extension X that you want the answering machine to cover.
2. Remove extension X from all **Calling Groups (#502)**, all **Pickup Groups (#501)**, the **Night Service Group (#504)**, and all **Hunt Groups (#505)**.
3. Set **Line Ringing** for all lines assigned to extension X to "immediate ring."
4. Adjust the answering machine to answer according to your needs. For example, set the machine at 4 rings during the day so someone has a chance to pick up the call.

Multiple Answering Machines

If a single answering machine cannot handle all your calls, you can set up two or more machines (Figure 4-5) so that a call does not go unanswered. If the answering machine is busy, a second call will be answered. A setup such as this might be used by a movie theater to announce movie times to people calling for information.

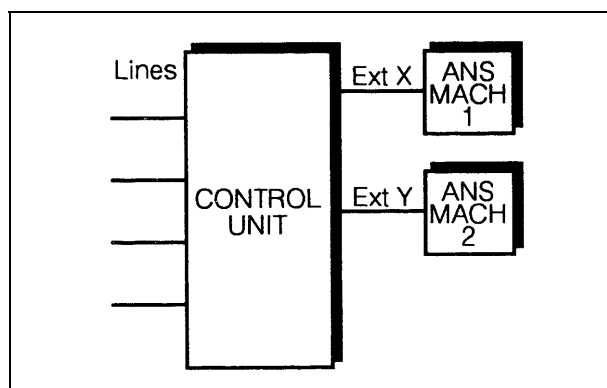


Figure 4-5. Multiple Answering Machines

To Use

- Go to the machines to manually play back messages.
- From any system extension, make an intercom call to an answering machine extension. When the machine answers, dial its message retrieval code.
- From outside the system, call in on any line assigned to the machine. When the machine answers, dial its message retrieval code. Note, however, that when calling in from outside, you can only retrieve messages from the first machine that answers.

To Program

1. Use **Line Assignment (#301)** to assign all the lines to extensions X and Y that you want the machines to cover.
2. Remove extensions X and Y from all **Calling Groups (#502)**, all **Pickup Groups (#501)**, the **Night Service Group (#504)**, and all **Hunt Groups (#505)**.
3. For extensions X and Y, set **Line Ringing** for all lines to "immediate ring."
4. Adjust both answering machines to answer on a different number of rings (so they don't both try to pick up the same call). For example, set answering machine 1 to 4 rings and answering machine 2 to 6 rings. (If you can't adjust the two answering machines to answer on a different number of rings, assign some lines to "immediate ring" at extension X, and other lines to "immediate ring" at extension Y.)

Personal Answering Machine

A personal answering machine is used to answer all the calls that ring on the lines at a certain extension (Figure 4-6). It is useful for the following situations:

- When you don't want to dedicate an extension to an answering machine
- When the extension receives a lot of intercom calls
- When outside calls come through a receptionist and are transferred to the extension
- When an extension has a private line

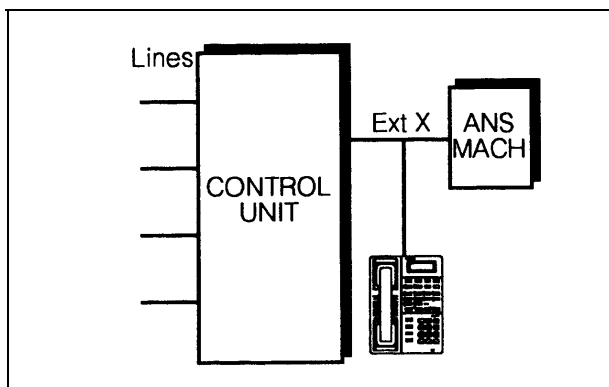


Figure 4-6. Personal Answering Machine

To Use

- Go to the machine to manually retrieve messages.
- From inside the system, make an intercom call to the extension. When the machine answers, dial the message retrieval code.
- From outside the system, call in and have someone transfer you to the extension. When the machine answers, dial the message retrieval code. Or, call in when no one will answer before the answering machine does.

To Program

1. Set **Line Ringing** for all lines assigned to extension X to the desired ring ("immediate," "delayed," or "no ring").
2. If the lines assigned to extension X are also assigned to other extensions, adjust the answering machine to answer on the third or fourth ring so that it does not answer calls before someone else can.

NOTE:

If you intercept a call from the answering machine, you will hear a click to notify you that the answering machine has turned off.

Modems

There are several ways to use modems with your system, as described below.

NOTE:

Modems can connect directly to an extension jack without an adapter. However, if you connect a high-speed modem through the control unit, you may experience some degradation of efficiency and throughput, depending on the quality of the central office lines connected to the system. To solve the problem, either connect modems directly to the network interface jacks, or contact your local telephone company for information about upgrading line quality.

Stand-Alone Modem for Placing Calls Only

A modem and a terminal allow you to dial out and connect to computer bulletin boards and other data services. This setup, which lets you dial out but not receive calls, is shown in Figure 4-7. Note that the telephone is optional and can be used if you want the terminal to share an extension with a phone.

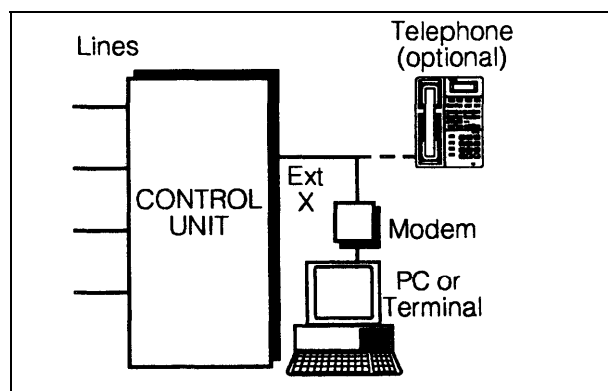


Figure 4-7. Stand-Alone Modem for Placing Calls Only

To Use

Follow the modem manufacturer's instructions.

To Program

1. Use **Line Assignment (#301)** to assign one or more lines to extension X.
2. Set **Automatic Extension Privacy (#304)** for extension X to "on."
3. Remove extension X from all **Calling Groups (#502)**, all **Pickup Groups (#501)**, the **Night Service Group (#504)**, and all **Hunt Groups (#505)**.
4. If the modem will only dial outside the system, set **Automatic Line Selection** for extension X to "outside lines first." If you will also use the modem for calls within the system, set **Automatic Line Selection** to "intercom first," and for outside calls include a 9 (and a pause) in the modem's dialing sequence.
5. Set the auto answer feature of the modem to "off."
6. Set **Line Ringing** to "no ring."

Send and Receive Modem

If you need to place *and* receive calls with the modem, use the setup shown in Figure 4-8. This setup makes line A the primary modem line, but keeps the line available for users at other extensions when all other lines are busy.

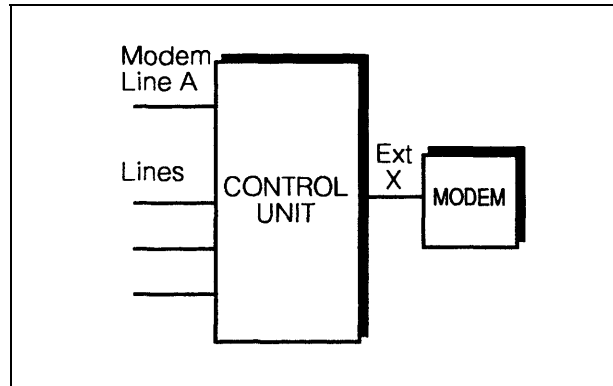


Figure 4-8. Send and Receive Modem

To Use

Calls on the modem line (line A) ring only at extension X. Likewise, line A is the *last* line selected by other extensions in the system, so the modem line is unavailable for the modem *only when all other lines in the system are being used*.

To Program

1. Use **Line Assignment (#301)** to assign only line A to modem extension X.
2. Set **Line Ringing** for line A on extension X to "immediate ring."
3. Set **Automatic Line Selection** for all other extensions so that line A is the last line in the select sequence. That way, the modem line is used for outgoing voice calls only when all other lines are busy.
4. Set **Automatic Extension Privacy (#304)** for extension X to "on."

Automated Attendants

An automated attendant answers calls and redirects them to a specified extension or to a Hunt Group (based on the digits a caller dials after listening to a list of choices in a recorded greeting). For example, your company might have an automated attendant answer calls and tell callers to press 1 for Sales, 2 for Parts, 3 for Service, and so on.

Automated Attendant Used as Backup for Receptionist

One common use of an automated attendant is as a backup for a receptionist. In this situation, the automated attendant handles any calls that the receptionist cannot pick up within a specified number of rings. This prevents calls from going unanswered. Figure 4-9 shows how the automated attendant would be connected to your system. In this example, the receptionist is at extension 10 and the automated attendant is at extension X.

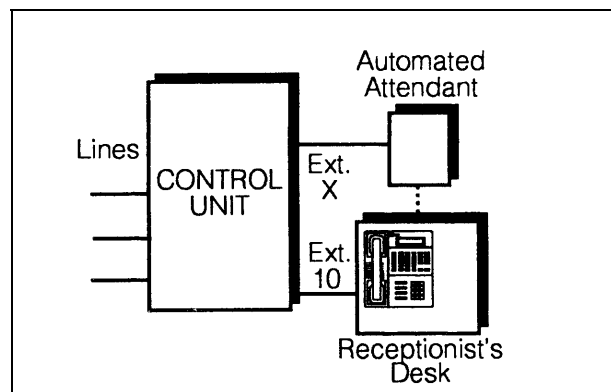


Figure 4-9. Automated Attendant Used as Backup for Receptionist

To Use

Follow the instructions packaged with the automated attendant. Make sure that the automated attendant is in backup call answering mode.

When callers call the main number for your company, the receptionist normally picks up the call. If the receptionist is busy, the automated attendant answers and plays a pre-recorded message. For example, the automated attendant might play the following message:

"Please hold for the receptionist or dial an extension number now."

To Program

1. Set **Line Ringing** for all lines assigned to the automated attendant to "delayed ring."
2. Set the automated attendant to pick up within a specific number of rings, so if the receptionist does not pick up a call, the automated attendant will.

Credit Card Scanners

Many retail businesses and restaurants use credit card scanners to get instant approval of credit card purchases. The system allows your credit card scanners to share the lines in your system (as shown in Figure 4-10). You can install the credit card scanner on an extension by itself, or combine it with a system phone or a standard phone on the same extension (see "Combination Extensions" in the *PARTNER Plus Communications System Installation* guide).

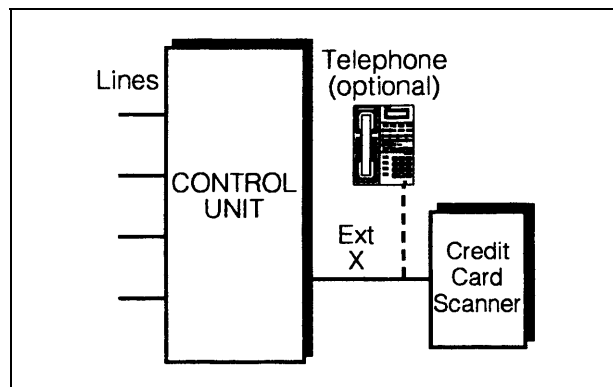


Figure 4-10. Credit Card Scanner

To Use

When you make a call on the credit card scanner, an outside line is automatically selected.

To Program

1. Use **Line Assignment (#301)** to assign the lines you want the scanner to use to extension X.
2. Set **Automatic Extension Privacy (#304)** for extension X to "on."
3. Set **Automatic Line Selection** for extension X to "outside lines first."
4. If the scanner has an auto answer feature, turn it off.
5. For multiple scanners, repeat Steps 1–4 for each extension.

Night Service with Auxiliary Equipment

You can set up modems, fax machines, and answering machines to receive calls automatically after hours. When Night Service is on, calls ring immediately at the appropriate extensions, so that no human intervention is required to transfer calls to the fax, modem, or answering machine. When Night Service is off, you can use the auxiliary equipment lines for normal business purposes, so that lines are dedicated to auxiliary equipment *only* after hours.

By putting auxiliary equipment in the Night Service Group as described in this section, auxiliary equipment can start ringing and answering calls whenever you turn Night Service on. In other words, the Night Service button at extension 10 acts as a switch, turning auxiliary equipment on and off, as well as putting the system into Night Service.

Figure 4-11 shows a system with a fax machine and a modem connected to separate extensions. Line A is published as the fax line, and line B is published as the modem line.

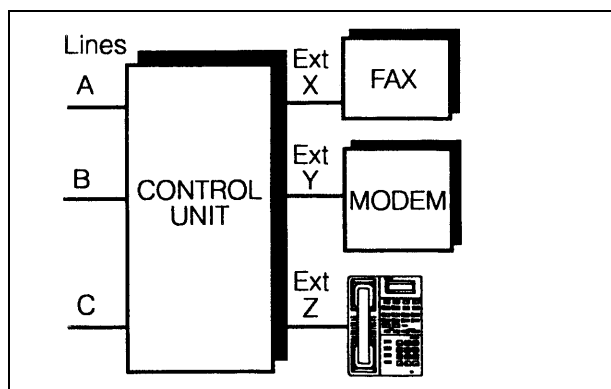


Figure 4-11. Night Service with Fax Machine and Modem

To Use

During the day, lines A and B do not ring at extensions X and Y (according to Line Ringing settings). When you turn Night Service on, calls on line A ring immediately at the fax (extension X). Since that line is not assigned to any other extension in the Night Service Group, only extension X receives fax transmissions. Likewise, with Night Service on, calls on line B ring immediately at the modem (extension Y). All lines ring at the system phone at extension Z.

If answering machines are connected to Night Service extensions, you can join a call that was already answered by an answering machine from any system phone. If you have an AT&T answering machine with the Call Intercept feature, the answering machine drops off the call when you join it.

To Program

1. Use **Line Assignment (#301)** to assign Line A to extension X (for the fax machine to cover), line B to extension Y (for the modem to cover), and all lines to extension Z.
2. Remove extensions X and Y from all **Calling Groups (#502)**, all **Pickup Groups (#501)**, and all **Hunt Groups (#505)**.
3. Assign a **Night Service Button (#503)** at extension 10 and assign extensions X and Y to the **Night Service Group (#504)**.
4. Set **Line Ringing** for Line A at extension X and for Line B at extension Y to "no ring."

Call Reporting Devices (SMDR)

SMDR (Station Message Detail Recording) is a call reporting feature that provides records of call activity. Call reporting information provides you with the ability to:

- Detect any unauthorized calls
- Bill clients or projects
- Bill back by departments
- Reduce telephone costs by identifying the need to change telecommunications services (like adding a WATS line for calls to a particular area code)

Call reporting information is recorded after each call is completed. The system sends the information via a 1200-baud serial interface to either a serial printer or a call accounting device.

The device connects directly to the SMDR jack on the processor module. The system records information for each call that lasts at least 10 seconds. For outgoing calls, the timing begins when you get a dial tone. For incoming calls, the timing begins when you answer the call. Timing stops when the call is disconnected.

Programming

Use the following programming procedures for call reporting:

- **SMDR Record Type (#608)** to specify the type of calls that you want to record for call reporting—either all calls or outgoing calls only.
- **SMDR Top of Page (#609)** to notify the system that the printer has been aligned to the top of a new page.
- **Forced Account Code Entry (#307)** to identify extensions that will be required to enter an account code prior to making outside calls.

Call Reports

A *call report* is a page of information that begins with a header. The header includes field names that describe the information in each *call record*. The call record is a line of information that includes the fields shown in Figure 4-12.

	DATE	TIME	CALLED NUMBER	DUR.	LINE	STN.	ACCOUNT
C	07/17/92	11:11	12015558014	00:01:40	08	18	
C	07/17/92	11:34	19085556036	00:04:28	02	32	1725
I	07/17/92	13:35	IN	00:02:12	01	10	

Figure 4-12. Sample Call Report

Each page includes 59 records. The report has the following fields:

- **Call Type.** "C" indicates outgoing calls; "I" indicates incoming calls. (**SMDR Record Type (#608)** defines whether or not incoming calls are reported.)
- **Date.** The date of the call is shown in mm/dd/yy format, where *mm* is the month, *dd* is the day, and *yy* is the year. The system uses the date set with **System Date (#101)**.
- **Time.** The time of the connection is shown in hh:mm format, where *hh* is the hour and *mm* is the minute. The system uses the time set with **System Time (#103)** and is shown in 24-hour (military) time.
- **Called Number.** For an outgoing call, this is the dialed number (first 15 digits only) or the speed dial code of a Marked System Speed Dial number (preceded by an "F"). For an incoming call, "IN" appears in this field.

A "*" character prints as the last digit of a dialed number if the called party hangs up before the originator, or a "?" prints if the number of digits dialed exceeds the 15 digits that the Called Number field can hold.
- **Duration.** The duration of the call is shown in hh:mm:ss format, where *hh* is the hour, *mm* is the minutes, and *ss* is the seconds.
- **Line Number.** This is the outside line (01–12) that was used to make or receive the call.
- **Station (Extension).** In general, this is the extension that answered or placed the call. For redirected incoming calls, the last extension on the call will be shown on the report, as follows:
 - For transferred incoming calls: the destination extension.
 - For transferred outgoing calls: the originator extension.
 - For pickup calls: the extension picking up the call.
 - For forwarded calls: the extension answering the forwarded call.
- **Account Code.** This is the account code (up to 16 digits) assigned to the call. This code is typically used for charging calls to a specific project or department.

Considerations

- The **System Date (#101)** and **System Time (#103)** must be set correctly to ensure accurate call reports.
- If a report cannot print because the printer is jammed or out of paper, the system will store up to 45 records in its memory until they can be printed. Additional calls will not be recorded.
- In the event of a power failure, any calls in progress are lost; call records for those calls are also lost.
- Inside (intercom) calls are not recorded.
- If you place a call on hold and the caller hangs up, the call is considered complete and the record is sent to the call reporting device.
- Conference calls appear as two outside calls. (This means two records will be generated on the report.)

Output Format

The following serial transmission protocol is used for SMDR records:

- 1200 baud
- no parity
- 8 data bits
- 2 stop bits

The call reporting feature also supports XON/XOFF protocol, carriage returns, and line feeds.

Serial Printers

A 355A adapter lets you connect a serial printer, such as AT&T's Call Accounting Terminal Printer, to the processor module. If you connect a printer, make sure the printer can receive SMDR data in the format described in "Output Format" above (refer to the printer's instructions if you need help).

Call Accounting Devices

You can send call information to a call accounting device if you want to further analyze call activity. The device stores rate table information and processes the information it receives into meaningful reports that can help you optimize your communications system. For example, you can use it to determine the best combination of local and long distance lines for your business.

The call accounting device connects directly to the SMDR jack on the processor module and can also print out reports that include summaries by hour, line, and extension. Refer to the manual provided with the call accounting device for instructions on connecting it to your system.

Feature Reference

5

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Overview

This chapter provides reference information for programming and using system features. Features are listed in alphabetical order. System Programming procedures include the procedure code (# and three-digit number) in the heading; dial-code features include the feature code (F for [*Feature*] or I for [*Intercom*], plus a two-digit code). Some feature codes also include a variable: XX for a two-digit extension number from 10–33, LL for a two-digit line number from 01–12, or G for a single-digit group number. Headings with no codes are general call-handling topics and Telephone Programming procedures.

Each feature includes the following information, if applicable:

- Description
- Examples
- Related Features
- Programming
- Considerations
- Using
- Valid Entries (✓ = factory setting)

This chapter gives step-by-step instructions, using the following conventions:

- Programming instructions tell you to use the [*Next Data*] button to change values for specific settings. You can, however, enter a value via the keypad if you prefer. Similarly, there are different ways to exit programming mode—use the method with which you are most comfortable.
- For Telephone Programming, this chapter provides only the instructions for Centralized Telephone Programming. To program from individual extensions, users should refer to their *Quick Reference* cards.

All of the instructions in this chapter assume that system phones select outside lines first and standard phones select intercom first (as determined by each extension's setting for **Automatic Line Selection**).

See Chapter 2 for a review of the methods and buttons you can use while in programming mode.

AA/VMS Extensions (#607)

Description

This System Programming procedure identifies extensions where automated attendant or voice messaging devices are connected to the system. Doing so lets the system notify users with display phones when they are receiving a call that has been transferred from the automated attendant or voice messaging device. To identify an AA/VMS extension, use this procedure to change the setting for the extension to "Assigned."

Related Features

- For each AA/VMS extension, use **Transfer Return Extension (#306)** to identify an extension to which a call should be routed if the destination extension does not answer.
- Set **Automatic Extension Privacy (#304)** to "Not Assigned" for the AA/VMS extension if you want to be able to intercept calls routed to the device.

Considerations

Chapter 4 provides information on using automated attendants with the system.

Valid Entries

- 1 = Assigned
- 2 = Not Assigned ✓

Programming

To identify an extension where an automated attendant or voice messaging device is installed:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [6] [0] [Z]. The display reads:
AA/VMS
Extension:
2. Enter the extension number on which the automated attendant or voice messaging device is connected. For example, to select extension 27, press [2] [7].
3. To assign or unassign the extension, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
4. To assign or unassign a second automated attendant or voice messaging device, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display, and repeat Step 3.
5. Select another procedure or exit programming mode.

Abbreviated Ringing (#305)

Description

This System Programming procedure turns Abbreviated Ringing on or off at a specific extension. When a user is on an outside or intercom call and Abbreviated Ringing is on, an incoming call rings only once. The green light next to the line button flashes until the call is answered or the caller hangs up. This feature prevents incoming calls from distracting users when they are busy on another call. To allow calls to ring repeatedly, set Abbreviated Ringing to "Not Active."

Considerations

- Receptionists, and others who handle many calls quickly, often leave Abbreviated Ringing off, so they have an audible reminder of incoming calls.
- Abbreviated Ringing works for both outside calls *and* intercom calls.

Valid Entries

- 1 = Active (incoming calls ring once) ✓
- 2 = Not Active (incoming calls ring repeatedly)

Programming

To change the Abbreviated Ringing setting for an extension:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [3] [0] [5]. The display reads:
Abbrev. Ring
Extension:
2. Enter the number of the extension to be programmed. For example, to program extension 12, press [1] [2].
3. To turn Abbreviated Ringing on or off, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Account Code Entry (F12)

Description

This feature lets a user with a system phone enter an account code (up to 16 characters) for an outside call (incoming or outgoing). An account code is typically used to identify a department, project, or client for charge-back or tracking purposes.

Related Features

- To identify extensions that will be required to enter an account code prior to dialing *any* outside number—including those on the Emergency Phone Number List—also use **Forced Account Code Entry (#307)**. A *forced* account code must be entered at the beginning of a call; however, a different number can be re-entered any time during a call. (Use forced account code entry *only* for extensions with system phones.)
- For faster entry of frequently-used account codes, you can program an account code on an Auto Dial button or as a System or Personal Speed Dial number (but not as a Marked System Speed Dial number). See **Auto Dialing, System Speed Dial Numbers, and Personal Speed Dial Numbers** for programming instructions.

Considerations

- If SMDR is used, the account code assigned to incoming or outgoing calls will print on call reports. See "Call Reporting (SMDR)" in Chapter 4 for more information on call reporting.
- Account codes can be changed during a call. If a new code is entered, the previous account code is cancelled.
- This feature can *only* be used from a system phone.

Programming

You can program the Account Code Entry feature code on an Auto Dial button to use the feature with one touch. (This button can be used for optional Account Code Entry or Forced Account Code Entry.) To program the button:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [*1*] [*2*].
5. Program another button for this extension or exit programming mode.

Using

To enter an *optional* account code:

1. If a password is programmed for the system, you must enter it before lifting the handset.
2. After lifting the handset (or while already active on an outside call), press a button programmed with the Account Code Entry feature or press [*Feature*] [*1*] [*2*].
If the Account Code Entry button has a light, the green LED turns on.
3. Enter an account code using any of the following methods:
 - Dial it manually using the phone's keypad
 - Dial a System or Personal Speed Dial number programmed with the account code
 - Press an Auto Dial button programmed with the account code.
4. Press the button programmed with the Account Code Entry feature or press [*Feature*] [*1*] [*2*] to indicate the end of the code.
If the Account Code Entry button has a light, the green LED turns off.

To enter a *forced* account code:

1. If a password is programmed for the system, you must enter it before lifting the handset.
2. Lift the handset or press [*Spkr*].
3. Press a button programmed with the Account Code Entry feature or press [*Feature*] [*1*] [*2*].
If the Account Code Entry button has a light, the green LED turns on.
4. Enter an account code using any of the following methods:
 - Dial it manually using the phone's keypad
 - Dial a System or Personal Speed Dial number programmed with the account code
 - Press an Auto Dial button programmed with the account code.
5. Press an idle line button.
If the Account Code Entry button has a light, the green LED turns off.
6. Make the telephone call.

Allowed List Assignments (#408)

Description

This System Programming procedure lets you assign up to four Allowed Phone Number Lists to a specific extension.

Related Features

Use **Allowed Phone Number Lists (#407)** to create up to four lists of Allowed Telephone numbers *before* you use this procedure.

Valid Entries

- 1 = Assigned to extension
- 2 = Not Assigned to extension ✓

Programming

To assign Allowed Phone Number Lists to an extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*4*] [*0*] [*8*]. The display reads:

AllowTo
Extension:
2. Enter the number of the extension to be programmed. For example, to program extension 27, press [*2*] [*7*]. The display reads:

AllowTo 27
List No:
3. Enter the list number (1–4). For example, to select list 1, press [*1*].
4. To assign or unassign the list, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
5. At this point:
 - To assign or unassign another list to this extension, press [*Next Item*] or [*Prev Item*] until the list number shows on the display. Repeat Step 4.
 - To program another extension, press [*Next Procedure*] [*Prev Procedure*] and begin at Step 2.
6. Select another procedure or exit programming mode.

Allowed Phone Number Lists (#407)

Description

This System Programming procedure specifies telephone numbers that users can dial regardless of other dialing restrictions, as long as they have access to an outside line. For example, if you restrict an entire category of calls through **Disallowed Phone Number Lists (#404)**, you can permit calls to a specific number in that category by placing that number on an Allowed Phone Number List. Using this procedure, you can create up to four lists of up to 10 telephone numbers each.

Related Features

- After completing this procedure, use **Allowed List Assignments (#408)** to assign the Allowed Phone Number Lists to any number of extensions.
- Allowed Phone Number Lists override Disallowed Phone Number Lists and Outgoing Call Restriction, but not Line Access Restriction or Night Service with a System Password. (There are other ways of overriding restrictions—see Marked **System Speed Dial Numbers, Emergency Phone Number List**, and **System Password** for more information.)
- The entries you must make to permit or restrict toll calls differ depending on the setting for **Toll Call Prefix (#402)**. This setting tells the system whether a "0" (for operator-assisted calls) and "1" (for direct-dial calls) is required when you make toll calls. Make sure the Toll Call Prefix is set correctly. If it is not, entries on the Allowed, Disallowed, and Emergency Lists may not be handled properly.

Considerations

- Each telephone number can include up to 12 digits. You can use the wildcard character (by pressing the [*Hold*] button on a system phone) to match any single digit (it appears as "!" on the telephone display).
- If you are restricting an extension from placing toll calls, do not place numbers beginning with a 0 on an Allowed Phone Number List for the extension. Once a user is active on an operator-assisted call, the user will be able to avoid dialing restrictions by asking the operator to dial restricted numbers.

Valid Entries

Digits 0–9 and [*Hold*] (any single digit)

Examples

The examples below show how you would enter telephone numbers for an Allowed Phone Number List in Step 4 of "Programming." When an Allowed list is assigned to an extension, users can dial numbers on that list, even if the numbers would otherwise be restricted.

- **Specific Telephone Numbers.** Dial the telephone number directly. For example, to allow calls to the number 201 555-1111, make the following entries:
 - *Toll Call Prefix required*
12015551111
 - *Toll Call Prefix not required*
2015551111
- **All Telephone Numbers in One Area Code.** The following list entries allow calls to the 800 area code:
 - *Toll Call Prefix required*
1800
 - *Toll Call Prefix not required*
800

Programming

To create a list of Allowed Phone Numbers:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*4*] [*0*] [*Z*].
2. At the List No: prompt, enter a list number (1–4). For example, to select list 1, press [*1*].
3. At the Entry: prompt, select a list entry (01–10). For example, to select entry 1, press [*0*] [*1*].
4. At the Data ----- prompt, enter the first telephone number.
5. **To save the telephone number in memory**, you must press [*Enter*].
6. At this point:
 - To enter other phone numbers in this list, press [*Next Item*] and repeat Steps 4 and 5.
 - To change a phone number, press [*Remove*] and repeat Steps 4 and 5.
 - To delete a phone number, press [*Remove*].
 - To create another list, press [*Next Procedure*] [*Prev Procedure*] and go to Step 2.
7. Select another procedure or exit programming mode.

Answering Calls

Description

This section describes how users can answer calls ringing at their own extensions. Additional features enable users to pick up calls at other extensions—see "Related Features" below.

Related Features

- A user can answer an outside call, an intercom call, or a transferred call that is ringing at a specific extension or at any extension in a group. For more information, see **Call Pickup** and **Group Pickup**.
- A user can use **Direct Line Pickup—Active Line** to answer calls on a line not assigned to the user's phone.
- A user can join a call in progress at another extension, as long as **Privacy** is not on for that extension. See **Joining**.

How to Answer Calls

- There are several ways to access a line for answering calls:
 - On either a system phone or a standard phone, lift the handset to answer a ringing call (if more than one call is ringing at a system phone, you get the call that has been ringing longest).
 - On a system phone, press a specific line or [*Intercom*] button. You can also use Direct Line Pickup to pick up a ringing or held call, or to join an active call, by dialing [*Intercom*] [*⓪*] [*g*] and the two-digit line number.
 - On a standard phone, you can use Direct Line Pickup to pick up a ringing or held call, or to join an active call on a specific line: at intercom dial tone, dial [*⓪*] [*g*] and the two-digit line number.
- If you are using an MLC-6 cordless phone, make sure the handset is on before using the following instructions.

System Phone

You can answer a call on any line that is ringing, or select a specific line if more than one is ringing:

- When the telephone is ringing, lift the handset.
You are connected to the incoming call. If more than one line is ringing, you are connected to the line that has been ringing longest. If the call is an intercom call and you have a display phone, the caller's extension number briefly appears on your display.
- To answer a call on a specific line:
 1. Press the button for the line you want to answer.
 2. Lift the handset or press [*Spkr*].
You are connected to the call.

-
- To answer a call when you are already on a call:
 1. Press [*Hold*].
The call you are on is placed on hold.
 2. Press the button for the new call.
You are connected to the new call.
 3. To return to the first call, put the second call on hold and press the line button for the first call.
 - To answer a voice-signaled call (your phone beeps and you hear the caller's voice):
 - If the microphone is on, you can speak after the beep.
 - If the microphone is not on, press [*Mic*] or lift the handset.

Standard Phone

When the telephone is ringing, lift the handset.
You are connected to the incoming call.

Auto Dialing

Description

This Telephone Programming procedure lets users dial outside numbers, extension numbers, feature codes, or account codes with a single touch, by pressing a preprogrammed button. An Auto Dial number can be stored on any programmable button (a button with no line assigned) on a system phone.

Related Features

- To set up a Fax Management button, program the fax extension as an Auto Dial number on a button with lights. Special light patterns on the Auto Dial button for the fax extension indicate fax machine status. Chapter 4 provides more information on using a Fax Management button. Identify fax extensions using **Fax Machine Extensions (#601)**.
- You can include special functions, such as Pause, in the phone number. **Special Dialing Functions** provides more information on these functions.

Considerations

- If you program an extension number on a button with lights, the lights show calling activity at the extension. Similarly, you can connect an MLS-CA24 Intercom Autodialer to the system phones at extension 10 and 11 to have Auto Dial buttons for all of the extensions in your system (up to 24); this lets the users at extensions 10 and 11 transfer calls to any extension by pressing one button, and view call activity at all extensions with a glance.
- When programming emergency numbers for Auto Dialing and/or making test calls to those numbers, you should: 1) Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up and 2) Perform such activities in the off-peak hours, such as early morning or late evening
- Auto Dial buttons do not override dialing restrictions for an extension.
- MLS-6 and MLC-6 system phones only have four buttons available for lines and/or features.
- For PBX or Centrex systems that require a dial-out code to make calls outside the PBX or Centrex system, include the dial-out code on an Auto Dial button for a number outside the PBX or Centrex system.
- Auto Dial buttons can be programmed only on system phones.

Examples

The examples below show some possible entries for an Auto Dial Number in Step 4 of "Programming."

- **Outside Phone Number.** Dial the phone number (up to 20 digits). For example, to program 555-2398, press [5] [5] [5] [2] [3] [9] [8].

-
- **Extension Number.** Press the left [*Intercom*] button and the two-digit extension number. Include a [*] before the extension number to voice signal an extension. For example, to program extension 20 for voice signaling, press [*Intercom*] [*] [2] [0]. The display reads:

Intercom *20

- **Dial-Code Feature.** Enter the appropriate code. For example, to program the Call Forwarding feature code on a button, press [*Feature*] [1] [1].

Programming

To program an Auto Dial button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed.
3. Press a programmable button.
4. Enter an outside phone number, extension number, feature code, or PBX/Centrex feature access code.
5. Repeat Steps 3 and 4 to program additional Auto Dial buttons, or exit programming mode.

Using

To dial an outside or extension number (you can lift the handset or press [*Spkr*], but you do not have to do so):

1. If you want to call on a specific line, press the line button (or dial [*Intercom*] [8] and the two-digit line number) before pressing the Auto Dial button.
2. Press the Auto Dial button on which the outside number or extension number is programmed.

The system automatically selects a line if you did not specify one, turns on the speaker (if the handset is on the hook), and dials the Auto Dial number. The number being dialed will show on display phones.

To dial a feature code, follow the directions for the feature you want to use.

Automatic Extension Privacy (#304)

Description

This System Programming procedure automatically prevents users with the same lines from joining an active call on a specific extension.

Related Features

To override Automatic Extension Privacy, users can program the **Privacy** feature on a button with lights. The user can then press the Privacy button to deactivate the feature (green LED off) when the user wants someone to join a call at his or her extension.

Considerations

- This feature is typically used for extensions connected to fax machines, modems, and credit card scanners, which make and receive data calls that should not be interrupted.
- If you want to be able to intercept calls routed to an auxiliary device—such as an answering machine or automated attendant—make sure Automatic Extension Privacy is "Not Assigned" for the auxiliary equipment extension.

Valid Entries

- 1 = Assigned
- 2 = Not Assigned ✓

Programming

To change the Automatic Extension Privacy setting for an extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*3*] [*0*] [*4*]. The display reads:

Auto Privacy
Extension:
2. Enter the number of the extension to be programmed. For example, to program extension 16, press [*1*] [*6*].
3. To turn Automatic Extension Privacy on or off for the extension, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
4. To program another extension, press [*Next Item*] [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Automatic Line Selection

Description

This Telephone Programming procedure determines the line a user is connected to after lifting the handset to make a call. When the user picks up the handset, the system looks for an available line in the order specified by this procedure and selects the first available line. For example, if you specify outside lines first for an extension, but all outside lines are busy, the user will hear the intercom dial tone after lifting the handset.

Related Features

- To copy the Automatic Line Selection setting (as well as other system settings) to other extensions, use **Copy Settings (#399)**.
- If **Forced Account Code Entry (#307)** is assigned to an extension, Automatic Line Selection for that extension will not work. This means the user must *manually* select a line after entering the required account code.

Considerations

- This feature must be programmed from extension 10 or 11 only, using Centralized Telephone Programming. Individual users cannot program this feature directly.
- You must set Automatic Line Selection first once you enter Centralized Telephone Programming mode, unless you want to use the factory setting.
- For standard touch-tone or rotary phones, or for any phone used mainly to call other extensions, program the extension to select "intercom first."
- For combination extensions, the automatic line selection for both devices (including a standard device) follows the automatic line selection for the extension.
- For hotline and doorphones, program the extension to select only the intercom, with no outside lines in the selection sequence.
- You do not need to include all available lines for an extension, only the ones you want the system to search through and connect automatically.

Valid Entries

Outside lines 01–12, Left Intercom ✓

Examples

System Phone

With Automatic Line Selection at its factory setting, the system first searches to find an idle outside line in numerical order (starting with line 1). Then, if all outside lines are busy, the system searches for an idle intercom line. This order can be changed, however, to accommodate your business needs. For example, a telemarketing firm with a WATS line (line 5) to reduce telephone expenses would set Automatic Line Selection for all telemarketers' extensions to "5, 1, 2, 3, 4, Intercom." This way the WATS line would be selected first.

Standard Phone

If a standard phone user intends to place intercom calls and access system features, Automatic Line Selection for his or her extension should be set to "intercom first" for proper operation. For example, the setting for a standard phone in a lobby, used only for calling employees or making local calls on line 1, would be set to "Intercom, 1."

Programming

To program Automatic Line Selection for an extension:

1. Press [*Feature*] [*Q*] [*Q*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed for Automatic Line Selection.
3. Press [***] [***].
4. Press the line and/or left intercom buttons in the desired order. For each button pressed, the display reads:
Auto Line Select
5. To exit Automatic Line Selection, press [***] [***].
6. Press [*Central Tel Program*] and enter a new extension number or exit programming mode.

Call Forwarding/Call Follow-Me (F11XX XX)

Description

This feature forwards all intercom, outside, or transferred calls from a user's extension to another system extension (where XX is an extension number from 10–33). Users can activate this feature from their own extension (*Call Forwarding*) or from any other extension in the system (*Call Follow-Me*).

Considerations

- You can forward outside, intercom, and transferred calls, but not group calls. Calls *cannot* be forwarded outside of the system.
- If an extension in a Hunt Group activates Call Forwarding, the system considers the extension unavailable when a call goes to the Hunt Group.
- The phone at the extension from which calls are being forwarded beeps once each time a call is forwarded (unless Do Not Disturb is active).

Programming

To program the Call Forwarding feature code on an Auto Dial button (use a button with lights if you want a visual clue when your calls are forwarded):

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [1] [1].
5. Program another button for this extension or exit programming mode.

Using

System Phone

1. Press the programmed button or press [*Feature*] [1] [1].
2. Dial your extension number.
3. Dial the number of the extension at which you want your calls to ring.
To remove call forwarding, use the steps above, but dial your extension number in both Steps 2 and 3.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [#] [1] [1].
3. Dial your extension number.
4. Dial the number of the extension at which you want your calls to ring.
To remove call forwarding, use the steps above, but dial your extension number in both Steps 3 and 4.

Call Pickup (I6XX)

Description

This feature lets users answer any intercom or outside call ringing at a specific extension (where XX is an extension number from 10–33). This feature is useful for officemates who agree to answer each other's calls.

Programming

You can program the Call Pickup feature code and an extension number on an Auto Dial button to pick up a call ringing at another extension with one touch.

To program the button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. To specify the extension to be answered, press the left [*Intercom*] button, followed by [6] and then the two-digit extension number (10–33). For example, to answer calls on extension 23, press [*Intercom*] [6] [2] [3].
5. Program another button for this extension or exit programming mode.

Using

System Phone

1. If you want, lift the handset.
2. Press the programmed button or press left [*Intercom*] [6] and the two-digit number of the ringing extension to pick up the call.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [6] plus the two-digit number of the ringing extension to pick up the call.

Calling Group Extensions (#502)

Description

This System Programming procedure identifies the extensions in a Calling Group—a group of extensions that can be called at the same time. Any user in the system can ring or page all extensions in a Calling Group at the same time; the first extension to pick up the call is connected to the caller. This feature is useful for conversing with any individual in a group of users such as a sales pool. The system can have up to four Calling Groups.

Related Features

For instructions on making a ringing call or paging call to a Calling Group, see **Group Calling**.

Considerations

- Extensions can be in more than one Calling Group. In addition, you can assign *all* extensions in the system in one group—this is especially useful for making paging announcements to all employees.
- Do not assign extensions with fax machines, answering machines, hotline phones, or doorphones to a Calling Group.

Valid Entries

- 1 = Assigned to group
- 2 = Not Assigned to group ✓

Programming

To create a Calling Group:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [5] [0] [2].
2. At the **Group:** prompt, enter a group number (1–4). For example, to select group 1, press [1].
3. At the **Extension:** prompt, enter the number of the extension to be programmed. For example, to select extension 31, press [3] [1].
4. To add or remove the extension, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
5. At this point:
 - To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 4.
 - To program another group, press [*Next Procedure*] [*Prev Procedure*] and repeat Steps 2 through 4.
6. Select another procedure or exit programming mode.

Conference Calls

Description

This section explains how to set up conference calls using the [*Conf*] button on a system phone or the switchhook on a standard phone. A conference call connects up to five parties (including the conference originator) in a single call. Users can connect both outside calls and intercom calls in a conference call, *but the call cannot include more than two outside parties.*

Related Features

- If the system is programmed for **Outside Conference Denial (#109)**, all users are limited to one outside party on a call.
- During the conference call, any inside party can exit the call at anytime simply by hanging up. However, if an outside party hangs up during a conference call, the callers that remain in the conference may hear a dial tone. Use **Conference Drop** to remove the last-added outside party from a conference call.

Considerations

- Users can use System Speed Dial, Personal Speed Dial, or Auto Dial numbers to add parties to the conference.
- Do not add a busy or ringing outside call to a conference; if you do, all callers hear the busy or ringing signal. If you hear a busy signal or the party does not answer, reconnect with the held party by pressing the line button.
- Users cannot join a conference call; the originator must add each party to the conference.
- If the conference originator puts the call on hold, other parties can continue to talk. Other inside parties cannot put the call on hold.
- When the originator hangs up, the conference is disconnected.
- Conference calls cannot be transferred.
- If you are using the system behind a PBX or Centrex system, the PBX or Centrex system may include a conference calling feature that lets you connect multiple callers *on a single PBX or Centrex line*. The number of callers you can connect depends on your PBX or Centrex system. For more information on such features, see the documentation for your PBX or Centrex system. (When your Centrex or PBX documentation tells you to use a switchhook flash, use the **Recall** feature instead.)

Using

System Phone

1. Set up the call to the first party. (You can call the party, pick up the call from hold, or answer an incoming call.)
You are connected with the first party.
2. Press [*Conf*].
The first party is now on hold.
3. Set up the call to the second party. (You can call the party, pick up the call from hold, or answer an incoming call.)
You are connected with the second party. If you are adding an intercom extension to a call, you must wait until the party answers.
4. Press [*Conf*] again to add the second party to the call.
You can now speak with the first and second parties.
5. Repeat Steps 2–4 to add more parties.

Standard Phone

1. Set up the call to the first party. (You can call the party, pick up the call from hold, or answer an incoming call.)
You are connected with the first party.
2. Press the switchhook down once rapidly.
The first party is now on hold. You hear the intercom dial tone.
3. To add an outside party, dial [*9*] plus the outside number. If the number is busy or does not answer, hang up and the first party rings back.

To add an inside party, dial the two-digit extension number. If the extension is busy or does not answer, press the switchhook down once rapidly and you will be reconnected with the first party.
4. When the second party answers, press the switchhook down once rapidly.
You are now connected with both parties.

Conference Drop (F06)

Description

This feature drops the last outside party added to a conference call, without disconnecting the other parties.

Related Features

- For instructions on setting up conference calls on system and standard phones, see **Conference Calls**.
- Use **Outside Conference Denial (#109)** to specify whether or not conference calls are allowed with more than one outside party.

Programming

You can program the Conference Drop feature code on an Auto Dial button to use the feature with one touch. To program the button:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [*0*] [*6*].
5. Program another button for this extension or exit programming mode.

Using

System Phone

Press the programmed button or press [*Feature*] [*0*] [*6*].
The last-added outside party is dropped from the conference.

Standard Phone

Press the switchhook down once rapidly.
The last-added outside party is dropped from the conference.

Copy Settings (#399)

Description

This System Programming procedure copies all of the following settings from one extension to another extension:

#301 Line Assignment	#408 Allowed List Assignments
#302 Line Access Restriction	#501 Pickup Group Extensions
#303 Display Language	#502 Calling Group Extensions
#304 Automatic Extension Privacy	#504 Night Service Group
#305 Abbreviated Ringing	#505 Hunt Group Extensions
#307 Forced Account Code Entry	#601 Fax Machine Extensions
#308 Distinctive Ring	#607 AA/VMS Extensions
#309 Intercom Dial Tone	Automatic Line Selection
#401 Outgoing Call Restriction	Line Ringing
#405 Disallowed List Assignments	

Considerations

- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code **(#399)** directly.
- For each type of phone, program that phone and then use this procedure to copy the programming from the extension to the others with the same number of line buttons (for example, from an MLS-12D to an MLS-12).

Programming

To copy the programmed settings of one extension to another of the same type:

1. Press [*Feature*] [*Q*] [*Q*] [*System Program*] [*System Program*] [#] [*3*] [*9*] [*9*].
2. At the **Extension:** prompt, enter the extension to copy from. For example, to copy the current settings from extension 18, press [*1*] [*8*].
3. At the **Data --** prompt, enter the extension to copy to—any extension except the source extension is valid. For example, to copy to extension 22, press [*2*] [*2*].
4. At this point:
 - To copy the same settings to another extension, enter the new extension number.
 - To copy another extension's settings, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Dial Mode (#201)

Description

This System Programming procedure identifies individual lines as touch-tone or rotary. You should check with your local phone company if you are not sure which type of line is being provided to you.

Related Features

- If you are having difficulty using touch-tone phones on rotary lines, you may need to adjust the **Rotary Dialing Timeout (#108)**.
- If the system has rotary lines, you can use **Touch-Tone Enable** to send touch-tone signals over a rotary line.

Valid Entries

- 1 = Touch-Tone line ✓
- 2 = Rotary line

Programming

To change the Dial Mode setting for a specific line:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*2*] [*0*] [*1*]. The display reads:

Dial Mode
Line:
2. Enter the first line to be programmed. For example, to program line 8, press [*0*] [*8*].
3. To change the dial mode, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
4. To program another line, press [*Next Item*] or [*Prev Item*] until the correct line number shows on the display, and follow Step 3 to change the mode.
5. Repeat Steps 3 and 4 for all lines that you want to change.
6. Select another procedure or exit programming mode.

Direct Line Pickup—Active Line (I68LL)

Description

This feature allows users to access a ringing or held call, or join a call in progress on a specific outside line (where LL is a line number from 01–12). This feature is useful for picking up a ringing or held call or joining a call on a line that is not assigned to a phone.

Related Features

- If a line is *idle*, users will not be able to access it with this feature. For information on accessing an idle line, see **Direct Line Pickup—Idle Line**.
- If **Line Access Restriction (#302)** is set to "No Access" or "Out Only" for a line at an extension, a user at the restricted extension cannot use Direct Line Pickup to answer a call on that line that is ringing at another extension (but the user can join a call or access a held or transferred call on the line).
- A user *cannot* access an active call at an extension that has **Privacy** active or a held call at an extension that used **Exclusive Hold**.

Considerations

Users *cannot* access conference calls using this feature.

Programming

You can program the Direct Line Pickup—Active Line feature code on an Auto Dial button to pick up a line by pressing the button and then dialing the two-digit line number. To program the button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Dial left [*Intercom*] [6] [8].
5. Program another button for this extension or exit programming mode.

Using

System Phone

1. If you want, lift the handset.
2. Press a button programmed with Direct Line Pickup—Active Line, then dial the two-digit line number (01–12) of the line you want to pick up or join; or dial [*Intercom*] [6] [8] and the two-digit line number.
If the handset is on-hook, the speaker comes on automatically.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [6] [8] and the two-digit line number of the line you want to pick up or join.

Direct Line Pickup—Idle Line (I8LL)

Description

This feature allows users to access a specific outside line (where LL is a line number from 01–12) when the line is not in use. This feature is useful for accessing a line that is not assigned to a phone.

Related Features

- If a line is *busy*, users will not be able to access it with this feature. For information on accessing a ringing or held call, or to join a call in progress, see **Direct Line Pickup—Active Line**.
- If **Line Access Restriction (#302)** is set to "No Access" or "In Only" for a line assigned to an extension, the user at the restricted extension will not be able to use Direct Line Pickup to access that line to place a call.

Programming

You can program the Direct Line Pickup—Idle Line feature code on an Auto Dial button to pick up a line by pressing the button and then dialing the two-digit line number. To program the button:

1. Press [*Feature*] [*Q*] [*Q*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Dial left [*Intercom*] [*g*].
5. Program another button for this extension or exit programming mode.

Using

System Phone

1. If you want, lift the handset.
2. Press the programmed button and dial the two-digit line number (01–12) of the line you want to access; or dial [*Intercom*] [*g*] and the two-digit line number.
If the handset is on-hook, the speaker comes on automatically.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*g*] and the two-digit line number of the line you want to access.

Disallowed List Assignments (#405)

Description

This System Programming procedure assigns up to four Disallowed Phone Number Lists to a specific extension.

Related Features

Use **Disallowed Phone Number Lists (#404)** to create up to four lists of Disallowed Telephone numbers *before* you use this procedure.

Considerations

When a Disallowed Phone Number List is assigned to an extension, the list applies to *all* the lines the extension has access to.

Valid Entries

- 1 = Assigned to extension
- 2 = Not Assigned to extension ✓

Programming

To assign Disallowed Phone Number Lists to an extension:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [4] [0] [5]. The display reads:
DisallowTo
Extension:
2. Enter the number of the extension to be programmed. For example, to program extension 27, press [2] [7]. The display reads:
DisallowTo 27
List No:
3. Enter the list number (1–4). For example, to select list 1, press [1].
4. To assign or unassign the list, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
5. At this point:
 - To assign or unassign another list for this extension, press [*Next Item*] or [*Prev Item*] until the list number shows on the display. Repeat Step 4.
 - To program another extension, press [*Next Procedure*] [*Prev Procedure*] and begin at Step 2.
6. Select another procedure or exit programming mode.

Disallowed Phone Number Lists (#404)

Description

This System Programming procedure specifies telephone numbers that users cannot dial. For example, you may want to prevent calls to a specific telephone number or to categories of numbers, such as international numbers. Use this procedure to create up to four lists of up to 10 telephone numbers each.

Related Features

- After completing this procedure, use **Disallowed List Assignments (#405)** to assign the Disallowed Phone Number Lists to specific extensions.
- **Allowed Phone Numbers, Emergency Phone Numbers, and Marked System Speed Dial Numbers** override the Disallowed List.
- The entries you must make to permit or restrict toll calls differ depending on the setting for **Toll Call Prefix (#402)**. This setting tells the system whether a "0" (for operator-assisted calls) and "1" (for direct-dial calls) is required when you make toll calls. Make sure the Toll Call Prefix is set correctly for your dialing area. If it is not, entries on the Allowed, Disallowed, and Emergency Lists may not be handled properly.

Considerations

- Each telephone number can include up to 12 digits. You can use the wildcard character (by pressing the [*Hold*] button on a system phone) to match any single digit (it appears as "!" on the telephone display).
- When a user tries to dial a number that is on a Disallowed List for the user's extension, the user hears a reorder tone (fast busy signal) after dialing the part of the number that is stored in a Disallowed List (for example, an area code).

Valid Entries

Digits 0–9 and [*Hold*] (any single digit)

Examples

The examples below show how you would enter telephone numbers for a Disallowed Phone Number List in Step 4 of "Programming."

- **Specific Telephone Numbers.** Dial the phone number. For example, to prevent calls to the local number 555-5678, press 5555678.
- **All Telephone Numbers in One Area Code.** The following list entries prevent calls to the 900 area code:
 - *Toll Call Prefix required*
1900 and 0900
 - *Toll Call Prefix not required*
900 and 0900

- **All Telephone Numbers in One Exchange.** The following list entries prevent calls to the 976 exchange (since area codes have a 0 or 1 as the second digit, entries in the form !0! and !1! prevent toll calls to *all* area codes):
 - *Toll Call Prefix required*

976	Prevents local calls
! ! 0 ! 976	Prevents direct-dial calls to area codes with "0" as the second digit, such as 203
! ! 1 ! 976	Prevents direct-dial calls to area codes with "1" as the second digit, such as 212
0 ! 0 ! 976	Prevents operator-assisted calls to area codes with "0" as the second digit
0 ! 1 ! 976	Prevents operator-assisted calls to area codes with "1" as the second digit
1976	Prevents direct-dial toll calls in the same area code (needed only when 0 or 1 is required for toll calls in the same area code)
0976	Prevents operator-assisted toll calls in the same area code (needed only when 0 or 1 is required for toll calls in the same area code)
 - *Toll Call Prefix not required*

976	Prevents local calls
! 0 ! 976	Prevents calls to area codes with "0" as the second digit, such as 203
! 1 ! 976	Prevents calls to area codes with "1" as the second digit, such as 212
- **International Long Distance.** To prevent international calls, enter the international prefix number, 011.

Programming

To create a list of Disallowed Phone Numbers:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*4*] [*0*] [*4*].
2. At the List No: prompt, enter a list number (1–4). For example, to select list 1, press [*1*].
3. At the Entry: prompt, select a list entry (01–10).
4. At the Date ----- prompt, enter the first telephone number.
5. **To save the telephone number in memory**, you must press [*Enter*].
6. At this point:
 - To enter other phone numbers in this list, press [*Next Item*] and repeat Steps 4 and 5.
 - To change a phone number, press [*Remove*] and repeat Steps 4 and 5.
 - To delete a phone number, press [*Remove*].
 - To create another list, press [*Next Procedure*] [*Prev Procedure*] and go to Step 2.
7. Select another procedure or exit programming mode.

Display

Description

MLS-34D, MLS-18D, and MLS-12D system phones have a 2-line, 16-character (per line) display area on the top-right corner, for calling and programming feedback. Specifically, the display shows:

- Current date (excluding year), day, and time when the phone is idle
- Number dialed and duration of call when making outside calls
- Number of the extension calling when receiving an intercom call or transferred call
- Number of the extension returning a transferred call when no one answers at the destination extension
- Programming messages and prompts when in programming mode
- “AA” when a call is being transferred from an automated attendant extension, or “Transfer from AA” if a call is returning to your extension after an unsuccessful transfer by an automated attendant extension
- When you are entering an account code, the account code being entered
- When you are in programming mode, the current line assignment, feature code, or Speed Dial number (if any) of a button displays when the button is pressed. “Blank” displays if nothing is programmed.

Considerations

- The current date, day, and time is the default display.
- The call timer records the time a user is active on a call. It begins when the handset is lifted off-hook and ends when either the handset is placed back in the cradle or the call is placed on hold. (This is not the call duration reported to SMDR. SMDR records the total time a user is off-hook—including the time a call is placed on hold. For more information, refer to “Call Reporting (SMDR) in Chapter 4.)
- The call timer replaces the current time of day display on MLS-34D and MLS-12D phones. The MLS-18D displays the call timer in addition to the default display.
- Most messages (other than the default display) display for approximately 15 seconds.
- Marked System Speed Dial numbers do not display when they are dialed.
- The display contrast on the MLS-18D system phone can be adjusted by pressing [*] and then using the “up” volume control button to increase the brightness or the “down” volume control button to decrease the brightness. Adjust the contrast while the phone is idle and the handset is on-hook.

Display Language (#303)

Description

This System Programming procedure identifies the language display messages will appear in, if the extension has an MLS-34D, MLS-18D, or MLS-12D phone. The language is set for each extension, so phones in the same system can display different languages.

Valid Entries

- 1 = English ✓
- 2 = Spanish
- 3 = French

Programming

To change the Display Language setting for an extension:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [3] [0] [3]. The display reads:

Language
Extension:
2. Enter the number of the extension to be programmed. For example, to program extension 11, press [1] [1]. The current display language displays.
3. To change the display language, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
4. To change the display language for another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Distinctive Ring (#308)

Description

This System Programming procedure determines whether calls should ring at a standard device using the system's distinctive ringing patterns—different patterns for outside, intercom, and transferred calls—or whether all calls should ring like outside calls—with a single ring burst.

Considerations

- Use this procedure if a standard device such as a modem or answering machine does not pick up intercom or transferred calls.
- The system does not pass distinctive ringing patterns generated by a PBX or central office through to extensions (regardless of the setting for this procedure)
- If distinctive ringing is set to “Not Active” for an extension where both a system phone and a standard device are installed, the system phone continues to use distinctive ringing, but all calls ring at the standard device using a single ring burst.

Valid Entries

- 1 = Active (only outside calls use a single ring burst) ✓
- 2 = Not Active (outside, intercom, and transferred calls use a single ring burst)

Programming

To change the Distinctive Ring setting:

1. Press [Feature] [0] [0] [System Program] [System Program] [#] [3] [0] [8].
2. At the Extension: prompt, enter the number of the extension to be programmed. For example, to program extension 22, press [2] [2].
3. To turn Distinctive Ring on or off for the extension, press [Next Data] until the appropriate value displays—see “Valid Entries” above.
4. To program another extension, press [Next Item] or [Prev Item] until the correct extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Do Not Disturb (F01)

Description

This feature lets a user press a programmed button to prevent incoming calls for the extension from audibly ringing (lights still flash). When Do Not Disturb is on, outside callers hear ringing and inside callers hear a busy signal; but transferred calls that were not answered and are returning to the extension where Do Not Disturb is active will still ring. This feature is recommended only if someone else answers outside calls for your extension.

Considerations

- This feature requires a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the phone will not ring.
- Use this feature when you do not want the automated attendant to transfer calls to you.
- Use this feature if you are assigned to a Hunt Group and leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when this feature is not needed, turn it off.
- If Do Not Disturb is active at a doorphone alert extension, the person at the doorphone will hear signaling, but the alert extension will not be signaled.

Programming

To program the Do Not Disturb feature code on a button with lights:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button with lights.
4. Press [*Feature*] [*0*] [*1*].
5. Program another button for this extension or exit programming mode.

Using

Press the programmed button to turn Do Not Disturb on; press it again to turn it off.

Use the button like a switch—when the light is on, Do Not Disturb is on.

Doorphone Extensions (#604 and #605)

Description

These System Programming procedures identify extensions on which doorphones are installed. A doorphone is usually placed near an entrance, to be used for screening visitors. You can connect up to two doorphones to the system—use **Doorphone 1 Extension (#604)** to identify the extension to which the first doorphone is connected and **Doorphone 2 Extension (#605)** to identify the second doorphone extension.

Related Features

- Use **Doorphone Alert Extensions (#606)** to identify the extensions that will ring when the doorphone button is pressed. Each doorphone can ring any number of *alert* extensions.
- To prevent outside calls from being made or received on the doorphone, use **Line Assignment (#301)** to remove all outside lines from the doorphone extension. (**Automatic Line Selection** for the doorphone extension will be *automatically* set to “intercom First.”)

Considerations

- An extension cannot be used for a doorphone and a hotline at the same time. However, hotlines and doorphones can have the same alert extensions.
- You cannot assign doorphones to extension 10, 11, 16, 17, 22, 23, 28, or 29.

Valid Entries

Extensions 12–15, 18–21, 24–27, 30–33
None Assigned ✓

Programming

To program a doorphone extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*6*] [*0*] [*4*] (for Doorphone 1—or use #605 for Doorphone 2). The display reads:

```
Door Phone 1  
Data --
```

2. Enter the doorphone extension. For example, to identify extension 20 as a doorphone extension, press [*2*] [*0*]. The display reads:

```
Door Phone 1  
Data 20
```

3. Select another procedure or exit programming mode.

Doorphone Alert Extensions (#606)

Description

This System Programming procedure identifies any number of extensions to ring when a doorphone button is pressed. When a person uses the doorphone, it rings all alert extensions at the same time. If the alert extension is a system phone, the call rings with a unique *ding-dong* sound to distinguish it from other calls. Additionally, if you have two doorphones, they will ring with different tones so you can distinguish between them.

Related Features

- Use **Doorphone Extensions (#604 and #605)** to identify the extensions on which doorphones are connected.
- If **Do Not Disturb** is active at a doorphone alert extension, the person at the doorphone will hear signaling, but the alert extension will not be signaled.

Considerations

You cannot bridge two doorphones together.

Valid Entries

- 1 = Not an Alert Extension ✓
- 2 = Doorphone 1 Alert Extension
- 3 = Doorphone 2 Alert Extension
- 4 = Doorphones 1 and 2 Alert Extension

Programming

To identify doorphone alert extensions:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [6] [0] [6]. The display reads:

```
DoorPhneAlert  
Extension:
```
2. Enter the first alert extension (10–33). For example, to select extension 10, press [1] [0].
3. To change the alert status, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
4. To select another alert extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Emergency Phone Number List (#406)

Description

This System Programming procedure creates a list of up to 10 telephone numbers that all users can dial regardless of dialing restrictions, provided they have access to an outside line. Typical list entries include fire, police, and emergency services numbers.

Related Features

- If an extension is programmed for **Forced Account Code Entry (#307)**, the extension will be required to enter an account code before being able to dial a number in the Emergency Phone Number List.
- The entries you must make to permit or restrict toll calls differ depending on the setting for **Toll Call Prefix (#402)**. This setting tells the system whether a "0" (for operator-assisted calls) or "1" (for direct-dial calls) is required when you make toll calls. Make sure the Toll Call Prefix is set correctly for your dialing area. If it is not, entries on the Allowed, Disallowed, and Emergency Lists may not be handled properly.

Considerations

- Each telephone number can include up to 12 digits.
- When programming emergency numbers and/or making test calls to emergency numbers, you should 1) remain on the line and briefly explain to the dispatcher the reason for the call before hanging up and 2) perform such activities in the off-peak hours, such as early morning or late evening.

Valid Entries

Digits 0–9

Examples

The examples below show how you would enter telephone numbers for the Emergency Phone Number List in Step 3 of "Programming."

- **911.** To allow 911 calls from any extension that has an outside line, create the following entry for the Emergency List:

911

- **Number on a Disallowed List.** You can use Emergency List entries to override numbers that would otherwise be disallowed. For example, if you have created Disallowed List entries to prevent toll calls to area code 201, but you want to allow calls to a specific number in that area code (such as the number of a manager who is on call after hours), put the number in the Emergency List:
 - *Toll Call Prefix required*
12015556666 and 02015556666
 - *Toll Call Prefix not required*
2015556666

Programming

To create an Emergency Phone Number List:

1. Press [Feature] [0] [0] [System Program] [System Program] [#] [4] [0] [6]. The display reads:

```
EmergencyList  
Entry:
```
2. Select a list entry (01–10). For example, to select entry 3, press [0] [3]. The display reads:

```
EmergencyList 03  
Data-----
```
3. Enter the telephone number.
4. **To save the telephone number in memory**, you must press [Enter].
5. At this point:
 - To enter other phone numbers, press [Next Item] to select a different list entry and repeat Steps 3 and 4.
 - To change a phone number, press [Remove], enter the correct phone number, then press [Enter].
 - To delete a phone number, press [Remove].
6. Select another procedure or exit programming mode.

Exclusive Hold (F02)

Description

This feature prevents other extensions from picking up outside calls placed on hold at a specific extension.

Related Features

Use the fixed **Hold** button to put calls on regular hold (any extension can pick up the held call).

Considerations

This feature is available only on system phones.

Programming

You can program the Exclusive Hold feature code on an Auto Dial button to access the feature with one touch. To program the button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the extension number to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [0] [2].
5. Program another button for this extension or press [*Feature*] [0] [0] to exit programming mode.

Using

While active on an outside call:

1. Press the programmed button or press [*Feature*] [0] [2] to put the call on Exclusive Hold.
The light next to the line button flutters green. At all other extensions, the line appears busy (steady red).
2. To retrieve the call, press the line button on which the call is held and lift the handset or press [*Spkr*].
You can only pick up a call on Exclusive Hold at the extension on which it was put on Exclusive Hold.

Fax Machine Extensions (#601)

Description

This System Programming procedure identifies an extension on which a fax machine is connected.

Related Features

- If you want to monitor fax machine status and make one-touch transfers to the fax machine, see **Auto Dialing** to program a Fax Management button and “Fax Management Feature” in Chapter 4 to use the button.
- To prevent other extensions from interrupting a fax call, program the fax extension for **Automatic Extension Privacy (#304)**.

Valid Entries

- 1 = Assigned
- 2 = Not Assigned ✓

Programming

To identify a Fax Machine extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*6*] [*0*] [*1*].
2. At the **Extension:** prompt, enter the extension to which the fax machine is connected. For example, to identify extension 30, press [*3*] [*0*].
3. To assign or unassign the extension, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Forced Account Code Entry (#307)

Description

This System Programming procedure identifies specific extensions at which users must enter an account code prior to making outside calls. The account code can be used to charge telephone calls to a department or client; it prints on call reports if you are using SMDR.

Related Features

- **Account Code Entry** provides instructions on entering *forced* account codes for a call.
- Account codes can be entered manually or using **System Speed Dial Numbers, Personal Speed Dial Numbers, and Auto Dialing** (but not Marked System Speed Dial Numbers).
- **Automatic Line Selection** for an extension programmed with this feature will not work; the user must *manually* select a line after entering the account code.

Considerations

- Extensions programmed with this feature will be restricted from dialing outside phone numbers on all lines at the extension—including numbers in the *Emergency Phone Number List*—until an account code is entered.
- If a password is programmed for the system, users must enter it *before* entering the account code.
- Forced account codes are not required to answer incoming calls at the extensions programmed with this feature; however, account codes can be entered for incoming calls and will appear on call reports.
- This feature *cannot* be used on standard phones.

Valid Entries

- 1 = Assigned
- 2 = Not Assigned ✓

Programming

To program an extension for Forced Account Code Entry:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [3] [0] [7].
2. At the **Extension:** prompt, enter the number of the extension to be programmed. For example, to program extension 15, press [1] [5].
3. To turn Forced Account Code Entry on or off for this extension, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Group Calling—Ring/Page (I7G/I*7G)

Description

This feature lets users simultaneously ring or page all the extensions in any one of four Calling Groups (G is a Calling Group number from 1–4). When paging, the caller hears a beep and begins speaking; the caller's voice is then heard on the speakers of all idle system phones in the selected Calling Group. The first extension to answer the call (by picking up the handset or pressing [Spkr], or by pressing [Mic] to answer a page) is connected to the caller.

Related Features

Use **Calling Group Extensions (#502)** to assign extensions to a Calling Group.

Considerations

- Extensions can be in more than one Calling Group.
- Calls cannot be transferred to the Calling Groups.
- Exclude extensions with fax machines, hotline phones, doorphones, or automated attendants from Calling Groups.
- If some extensions in a Calling Group have standard or MLC-6 phones, those extensions are not signalled at all for voice-paged calls to the group.
- If a user leaves the microphone on for hands-free answer on intercom (HFAI), the microphone is turned off when that phone receives a group page; the user must lift the handset or press [Spkr] to answer the page.

Examples

Here are some useful applications for this feature:

- Group page employees for general announcements; this feature is an inexpensive alternative to a paging system. (Remember to install MLS-model system phones, which have built-in speakers, where you want employees to hear announcements.)
- Put the extensions of people with similar responsibilities in a Calling Group, so when a caller needs to talk with anyone in the group, the person simply dials a code instead of having to place separate intercom calls.

For example, a car dealership puts all extensions for the sales staff into Calling Group 1. To talk to any salesperson, the sales manager simply places a ringing intercom call to the group by dialing the Calling Group dial code for that group ([Intercom] [Z] [1]). All the phones in the group ring, and the sales manager is connected to the first salesperson to answer. (Alternatively, the sales manager can page the group through the speakers of their system phones by dialing ([Intercom] [*] [Z] [1].)

Programming

You can program the Group Calling feature code and a group number on an Auto Dial button to ring or page a Calling Group with one touch. To program the button:

1. Press [Feature] [0] [0] [System Program] [System Program] [Central Tel Program].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. If you want calls to *ring* the group, press left [Intercom] [Z].
If you want calls to *page* the group, press left [Intercom] [*] [Z].
5. Dial a Calling Group number (1–4).
6. Program another button for this extension or exit programming mode.

Using

System Phone

To use when programmed on a button, lift the handset and press the programmed button.

To use manually:

1. Lift the handset and press [Intercom].
You hear the intercom dial tone.
2. To make a *ringing* call, dial [Z] and a group number (1–4).
All available extensions in the Calling Group ring.
To make a *paging* call, dial [*] [Z] and a group number (1–4). After the beep, start talking.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. To make a *ringing* call, dial [Z] and a group number (1–4).
All available extensions in the Calling Group ring.
To make a *paging* call, dial [*] [Z] and a group number (1–4). After the beep, start talking.

Group Hunting—Ring/Voice Signal (I77G/I*77G)

Description

This feature lets you share call volume among extensions in a group, to offload call activity from a single user. When an intercom or transferred call is placed to a Hunt Group (where G is a Hunt Group number from 1–6), the system rings or voice signals the first available (non-busy) extension in the group, passing over busy extensions (or those with Do Not Disturb active) in a circular hunt. If a call is not answered within three rings, it moves to the next available extension, and so on, until the call is answered. After an extension receives a Hunt Group call, the next call to the Hunt Group will not ring or voice signal that extension unless all the other extensions in the group are busy. You can create up to six Hunt Groups.

Related Features

- Use **Hunt Group Extensions (#505)** to assign extensions to a Hunt Group.
- Set **Transfer Return Rings (#105)** to four or greater, to ensure that calls will continue hunting to other group extensions if the call is not answered by the first group extension where it rings.
- Use **Do Not Disturb** if you are assigned to a Hunt Group and leave your desk, so that a call to your extension moves directly to the next available extension in the group.

Considerations

- Extensions can be in more than one Hunt Group.
- An outside call answered by a receptionist, an automated attendant, or any other extension can be transferred to a Hunt Group.
- Calls cannot be transferred to a Hunt Group if all extensions in that group are busy.
- If you voice signal a Hunt Group, only the first available extension is signaled; if that extension does not answer, the call does not keep hunting.

Examples

Here are some useful applications for a Hunt Group:

- Place the extensions of employees who work in a department sharing calls, such as a customer service group, in a Hunt Group so that when a call comes in to the receptionist it may be transferred to the next available extension. This alleviates the problem of one employee receiving most of the calls.

For example, a mail-order company assigns the extensions of its sales representatives to a Hunt Group, so when a sales call comes in, it may be transferred to the first available extension in the sales group.

- Place extensions of employees of a particular department in a Hunt Group and program the group as a route for an automated attendant.

Programming

You can program the Group Hunting feature code and a group number on an Auto Dial button to ring or voice signal a Hunt Group with one touch. To program a button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. To *ring* the next extension in a Hunt Group, press left [*Intercom*] [Z] [Z].
To *voice signal* the next extension in a Hunt Group, press left [*Intercom*] [*] [Z] [Z].
5. Dial a Hunt Group number (1–6).
6. Program another button for this extension or exit programming mode.

Using

System Phone

To use when programmed on a button, press the programmed button.

To use manually:

1. Lift the handset and press [*Intercom*].
You hear the intercom dial tone.
2. To make a *ringing* call, dial [Z] [Z] and a group number (1–6).
The next available extension in the Hunt Group rings. If the ringing extension does not answer, the call moves to the next available extension.
To make a *voice-signaled* call, dial [*] [Z] [Z] and a group number (1–6).
After the beep, start talking.
Your voice is heard through the speaker of the first available system phone that is not busy.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. To make a *ringing* call, dial [Z] [Z] and a group number (1–6).
The next available extension in the Hunt Group rings.
To make a *voice-signaled* call, dial [*] [Z] [Z] and a group number (1–6).
After the beep, start talking.
Your voice is heard through the speaker of the first available system phone that is not busy.

Group Pickup (I66G)

Description

This feature allows users at any extension in the system to answer any *outside* call ringing at an extension in a Pickup Group (where G is a Pickup Group number from 1–4). In other words, when an outside call rings at an extension that is in a Pickup Group, users at any extension in the system can pick up (answer) the call, without knowing which extension or line is ringing and without being in the same Pickup Group. The system can have up to four Pickup Groups.

Related Features

Use **Pickup Group Extensions (#501)** to assign extensions to Pickup Groups.

Considerations

- Extensions can be in more than one Pickup Group.
- Intercom or transferred calls are not picked up.

Examples

Here are some useful applications for the Pickup Group feature:

- Put all system extensions in a Pickup Group (except the boss's private extension), so anyone on the system can answer a ringing line (except the boss's).
- Put the extensions of people who work near each other and who can hear each other's phones ring, but who don't have each other's lines on their phones, in a Pickup Group.

For example, a group of typists work in a large room separated by cubicles, and all their extensions are in Pickup Group 1. When a typist leaves the room and the typist's phone rings, anyone else in the system who can hear the phone ring can pick it up simply by dialing the Pickup Group dial code for that group ([*Intercom*] [6] [6] [1]).

Programming

You can program the Group Pickup feature code and a group number on an Auto Dial button to pick up calls in a Pickup Group with one touch. To program the button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press left [*Intercom*] [6] [6].
5. Dial a Pickup Group number (1–4).
6. Program another button for this extension or exit programming mode.

Using

System Phone

To use when programmed on a button, press the programmed button.

To use manually:

1. Lift the handset and press [*Intercom*].
You hear the intercom dial tone.
2. Dial [*6*] [*6*] and a group number (1–4) to pick up an outside call ringing at any extension in the group.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*6*] [*6*] and a group number (1–4) to pick up an outside call ringing at any extension in the group.

Hold

Description

This section explains how to place and retrieve calls on hold, using either the [*Hold*] button on a system phone or the switchhook on a standard phone. (Users can make and receive other calls on another line while a call is on hold.)

Related Features

System phone users can use **Exclusive Hold** to put calls on hold that can be retrieved only from their own extension.

Considerations

- If a call is left on hold for longer than one minute, the extension at which the call is held generates a short Hold Reminder Tone. This tone sounds once every minute until the held call is retrieved, or until the caller hangs up.
- Only one party on an intercom call can put the call on hold. If both parties try to put the call on hold, the call will be disconnected.
- If you are using the system behind a PBX or Centrex system, the PBX or Centrex system may include a call hold feature that lets you place a call on hold and place another call *on the same line*. For more information, see the documentation for your PBX or Centrex system. (When your Centrex or PBX documentation tells you to use a switchhook flash, use the **Recall** feature instead.)

Using

System Phone

To place a call on hold, press [*Hold*].
The light next to the line button winks green.

To retrieve a call on hold when you put the call on hold:

1. Press the line button on which the call is held.
2. If the handset is in the cradle, lift it up or press [*Spkr*].
You are reconnected with the held call. The light next to the line button changes from winking or fluttering to steady green.

To retrieve a call when a person at another extension put the call on hold, press the winking red line button (or dial [*Intercom*] [*6*] [*8*] and the two-digit line number).

Standard Phone

To place a call on hold, press the switchhook down once rapidly.

You hear the intercom dial tone. The call is on hold. (Do not hang up the handset while the call is on hold. If you hang up the handset, the phone will ring. Answering will reconnect you with the held call.)

To retrieve a call on hold when you put the call on hold:

1. Hang up.
The call "rings back."
2. Lift the handset.
You are reconnected with the held call.

To retrieve a call when a person at another extension put the call on hold:

1. Lift the handset.
2. At intercom dial tone, dial [6] [g] and the two-digit line number.

Hold Disconnect Time (#203)

Description

This System Programming procedure lets you change the hold disconnect time. When a caller on hold hangs up, the local telephone company may send a special signal to the system to free the line. There are two possible signals: a long signal (450 milliseconds) used by most telephone companies, or a short signal (50 milliseconds) used by a few telephone companies. The length of the signal is called the hold disconnect time. If you put a line on hold and the call does not disconnect within a minute after the caller hangs up, use this procedure to change the hold disconnect time.

Considerations

- If the telephone company does not send a signal, change the hold disconnect time to "long." If changing the hold disconnect time to "long" still has no effect, users will have to disconnect held calls manually by taking the call off hold and hanging up.
- Use this procedure only if abandoned calls on hold do not disconnect.

Valid Entries

- 1 = Long (450 msec.) ✓
- 2 = Short (50 msec.)

Programming

To change the Hold Disconnect Time setting:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*2*] [*0*] [*3*]. The display reads:

HoldDisconnect
Line:
2. Enter the first line to be programmed. For example, to program line 2, press [*0*] [*2*].
3. To change the hold disconnect time, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
4. To program another line, press [*Next Item*] or [*Prev Item*] until the correct line number shows on the display. Follow Step 3 to change the disconnect time. Repeat for each line in the system.
5. Select another procedure or exit programming mode.

Hotline (#603)

Description

This System Programming procedure identifies a Hotline extension and its alert extension. When a user lifts the handset of the hotline telephone, the alert extension rings. You can set up several hotline and alert extension pairs. The alert extension can be the same or different for one or more hotline extensions.

We recommend using a standard phone as the hotline phone since this feature only makes use of the phone's intercom. The alert extension can be any type of phone; or it can be the loudspeaker paging system so the hotline phone can be used to make announcements over the loudspeaker.

Related Features

- To prevent outside calls from being made or received on the hotline, use **Line Assignment (#301)** to remove all outside lines from the hotline extension
- Set **Automatic Line Selection** for the hotline extension as "intercom only."
- Remove hotline extensions from the **Night Service Group (#504)**, **Calling Groups (#502)**, and **Hunt Groups (#505)**.

Considerations

- The same extension cannot be assigned as both a hotline and a doorphone. Assigning a doorphone extension as a hotline cancels the doorphone setting.
- Do not assign hotline phones to extension 10, 16, 22, or 28 (which are reserved as power failure extensions).
- The hotline phone can receive transferred calls (but the user at that extension should not pick up the handset until the phone rings).

Valid Entries

A hotline extension (11–15, 17–21, 23–27, 29–33)

An alert extension (10–33, or 70 for the loudspeaker paging system)

No hotline or alert extension assigned ✓

Example

A supermarket installs a hotline phone at its meat counter. When a customer uses the hotline phone, the butcher's phone rings. Alternatively, if the loudspeaker paging system is selected as the hotline destination, a sales clerk could request a "price check" over the loudspeaker simply by lifting the handset.

Programming

To program a Hotline extension and its alert extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*6*] [*0*] [*3*].
2. At the **Extension:** prompt, enter the hotline extension—see “Valid Entries.” For example, to program extension 33 as the hotline, press [*3*] [*3*].
3. At the **Data --** prompt, enter the alert extension—see “Valid Entries.” For example, to use extension 32 as the alert extension, press [*3*] [*2*]. The display reads:

```
Hot Line 33  
Data 32
```

4. To program another hotline, press [*Next Item*] or [*Prev Item*] until the new hotline extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Using

1. Lift the handset of the hotline phone.
The designated alert extension rings.
2. When the call is answered, speak into the handset.

Hunt Group Extensions (#505)

Description

This System Programming procedure lets you assign any number of extensions to a Hunt Group. The system supports up to six Hunt Groups.

Related Features

- For instructions on ringing or voice signaling extensions in a Hunt Group, see **Group Hunting**.
- If a call to the Hunt Group is not answered within three rings, the call moves to the next available extension in the Hunt Group. If users in the Hunt Group leave their desks, they can turn on **Do Not Disturb** at their extensions so calls hunt *immediately* to the next available extension.

Considerations

Any number of extensions can be assigned to each Hunt Group. In addition, extensions can be in more than one Hunt Group.

Valid Entries

- 1 = Assigned to group
- 2 = Not Assigned to group ✓

Programming

To assign extensions to a Hunt Group:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [5] [0] [5].
2. At the *Group:* prompt, enter a group number (1–6). For example, to select group 1, press [1]. The display reads:
Hunt Group 1
Extension:
3. Enter the number of the extension to be programmed. For example, to select extension 31, press [3] [1].
4. To add or remove the extension, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
5. At this point:
 - To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 4.
 - To program another group, press [*Next Procedure*] [*Prev Procedure*], enter a new group number, and repeat Steps 3 and 4.
6. Select another procedure or exit programming mode.

Intercom Dial Tone (#309)

This System Programming procedure determines the type of dial tone that the system provides at an extension. It may be necessary to change this setting to “Machine” (outside dial tone) for an autodialing device, such as a fax or modem, that has trouble making calls. For example, if you have a modem that checks for outside line dial tone before dialing, use this procedure to change intercom dial tone to outside line dial tone.

Considerations

Use this procedure only if an autodialing device has trouble making calls.

Valid Entries

- 1 = Regular ✓
- 2 = Machine (outside line dial tone)

Programming

To change the Intercom Dial Tone setting for an extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*3*] [*0*] [*9*].
2. At the *Extension:* prompt, enter the number of the extension to be programmed. For example, to select extension 22, press [*2*] [*2*].
3. To change the intercom dial tone signal, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Joining Calls

Description

Joining is adding yourself to a call in progress, the same way you do on a home telephone by picking up an extension. (This is different from conferencing, in which the originator “pulls you into” the call.) Up to three system extensions can join a call on an outside line (for a total of one outside and four inside parties).

Related Features

- **Automatic Extension Privacy** prevents other extensions from joining calls on a specific extension. This is especially useful for answering machines, fax machines, modems, and credit card verification terminals, because trying to join one of these devices could interfere with its operation.
- Any user can program **Privacy** onto a button so that it can be turned on and off as needed.
- If a line is not assigned to a user's extension, the user can use **Direct Line Pickup—Active Line** to join an active call on the line (unless access to the line is restricted for that extension).

Considerations

- You cannot put a joined call on hold.
- You cannot join an intercom call or a conference call.

How to Join a Call

System Phone

A steady red light at a line button indicates a call is in progress.

- Press the line button on which the call is being conducted and lift the handset, or
- Lift the handset and dial [*Intercom*] [6] [8] and the two-digit line number.

The red and green lights alternately flash. You are now joined with the call. You can tell when someone has joined a call of yours when the lights next to the line button change to alternately flashing red and green.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [6] [8] and the number of the line on which the call is being conducted.
If a system phone joins a call on a standard phone, there is a momentary “break” in the call on the standard phone.

Last Number Redial (F05)

Description

This feature dials the last outside number dialed (maximum 20 digits per phone number). This feature is useful for *immediately* redialing a busy number.

Related Features

Use **Save Number Redial** if you want to temporarily save the last number dialed. The difference between Last Number Redial and Save Number Redial is that with Save Number Redial you can make other outside calls before redialing the saved number.

Considerations

- You cannot redial System Speed Dial numbers with this feature.
- This feature will redial all digits dialed on the last outside call except account codes.

Programming

You can program the Last Number Redial feature code on an Auto Dial button to redial a number with one touch. To program the button:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [*0*] [*5*].
5. Program another button for this extension or exit programming mode.

Using

System Phone

1. If you want, lift the handset.
2. Press the programmed button or dial [*Feature*] [*0*] [*5*].

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*#*] [*0*] [*5*].

Line Access Restriction (#302)

Description

This System Programming procedure restricts an extension from receiving and/or making outside calls on a specific line. For example, you may want a secretary to answer calls on a manager's line, but not to make any outgoing calls on the line; in this case you can assign the manager's line to the secretary's extension and restrict it to "In Only."

Related Features

- To prevent an extension from using a line, restrict the line even if it is not assigned to the extension, so it cannot be accessed via **Direct Line Pickup**. If an extension's access to a line is set to "No Access" or "In Only," the extension cannot place calls on that line, either by pressing the line button or by using Direct Line Pickup—Idle Line. Likewise, if the extension's access to a line is set to "No Access" or "Out Only," the extension cannot receive calls on that line that are ringing at other extensions, either by pressing the line button or by using Direct Line Pickup—Active Line.
- When a user has access to an outside line for outgoing calls, dialing restrictions can be customized for the user's extension by using **Outgoing Call Restriction (#401)** and **Disallowed Phone Number Lists (#404)**.
- This procedure is the most extreme way to restrict dialing. For example, an extension with a line set to "In Only" or "No Access" cannot select the line to dial out— *even for numbers on the Emergency Phone Number List (#406)*. See "Dialing Restrictions and Permissions" in Chapter 2 for a summary of all dialing restrictions.

Considerations

If a line is assigned to a phone, but is restricted to "No Access," the line button lights show calling activity; but the line cannot be used to place or receive calls.

Valid Entries

- 1 = No Restriction (calls permitted on that line) ✓
- 2 = Out Only (can only make outside calls, not receive them, on that line)
- 3 = In Only (can only receive calls, not make them, on that line)
- 4 = No Access (cannot receive or make calls, but can join calls, receive transferred calls, or pick up calls on hold on that line)

Programming

To restrict an extension from making calls on a specific line:

1. Press [*Feature*] [*Q*] [*Q*] [*System Program*] [*System Program*] [#] [*3*] [*Q*] [*2*].
2. At the **Extension:** prompt, enter the extension number to be programmed. For example, to program extension 23, press [*2*] [*3*].
3. At the **Line:** prompt, enter the line number to be restricted at this extension. For example, to restrict line 2, press [*Q*] [*2*].
4. To change the line restriction for this extension, press [*Next Data*] until the appropriate value displays—see “Valid Entries.”
5. At this point:
 - To restrict another line at this extension, press [*Next Item*] or [*Prev Item*] until the line number shows on the display. Repeat Step 4.
 - To restrict another extension, press [*Next Procedure*] [*Prev Procedure*] (or [#] [*3*] [*Q*] [*2*]), and begin at Step 2.
6. Select another procedure or exit programming mode.

Line Assignment (#301)

Description

This System Programming procedure assigns the outside lines that are available at an extension. The default order of line assignment is from left to right, starting with the bottom row of line buttons on a system phone. To put the lines in a different order, first use this procedure to remove all assigned lines; then assign lines in the desired order.

Related Features

- **Number of Lines (#104)** can be used during initial system setup to assign a subset of lines to all extensions. You can then use this procedure to assign additional lines to specific extensions. For example, if 5 lines were assigned to all extensions and there are 8 lines in the system, use this procedure to assign lines 6, 7, and 8 to other specific extensions
- After you finish Line Assignments, use **Line Ringing** to identify when each outside line assigned to an extension should start ringing.
- Use **Automatic Line Selection** to determine the order in which the system selects a line for an extension, when the user at that extension lifts the handset to make a call.
- **Hotline (#603)** and **Doorphone (#604/#605)** extensions should not have outside lines assigned to them, to prevent calls from being made or received on them.
- If you want to prevent a user at an extension from accessing a line, make sure you restrict the line using **Line Access Restriction (#302)** even if it is not assigned to the extension, so it cannot be accessed by dialing the **Direct Line Pickup** code.

Considerations

- A line must be assigned to a button with lights. If a line is assigned to a button *without* lights, you will not be able to access it.
- On system phones, assign only as many lines as that extension can use. For example, MLS-12D and MLS-12 phones can have up to 10 outside lines; if you assign 12 lines, the last two lines will be assigned to buttons without lights, and will not be accessible. In addition, you will not be able to assign features to those buttons until the line assignments are removed. (The MLS-6 phone can have up to four outside lines.)
- You can assign multiple lines to a standard phone (up to 12 lines), but a single-line phone can only handle one call at a time. To make a call, a user lifts the handset and dials 9 at the intercom dial tone; the system selects the first available line based on the Automatic Line Selection programmed for the extension. (Alternatively, the user can use Direct Line Pickup to access a specific line.)
- A user must have access to an outside line to dial Emergency Phone List numbers.

Valid Entries

- 1 = Assigned ✓
- 2 = Not Assigned
- 3 = Select Button (and then press a line button to assign the line to that button)

Programming

To assign lines to a specific extension:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [3] [0] [1]. The display reads:

```
LineAssign  
Extension:
```
2. Enter the extension number to be programmed (10–33). For example, to program extension 15, press [1] [5].
A red light appears next to each line button that has a line assigned. To remove all existing line assignments, press [Remove] before selecting a line. After this point, pressing [Remove] removes only the specified line.
3. Enter the line number (01–12) to be assigned. For example, to select line 1, press [0] [1].
4. At this point:
 - If you want to assign the line to the first available button with lights on the system phone, press [Next Data] until the display reads:

```
LineAssign 15 L01  
1 Assigned-Ext 10
```
 - If you want to unassign the line, press [Next Data] until the display reads:

```
LineAssign 15 L01  
2 Not Assigned
```
 - If you want to assign the line to a specific button, press [3]. The display reads:

```
LineAssign 15 L01  
3 Select Button
```

Then press a programmable button with lights to assign the line to that button. If you use option 3 *after* a line has been assigned, the line moves from the old button to the new button you select.
5. At this point:
 - To program another line for this extension, press [Next Item] or [Prev Item] until the correct line number shows on the display. Repeat Step 4.
 - To program another extension, press [Next Procedure] [Prev Procedure] (or [#] [3] [0] [1]), and begin at Step 2.
6. Select another procedure or exit programming mode.

Line Ringing

Description

This Telephone Programming procedure determines how each outside line assigned to an extension rings. A line can ring immediately, ring with a 20 second delay, or not ring at all. "Delayed ring" is useful for backup coverage on shared lines, such as for secretaries who cover other users' lines. "No ring" is useful for all extensions except 10 when a receptionist answers all calls, or for phones with no regular users, such as in conference rooms.

Related Features

To copy the Line Ringing settings (as well as other system settings) to other extensions, use **Copy Settings (#399)**.

Considerations

- Program this feature from extension 10 or 11 only, using Centralized Telephone Programming. Individual users cannot program this feature.
- System phone users will see the light patterns for the lines assigned to their extensions even if Line Ringing is set to "delayed ring" or "no ring."
- If an extension is set to "no ring," that extension will have to manually select a ringing line to answer a call.

Valid Entries

Immediate Ring ✓
Delayed Ring
No Ring

Examples

- **Receptionist Call Routing.** If you want calls to be answered by the receptionist first, set the lines at the receptionist's extension to "immediate ring" and the lines at the users' extensions to "no ring."
- **Receptionist Backup.** If you want all calls on a line to ring directly at users' extensions—with the receptionist providing backup—set the line at the users' extensions to "immediate ring." Then set the line on the receptionist's extension to "delayed ring." An incoming call that is not answered by a user within 20 seconds will *also* ring at the receptionist's extension.

Programming

To change the way outside lines ring at an extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed for Line Ringing.
The green lights next to the line buttons on the phone show the current Line Ringing settings for all lines assigned to the extension. (If a line is not assigned to a button, the green light next to that button is off.) The following ringing options can be shown by the line button lights:
 - **Immediate Ring.** The green light next to the button is on steady.
 - **Delayed Ring.** The green light next to the button flashes slowly.
 - **No Ring.** The green light next to the button flutters quickly.
3. To change Line Ringing on any line, press the line button until the button light shows the correct setting (the setting for the currently selected line also appears on the display).
4. Continue setting Line Ringing modes for this extension or exit programming mode.

Loudspeaker Paging (I70)

Description

This feature accesses the loudspeaker paging system, if you have one connected to the system via the PAGE jack on the processor module.

Related Features

You can specify the loudspeaker paging system as a hotline alert extension so that the hotline phone can be used to make announcements over the loudspeaker. For more information, see **Hotline (#603)**.

Programming

You can program the Loudspeaker Paging feature code on an Auto Dial button to access the loudspeaker with one touch. To program the button:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press left [*Intercom*] [*Z*] [*0*].
5. Program another button for this extension or exit programming mode.

Using

System Phone

To make an announcement:

1. Lift the handset.
2. Press the programmed button or [*Intercom*] [*Z*] [*0*].
3. Speak into the handset. (To avoid feedback, do not use the speakerphone.)
Your voice is heard through the loudspeaker system.

If your paging system supports announcements to zoned areas, refer to the instructions packaged with the device to make zoned announcements.

Standard Phone

To make an announcement:

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*Z*] [*0*].
3. Speak into the handset.
Your voice is heard through the loudspeaker system.

For touch-tone phones only, if your paging system supports announcements to zoned areas, refer to the instructions packaged with the device to make zoned announcements.

Making Calls

Description

A user can make a call by dialing an outside phone number or an extension number. There are also several ways to “speed dial” a number—see “Related Features” below.

Related Features

- You can store an outside number, an intercom number, or a feature code on a telephone button, so users can dial the number with a single touch. To program and use Auto Dial numbers, see **Auto Dialing**.
- You can program outside numbers for the entire system or for a particular extension, so that a user can dial a number by pressing [*Feature*] (or [#] on a standard phone) plus a two-digit code (20–79 for System Speed Dial numbers, 80–99 for Personal Speed Dial numbers). For more information, see **System Speed Dial Numbers** and **Personal Speed Dial Numbers**.
- If a user lifts the handset before pressing a line button, the system automatically selects the first available outside line or the intercom. (The order in which the system makes a selection is determined by the **Automatic Line Selection** for the extension.)
- On either a system phone or a standard phone, users can also use **Direct Line Pickup—Idle Line** to access a line for making an outside call.
- If dialing restrictions have been programmed for an extension, the system may prevent a user at that extension from placing certain calls. For example, an extension may not be allowed to dial 900 numbers. (Or an extension may be programmed to take incoming calls only, so that the user will not be able to dial out at all.) The following features provide dialing restrictions: **Disallowed Phone Number Lists (#404)**, **Line Access Restriction (#302)**, and **Outgoing Call Restriction (#401)**.
- The following features can be used to override dialing restrictions: **Allowed Phone Number Lists (#407)**, **Emergency Phone Number List (#406)**, **Marked System Speed Dial Numbers**, and **System Password (#403)**.
- Users with system phones can enter account codes to help your company track both incoming and outgoing telephone calls. For more information, see **Account Code Entry**. You can also identify extensions that must enter account codes prior to dialing outside phone numbers—including numbers from the Emergency List—for more information, see **Forced Account Code Entry (#307)**.
- Users can ring or page any of four Calling Groups. For more information, see **Group Calling**.
- Users can ring or voice signal any of six Hunt Groups. For more information, see **Group Hunting**.

Considerations

- The following instructions assume that system phones are set (using Automatic Line Selection) to automatically select outside lines first, and standard phones are set to select intercom first. This means that when a user with a system phone lifts the handset, the user will hear outside dial tone; but when a user with a standard phone lifts the handset, the user will hear intercom dial tone.
- If you are using an MLC-6 cordless phone, make sure the handset is on before using the following instructions. Also, the MLC-6 phone has no speaker, so use the handset to make a call.

How to Make an Outside Call

System Phone

1. Lift the handset or press [*Spkr*].
The light next to the line button is steady green and you hear outside dial tone.
2. Dial the phone number.
On a system display phone, the dialed number appears on the display.
If you are using a PBX or Centrex line, you may also need to use a dial-out code (usually 9) before you dial a number outside the PBX or Centrex system.

To make an outside call on a specific line:

1. Press the idle (unlit) line button and lift the handset, or dial [*Intercom*] [*g*] plus the two-digit line number.
2. Dial the phone number.

To reserve a busy line (steady red light) so your phone beeps when the line becomes free—useful when you share a line, such as a WATS line, with other people:

1. Press the busy line button without lifting the handset or pressing [*Spkr*].
2. When the line is free and your phone beeps, lift the handset and dial the number. (If more than one person reserves a line, all their phones beep when the line is free. The first person to pick up the phone after the beep gets the line, and the other reservations are canceled.)

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*g*] to get an outside line.
You hear the outside line dial tone.
3. Dial the phone number.

If you are using a PBX or Centrex line, you may also need to use a dial-out code (usually 9) before you dial a number outside the PBX or Centrex system.

To make an outside call on a specific line:

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*g*] plus the two-digit line number.
3. Dial the phone number.

How to Make an Intercom Call

An intercom call, or inside call, is a call made between two extensions without using an outside line. There are two ways you can signal the extension you are calling: by ringing or by voice. If you voice signal a standard phone or an MLC-6 cordless phone, the phone will ring.

System Phone

You can lift the handset or press [*Spkr*] before dialing:

1. Press an idle [*Intercom*] button.
*You hear the intercom dial tone, and the light next to the [*Intercom*] button is steady green.*
2. To ring the extension, dial the two-digit extension number, or
To voice-signal a system phone at the extension, dial [*] plus the two-digit extension number. When you hear a beep, start talking.
Your voice is heard on the other extension's speaker. If someone is using the phone at the other extension (or that extension is a standard phone), it will ring instead.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. To ring the extension, dial the two-digit extension number, or
To voice-signal a system phone at the extension, dial [*] plus the two-digit extension number. When you hear a beep, start talking.
Your voice is heard on the other extension's speaker. If someone is using the phone at the other extension (or that extension is a standard phone), it will ring instead.

Message Light Off (F10XX)

Description

This feature turns off the Message light at a specified extension with a system phone (where XX is an extension number from 10–33).

Related Features

For instructions on turning on the Message Light, see **Message Light On**.

Considerations

Only system phones have message lights. However, any phone can access this feature.

Programming

You can program the Message Light Off feature code on an Auto Dial button to turn off a Message Light by pressing the button and then dialing the extension number. To program the button:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [*1*] [*0*].
5. Program another button for this extension or exit programming mode.

Using

System Phone

1. Press the programmed button or press [*Feature*] [*1*] [*0*].
2. Dial the two-digit extension number of the phone whose light you want to turn off.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*#*] [*1*] [*0*].
3. Dial the two-digit extension number of the phone whose light you want to turn off.

Message Light On (F09X)

Description

This feature turns on the Message light at a specified extension with a system phone (where XX is an extension number from 10–33).

Related Features

For instructions on turning off the Message Light, see **Message Light Off**.

Considerations

Only system phones have message lights. However, any phone can access this feature.

Programming

You can program the Message Light On feature code on an Auto Dial button to turn on a Message Light by pressing the button and dialing the extension number. To program the button:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [*0*] [*9*].
5. Program another button for this extension or exit programming mode.

Using

System Phone

1. Press the programmed button or press [*Feature*] [*0*] [*9*].
2. Dial the two-digit extension number of the phone whose light you want to turn on.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Dial [*#*] [*0*] [*9*].
3. Dial the two-digit extension number of the phone whose light you want to turn on.

Music On Hold (#602)

Description

This System Programming procedure activates or deactivates the MUSIC ON HOLD jack on the processor module. To provide music or taped messages to callers on hold, the jack must be active and an audio source must be connected to the jack.

Considerations

- The music-on-hold device must be connected to the control unit via an RCA phone plug. For more information, see the *PARTNER Plus Communications System Installation* guide.
- If the audio source develops trouble (such as a bad tape), you can quickly turn it off by setting the jack to “Not Active” until you are able to solve the problem.
- Users of equipment that rebroadcasts copyrighted music or other material may be required to obtain a license from a third party such as ASCAP or BMI.
- If music-on-hold is “Not Active,” or if no audio source is connected, callers on hold hear silence.
- Transferred callers also will hear music-on-hold until the call is answered.

Valid Entries

- 1 = Active ✓
- 2 = Not Active

Programming

To change the setting of the MUSIC ON HOLD jack:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [6] [0] [2].
2. To activate or deactivate the MUSIC ON HOLD jack, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
3. Select another procedure or exit programming mode.

Night Service Button (#503)

Description

This System Programming procedure identifies a button on the system phone at extension 10 to be used to turn Night Service on and off. To turn Night Service on and off, simply press the Night Service button. When Night Service is on, all lines assigned to the phones of the users in the Night Service Group ring immediately, regardless of their normal Line Ringing settings.

Night Service is useful if you want phones to ring after regular business hours. For example, although Shipping Department workers do not answer calls directly during the day, you want them to answer incoming calls after hours.

Related Features

- Night Service affects only the extensions in the Night Service Group. Use **Night Service Group Extensions (#504)** to assign extensions to the Night Service Group.
- If you program a **System Password (#403)**, the password must be entered when turning Night Service on or off. In addition, when Night Service is on, users in the Night Service Group can dial only numbers on the **Emergency Phone Number List (#406)** and Marked **System Speed Dial Numbers** without entering the System Password. Night Service with a System Password is useful for controlling unauthorized use of phones after hours.

Considerations

- A Night Service button can be programmed only for extension 10.
- A Night Service button can be programmed only on an MLS-model system phone.
- Night Service must be programmed on a button with lights. This feature will not work if it is programmed on a button *without* lights.
- Users in the Night Service Group can only receive after-hour calls if the line an outside call comes in on is assigned to their phone. (Phones with different line assignments can be part of the same Night Service group.)
- If you reassign the Night Service button, it is removed from the button where it was previously assigned.

Valid Entries

- 1 = Assigned
- 2 = Not Assigned ✓
- 3 = Select Button (and then press a programmable button to assign Night Service to that button)

Programming

To program a Night Service Button at extension 10:

1. Press [Feature] [0] [0] [System Program] [System Program] [#] [5] [0] [3].

2. At this point:

- If you want to assign Night Service to the first available button on the system phone, press [Next Data] until the display reads:

```
Night Service  
1 Assigned-Ext10
```

- If you want to unassign Night Service, press [Next Data] until the display reads:

```
Night Service  
2 Not Assigned
```

- If you want to assign Night Service to a specific button, press [3]. The display reads:

```
Night Service  
3 Select Button
```

Then press a programmable button with lights to assign Night Service to that button.

3. Select another procedure or exit programming mode.

4. Label the Night Service button at extension 10.

Using

To turn Night Service on:

1. Press the Night Service button on extension 10.

- If a System Password is programmed, the light next to the button flashes green; you must go on to Step 2.

- If no System Password is programmed, the light is steady green and Night Service is on.

2. Enter the password.

The light is steady green. Night Service is on.

To turn Night Service off:

1. Press the Night Service button on extension 10.

- If a System Password is programmed, the light next to the button flashes green; you must go on to Step 2.

- If no System Password is programmed, the light goes out and Night Service is off.

2. Enter the password.

The green light goes out. Night Service is off.

Night Service Group Extensions (#504)

Description

This System Programming procedure assigns extensions to the Night Service Group. When Night Service is on and a call comes in, all extensions in the Night Service Group ring immediately, regardless of normal Line Ringing settings.

Related Features

- Use **Night Service Button (#503)** to program the Night Service button, which is used to turn Night Service on and off.
- Use **System Password (#403)** to program a password.
- Restricted Night Service (when the system has a password) limits the Night Service Group extensions to dialing only numbers on the **Emergency Phone Number List (#406)** and Marked **System Speed Dial Numbers**.

Considerations

- Do not include hotline phones or doorphones in the Night Service Group.
- Users in the Night Service Group can only receive after-hour calls if the line an outside call comes in on is assigned to their phone. (Phones with different line assignments can be part of the same Night Service group.)

Valid Entries

- 1 = Assigned to group
- 2 = Not Assigned to group ✓

Programming

To assign extensions to the Night Service Group:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*5*] [*0*] [*4*]. The display reads:
NS Group
Extension:
2. Enter the number of the extension to be programmed. For example, to program extension 13, press [*1*] [*3*].
3. To add or remove the extension, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Number of Lines (#104)

Description

This System Programming procedure determines the number of outside lines that are automatically assigned to all system extensions. (This number does not have to match the actual number of lines connected.) This feature should *only* be used for initial system setup.

Related Features

Do not use this procedure if you add lines to the system *after* initial setup, because it changes **Line Access Restriction (#302)**, **Automatic Line Selection, Line Ringing**, and **Hold Disconnect Time (#203)** for existing lines back to factory settings. To change line assignments without affecting other settings, use **Line Assignment (#301)**.

Considerations

- You can use this feature to tell the system how many lines are actually connected at the control unit. For example, if some line jacks do not have lines connected, use this procedure to indicate the number of jacks that actually have lines connected; otherwise the line numbers associated with empty jacks would be assigned to phones as though there were actually lines attached.
- You can use this procedure to limit the number of lines that are automatically assigned to all extensions. For example, if there are 10 lines connected to the control unit, you can use this procedure to set the number of lines to “8,” so that only 8 lines are assigned to all system extensions. You can then use **Line Assignment (#301)** to assign lines 9 and 10 to specific extensions.

Valid Entries

2 lines per 206 module, plus 4 lines per 400 module ✓

Programming

To assign lines to the system at initial system setup:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [1] [0] [4].
2. Dial two digits for the number of outside lines in the system (01–12) that you want to assign to all extensions. For example, entering [0] [6] means that all extensions are assigned lines 1–6.
3. Select another procedure or exit programming mode.

Outgoing Call Restriction (#401)

Description

This System Programming procedure restricts calling on all lines at an extension.

Related Features

- To override this feature, users can dial Marked **System Speed Dial Numbers** and numbers from an **Allowed Phone Number List (#407)** or the **Emergency Phone Number List (#406)**. Also, if a **System Password (#403)** is defined, system phone users can enter it to override restrictions (the password cannot be entered from an MLC-6 or standard phone).
- Use **Line Access Restriction (#302)** to restrict extensions from making or receiving calls on specific lines and **Disallowed Phone Number Lists (#404)** to specify telephone numbers that users cannot dial.
- If you program an extension for **Forced Account Code Entry (#307)**, the user at that extension must enter an Account Code before accessing an outside line. (This feature is not available on standard phones.)

Considerations

- While procedures that restrict dialing are very effective, absolute protection against misuse cannot be guaranteed. System phones give you more protection against such misuse than standard phones. Therefore, we strongly recommend that you install system phones where restricting phone use is important.
- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, the control unit may not be able to prevent calls for extensions restricted to “Local Only.” If dialing restrictions are needed on Centrex lines, use Centrex restrictions instead.

Valid Entries

- 1 = No Restriction (can make toll, local, and intercom calls) ✓
- 2 = Inside (intercom) Only
- 3 = Local (intercom and local) Only

Programming

To restrict calling on available lines at an extension:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*4*] [*0*] [*1*].
2. At the **Extension:** prompt, enter the number of the extension to be programmed. For example, to select extension 30, press [*3*] [*0*].
3. To change the type of call restriction, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Outside Conference Denial (#109)

Description

This System Programming procedure determines whether users can include more than one outside party in a conference call.

Related Features

- For instructions on making conference calls, see **Conference Calls**.
- Use **Conference Drop** to drop the last party added to the conference.

Considerations

- This feature affects all system users.
- A conference call connects up to five parties (including the conference originator). Both outside calls and intercom calls can be included in a conference call; however, the call cannot include more than two outside parties.

Valid Entries

- 1 = Allow conference calls with multiple outside parties ✓
- 2 = Disallow conference calls with multiple outside parties

Programming

To allow or deny conferences with multiple outside parties:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*1*] [*0*] [*9*].
2. To allow or deny conference calls with outside parties, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
3. Select another procedure or exit programming mode.

Personal Speed Dial Numbers

Description

This Telephone Programming procedure lets you store up to 20 frequently-dialed numbers for each extension. Personal Speed Dial numbers can be dialed quickly by pressing [*Feature*] (or [#] at intercom dial tone on a standard phone) and the two-digit code from 80–99. The Personal Speed Dial numbers programmed for a particular extension are for use only at that extension.

Related Features

- For instructions on entering special characters in a number, such as a pause or a stop, see **Special Dialing Functions**.
- Use **System Speed Dial Numbers** to create a list of up to 60 frequently-dialed numbers available to all system users.
- To enter an account code quickly, as described in **Account Code Entry**, program the account code as a Personal or System Speed Dial Number.

Considerations

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- Personal Speed Dial numbers cannot be programmed onto Auto Dial buttons.
- You can dial Personal Speed Dial numbers on a standard phone, but the numbers must be programmed from extension 10 or 11.

Valid Entries

Any phone number—up to 20 characters consisting of the digits 0–9, [***], [*#*], and special dialing functions that you can access by pressing [*Hold*] (pause), [*Mic*] (stop), [*Spkr*] (recall), and [*Transfer*] (touch-tone enable)—assigned to codes 80 through 99

No number assigned to any code ✓

Programming

To program Personal Speed Dial numbers:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Dial the number of the extension to be programmed with this feature.
3. Assign a two-digit code (80–99) to the stored number. For example, to assign code 80, press [*Feature*] [*8*] [*0*].

If a number is already assigned to the code, it appears in the display. If no number is assigned to the code, the display reads:

Blank

-
4. Enter the number.
 5. Program another number for this extension or exit programming mode.

Using

System Phone

You can lift the handset or press [*Spkr*] before dialing:

1. If you want to call on a specific line, press the line button (or dial [*Intercom*] [*g*] and the two-digit line number).
2. Press [*Feature*].
3. Dial the two-digit Personal Speed Dial code (80–99).
If you did not specify an outside line, the system automatically selects one, turns on the speaker if the handset is on-hook, and dials the number. The number being dialed will show on a display phone.

Standard Phone

1. Lift the handset.
You hear the intercom dial tone.
2. Press [*#*].
3. Dial the two-digit Personal Speed Dial code (80–99).
The system automatically selects an outside line and dials the number.

Pickup Group Extensions (#501)

Description

This System Programming procedure lets you assign extensions to a Pickup Group. When an outside call (not an intercom or transferred call) rings at an extension in a Pickup Group, a user at any other extension in the system can answer it by dialing the Pickup Group code. The Pickup Group feature is useful when a user needs to answer calls on lines not assigned to his or her phone. The system supports up to four Pickup Groups.

Related Features

For instructions on answering calls in a Pickup Group, see **Group Pickup**.

Considerations

- An extension can be assigned to as many as four different Pickup Groups.
- Extensions where extra alerts (such as a loud bell) are installed can be assigned to a Pickup Group, to enable anyone who hears an alert to answer the call.

Valid Entries

- 1 = Assigned to group
- 2 = Not Assigned to group ✓

Programming

To assign extensions to a Pickup Group:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [5] [0] [1].
2. At the **Group:** prompt, enter a group number (1–4). For example, to select group 1, press [1]. The display reads:

```
Pickup Group 1  
Extension:
```
3. Enter the number of the extension to be programmed. For example, to select extension 29, press [2] [9].
4. To add or remove the extension, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
5. At this point:
 - To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 4.
 - To program another group, press [*Next Procedure*] [*Prev Procedure*] and repeat Steps 2 through 4.
6. Select another procedure or exit programming mode.

Privacy (F07)

Description

This feature lets users press a programmed button to turn Privacy on and off, preventing other users from joining calls at the user's extension.

Related Procedures

If **Automatic Extension Privacy (#304)** is programmed for an extension, that extension normally will be private. However, if a user sometimes needs to have other co-workers join conversations, the user can use a Privacy button to turn Privacy on and off as needed.

Considerations

- This feature must be programmed on a button with lights. (Users cannot dial the Privacy code manually, or use a programmed button without lights, to activate this feature.) When Privacy is on, the button light at the extension is also on, indicating that others *cannot* join calls.
- This feature can be turned on and off at any time, even during a call.
- This feature is available only on system phones.

Programming

To program Privacy on a button with lights:

1. Press [*Feature*] [*Q*] [*Q*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Dial the number of the extension to be programmed with this feature.
3. Press a programmable button with lights.
4. Press [*Feature*] [*Q*] [*Z*].
5. Program another button for this extension or exit programming mode.

Using

Press the programmed button to turn Privacy on; press it again to turn it off. *Use the button like a switch—when the light is on, Privacy is on.*

Recall (F03)

Description

This feature causes the system to send a timed switchhook flash over the telephone line, to “recall” a new dial tone or to access some PBX, central office, or Centrex features, such as Call Waiting.

Related Features

- If users have trouble with Recall, use **Recall Timer Duration (#107)** to adjust the length of the Recall signal. Your local phone company can tell you the correct setting—for most Centrex systems, the correct setting is 800 msec. (or "32").
- You can press [*Spkr*] to insert a Recall signal in an Auto Dial or Speed Dial number, provided it is the first character in the stored number. (For examples, see **Special Dialing Functions.**)

Considerations

- Using Recall on an intercom call disconnects the call.
- Whenever your PBX or Centrex documentation tells you to press the switchhook when you are on a call, use the Recall feature instead. If you are already on a call, most PBX or Centrex systems require that you press the switchhook on your telephone to get a new dial tone, then dial a feature access code to access a specific PBX or Centrex service.
 - On a system phone, press a programmed button or dial [*Feature*] [0] [3] to use Recall.
 - On a standard phone, first press and release the switchhook to get intercom dial tone, then send a Recall signal by dialing [#] [0] [3].
 - On a (standard) feature phone that has a Recall or Flash button, first press the Recall or Flash button to get intercom dial tone, then send a system Recall signal by dialing [#] [0] [3].

Programming

You can program the Recall feature code on an Auto Dial button on a system phone, to send a Recall signal with one touch. To program the button:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [0] [3].
5. Program another button for this extension or exit programming mode.

Using

To access a central office feature (such as Call Waiting) while active on an outside line:

System Phone

1. Press the programmed button or dial [*Feature*] [0] [3].
2. Enter the access code for the feature (if required).
3. To return to your original call, press the programmed button or dial [*Feature*] [0] [3] again.

Standard Phone

1. Press the switchhook (or press a Recall or Flash button on a standard feature phone that has one).
You hear the intercom dial tone.
2. Dial [#] [0] [3].
3. Enter the access code for the feature (if required).
4. To return to your original call, press the switchhook again, then dial [#] [0] [3] again.

Recall Timer Duration (#107)

Description

This System Programming procedure lets you change the length of the timed signal, or switchhook flash, generated by the system Recall feature (as well as by the Recall option used in Auto Dial or Speed Dial numbers). Recall sends this timed signal over the phone line to the local telephone company or PBX to which the system is connected. Typically you use the Recall feature to access PBX or Centrex features such as Call Waiting.

Considerations

You should only change the factory setting of the Recall Timer under two conditions:

- If using the system Recall feature has no effect, lengthen the time.
- If your system is connected to a PBX or Centrex system and using the system Recall feature drops calls, shorten the time.

Valid Entries

01 through 80 (25 to 2000 msec. in 25 msec. increments)
18 (450 msec.) ✓

Programming

To change the duration of the Recall Timer signal:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [1] [0] [Z]. The display reads:

```
Recall Timer
18 450-msec
```
2. Enter a different recall timer setting by pressing [*Next Data*] or [*Prev Data*]. For example, to increase the Recall timer to 750 msec., press [*Prev Data*] until the display reads:

```
Recall Timer
30 750-msec
```

Alternatively, you can enter the setting number directly. For example, to set the Recall timer to 750 msec., press [3] [0].
3. Select another procedure or exit programming mode.
4. If you are using Recall to access PBX features, test the new Recall Timer Duration:
 - If a call is disconnected, shorten the time.
 - If the Recall signal has no effect, lengthen the time.

Rotary Dialing Timeout (#108)

Description

This System Programming procedure changes the length of the Rotary Dialing Timeout. You may need to change the length of the timeout if you have any rotary lines and are having trouble calling out on standard touch-tone phones. For example, if users dial slowly and calls are not completed or are connected to wrong numbers, lengthen the timeout.

Related Features

Use this procedure only if the **Dial Mode (#201)** for at least one outside line in the system is set to rotary.

Considerations

Do not change this setting unless the system is experiencing problems.

Valid Entries

- 1 = 4 seconds
- 2 = 8 seconds ✓
- 3 = 12 seconds

Programming

To change the length of the Rotary Dialing Timeout:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*1*] [*0*] [*8*].
2. To change the Rotary Dialing Timeout, press [*Next Data*] until the appropriate value displays—see “Valid Entries” above.
3. Select another procedure or exit programming mode.

Save Number Redial (F04)

Description

This feature saves the last outside number dialed from an extension into temporary memory. Users can use this feature to save a number before they hang up on a busy or unanswered call. Once saved, the feature can be used again to redial the number at any time. The number stays in memory until a different one is saved.

Related Features

Unlike **Last Number Redial**, this feature lets the user make other calls before redialing the saved number.

Considerations

- If the number was dialed using a System Speed Dial number, it cannot be saved using this feature.
- When this feature is programmed on a button, you can press the button to save the number and press the button again to dial it later.
- You can program this feature on more than one button.
- This feature will redial all digits dialed on the outside call for which the feature was used, except account codes.
- This feature is available only on system phones.

Programming

You can program the Save Number Redial feature code on an Auto Dial button to access the feature with one touch. To program the button:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [*0*] [*4*].
5. Program another button for this extension or exit programming mode.

Using

1. Press the programmed button or dial [*Feature*] [*0*] [*4*] before hanging up.
2. To redial later, press the programmed button again or dial [*Feature*] [*0*] [*4*] again.

SMDR Record Type (#608)

Description

This System Programming procedure allows you to specify the type of calls to be recorded for call reporting. Call Reporting (often referred to as *Station Message Detail Recording* or *SMDR*) provides detailed tracking of telephone usage in a printed report.

Related Features

- To ensure that the correct date and time appear on the call reports, see **System Date (#101)** and **System Time (#103)**.
- If the **Account Code Entry** (optional or forced) feature is used to enter an account code for a call (for example, to charge calls to specific departments or projects), the account code prints on the call report.
- Marked **System Speed Dial Numbers** appear on the call report as *Fnn*, where *nn* is the Speed Dial code.
- For instructions on notifying the system that the printer has been aligned to the top of a new page, see **SMDR Top Of Page (#609)**.

Considerations

This feature requires special hardware. For more information, see "Call Reporting Devices (SMDR)" in Chapter 4.

Valid Entries

- 1 = All Calls (outgoing and incoming) ✓
- 2 = Outgoing Only

Programming

To identify the type of calls to include for call reporting:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*6*] [*0*] [*8*].
2. To change the contents of the SMDR report, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
3. Select another procedure or exit programming mode.

SMDR Top Of Page (#609)

Description

This System Programming procedure notifies the system that the printer has been aligned to the top of a new page. When this feature is used, the system prints a new SMDR header.

Related Features

Use **SMDR Record Type (#608)** to specify the type of calls to be included on call reports.

Considerations

- This feature requires special hardware. For more information, see "Call Reporting Devices (SMDR)" in Chapter 4.
- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code directly.

Using

1. Make sure the paper in the printer is aligned at the top of a new page.
2. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [6] [0] [9] .
The system responds by printing the Call Report page header.

Special Dialing Functions

Description

Lets you add special characters for System Speed Dial numbers, Personal Speed Dial numbers, and Auto Dial numbers. Characters you can use are:

Function	Button	Display	Description
Pause	[<i>Hold</i>]	P	Inserts a 1.5-second pause in the dialing sequence to wait for a response, such as a dial tone or computer voice message.
Recall	[<i>Spkr</i>]	R	Sends a timed switchhook flash needed to alert the system on the other end (such as a PBX or Centrex system), and to use some local telephone company custom calling features (such as Call Waiting). Use Recall only as the first entry in an Auto Dial or Speed Dial number.
Stop	[<i>Mic</i>]	S	Stops the dialing sequence until the Auto Dial button or Speed Dial number is used again (for example, so the user can enter additional digits, such as a credit card number or password). To continue, press the Auto Dial button or [<i>Feature</i>] and the two-digit Speed Dial code. (Stop cannot be programmed from an MLS-6 or MLC-6 phone, since it has no [<i>Mic</i>] button.)
Touch-Tone Enable	[<i>Transfer</i>]	T	Sends touch tones over a rotary line, to electronic equipment such as answering machines and bank computers.

Examples

The examples below show how to enter a number for an Auto Dial button or for a Personal or System Speed Dial number.

- **Pause.** To call an answering machine at 555-0529, wait 4.5 seconds, then dial 321 to retrieve messages, enter [5] [5] [5] [0] [5] [2] [9] [*Hold*] [*Hold*] [*Hold*] [3] [2] [1].
- **Recall:** To use a favorite Centrex/PBX feature, you have to send a timed switchhook flash, pause, and then dial the feature, like this: [*Spkr*] [*Hold*] [*] [3] [8].
- **Stop:** Your local bank-by-phone service requires that you enter a password before the account number. To program a Personal Speed Dial number or an Auto Dial button to call the bank at 555-7898, include a stop for manually entering the password, and continue with the account number (679 88), enter [5] [5] [5] [7] [8] [9] [8] [*Mic*] [6] [7] [9] [8] [8].

-
- **Touch-Tone Enable:** Your system is connected to rotary lines but you want to call an answering machine at 555-3454 to retrieve messages. Since the machine requires touch tones, enter [5] [5] [5] [3] [4] [5] [4] [*Transfer*]. All digits pressed during the rest of the call are sent as touch tones.
 - **Centrex Feature Button.** The following entry shows how to program an Auto Dial button with a Centrex feature that you use while on a call, for which the feature access code is *32. This example includes a Recall signal to send a switchhook flash to the Centrex system when you are already on a call. (You can store a Recall signal by pressing [*Spkr*], but only if it is the first character stored.) It also includes a 1.5-second pause (which you insert by pressing [*Hold*]) to allow time to get a new Centrex dial tone: [*Spkr*] [*Hold*] [*] [3] [2].
 - **On/Off Centrex Feature Button.** To include both the activation and deactivation codes for a Centrex feature on the same button, press [*Mic*] to include a stop between the two codes. For instance, if the code to activate a Centrex feature is *30 and the code to deactivate the feature is *31, store [*] [3] [0] [*Mic*] [*] [3] [1] on the Auto Dial button.

The first time you press the Auto Dial button, only the number before the stop is dialed (to activate the feature). When you press the button again, the rest of the stored number is dialed (to deactivate the feature).
 - **Number Outside a PBX or Centrex System.** To store a number that dials out of a PBX or Centrex system, include a dial-out code in the Speed Dial number. This entry, to dial the number 201-555-4321, includes a dial-out code, a 1.5-second pause, and a toll call prefix of 1 for direct dialing (which may not be required for your dialing area):

9 [*Hold*] 12015554321

System Date (#101)

Description

This System Programming procedure sets the month, day, and year. The system displays only the month and day on display phones when the phone is idle; the month, day, and year print on SMDR call reports.

Considerations

Include leading zeroes for single-digit months or days.

Programming

To change the System Date:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [1] [0] [1].
2. Enter today's date in the form MMDDYY. For example, to enter March 4, 1992, press [0] [3] [0] [4] [9] [2]. The display reads:

```
System Date  
Data 030492
```

3. Select another procedure or exit programming mode.

System Day (#102)

Description

This System Programming procedure sets the day of the week that appears on system display phones.

Valid Entries

- 1 = Sunday ✓
- 2 = Monday
- 3 = Tuesday
- 4 = Wednesday
- 5 = Thursday
- 6 = Friday
- 7 = Saturday

Programming

To change the System Day:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [1] [0] [2].
2. Change the day by entering a new setting number as listed in "Valid Entries" above. For example, to set the day to Tuesday, press [*Next Data*] until the display reads:

```
System Day
3 Tue
```

3. Select another procedure or exit programming mode.

System Password (#403)

Description

This System Programming procedure defines a four-digit password that users can enter from MLS-model phones. The password has two possible functions:

- To override dialing restrictions (if the extension has access to an outside line).
- To turn Night Service on and off (if Night Service is programmed).

Related Features

- If a password is programmed, you must enter it to turn Night Service on or off. Additionally, if Night Service is on and a password has been programmed, users in the **Night Service Group** must enter the password to make outgoing calls (except numbers on the **Emergency Phone Number List (#406)** and Marked **System Speed Dial Numbers**).
- The password overrides all dialing restrictions but not **Line Access Restriction (#302)**.

Considerations

This feature is not available on MLC-6 cordless phones or standard phones.

Programming

To program a System Password:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [4] [0] [3]. The display reads:

Set Password
Data ----
2. Enter a password up to four digits.
3. Select another procedure or exit programming mode.

Using

Before lifting the handset or turning on the speaker:

1. Press [*Hold*].
2. Enter the password.
The System Password does not appear on display phones.
3. Press an outside line button (or dial [*Intercom*] [8] and the two-digit line number) and lift the handset.
4. Dial the number.
The password is in effect until you hang up the phone.

System Reset—Programming Saved (#728)

Description

This System Programming procedure resets the system while retaining the currently programmed settings. Reset the system only when it fails to function correctly after a power failure or down period.

Considerations

- This procedure is skipped in the sequence of programming procedures when cycling. To use this procedure, enter the code directly.
- The system reset begins immediately and takes only a few seconds.
- Resetting the system disconnects all active calls.
- Resetting the system resets any active features at an extension to the programmed settings. For example, if an extension has calls forwarded to another extension, resetting the system turns off Call Forwarding for that extension.
- You cannot interrupt the reset process or use any telephones in the system during the reset process.

Using

To reset the system:

Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [7] [2] [8]. The display reads:

Reset-Save All

When the reset is completed, the system is no longer in programming mode and the current date and time appear on the display. If a power failure has occurred, the time may not be correct; change it using **System Time (#103)**.

System Speed Dial Numbers

Description

This feature lets you program a list of up to 60 frequently-dialed numbers for the system. Anyone on the system can then dial a System Speed Dial number by pressing [*Feature*] (or [#] at intercom dial tone on a standard phone) and the two-digit code from 20–79.

Related Features

- Speed Dialing, which lets users dial a number by pressing three buttons, is different from **Auto Dialing**, which lets users dial a number by pressing a single button.
- When entering a phone number, you can include special functions as well as digits—see **Special Dialing Functions** for more information.
- Individuals can have up to 20 additional Personal Speed Dial numbers for use on their own telephones—see **Personal Speed Dial Numbers** for more information.
- You can store account codes as System Speed Dial numbers for use with the **Account Code Entry** feature (but account codes cannot be *marked*).

Considerations

- You cannot program a System or Personal Speed Dial code onto a button.
- To program System Speed Dial numbers that override dialing restrictions, *mark* them by entering a star [*] before the phone number.
- System Speed Dial numbers can be programmed only from extension 10 or 11, but can be used from any extension.
- Refer to a completed System Speed Dial form from the *System Planner* for the list of numbers to be programmed.
- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- You can use multiple Auto Dial buttons and Speed Dial numbers during the course of a single call. For example, you can use an Auto Dial button or Speed Dial number to dial the Account Code Entry feature code, and another Speed Dial number to dial the account code.
- If you program 911 or other emergency numbers as Speed Dial numbers and want to place test calls, you should: 1) perform such activities in the off-peak hours, such as early morning or late evening and 2) remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.

Valid Entries

Any phone number—up to 20 characters consisting of the digits 0–9, [*], [#], and special dialing functions that you can access by pressing [Hold] (pause), [Mic] (stop), [Spkr] (recall), and [Transfer] (touch-tone enable)—assigned to codes 20 through 79

No number assigned to any code ✓

Programming

To program System Speed Dial numbers:

1. Press [Feature] [0] [0]. The display reads:

Program Ext 10

2. Assign a two-digit code to the phone number by pressing [Feature] and two digits between 20 and 79. For example, to assign code 20, press [Feature] [2] [0].

If a number is already assigned to the code, it appears in the display. If no number is assigned to the code, the display reads:

Blank

3. Enter the phone number. For example, to program 555-4757 to code 20, Press [5] [5] [5] [4] [7] [5] [7]. The display reads:

5554757

To mark the speed dial number to override dialing restrictions, precede the number by a [*]. For example, to mark the number 555-1001, enter [*] [5] [5] [5] [1] [0] [0] [1]. The display reads:

*5551001

4. At this point:
 - To program another System Speed Dial number, start from Step 2.
 - To program over an existing number, enter the new number after selecting the two-digit code.
 - To remove a System Speed Dial number, enter the number's two-digit code and press [Mic] once.
5. Press [Feature] [0] [0] to exit programming mode.

Using

System Phone

You can lift the handset or press [*Spkr*] before dialing:

1. If you want to call on a specific line, press the line button (or dial [*Intercom*] [*g*] and the two-digit line number).
2. Press [*Feature*].
3. Dial the two-digit System Speed Dial code (20–79).
If you did not specify an outside line, the system automatically selects one, turns on the speaker if the handset is on-hook, and dials the number. The number being dialed will show on a display phone unless it is a Marked System Speed Dial number.

Standard Phone

You can dial System Speed Dial numbers on a standard phone, but the numbers must be programmed from extension 10 or 11.

1. Lift the handset.
You hear the intercom dial tone.
2. Press [*#*].
3. Dial the two-digit System Speed Dial code.
The system automatically selects an outside line and dials the number.

System Time (#103)

Description

This System Programming procedure sets the time that appears on system display phones.

Considerations

- Enter the time in 24-hour notation. In this scheme, the hours of the day are 0000 (12 midnight) to 2359 (11:59 p.m.). Since each time must have four digits, use leading zeroes when necessary. For example, to set the time to 9:00 a.m., enter [0] [9] [0] [0]. To set the time to 4:45 p.m., enter [1] [6] [4] [5].
- The time appears on system display phones as a.m. or p.m. (not in 24-hour notation).

Programming

To change the System Time:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [1] [0] [3].
2. Enter a new time in 24-hour notation. For example, to set the time to 2:15 p.m., press [1] [4] [1] [5]. The display reads:

```
System Time  
Data 1415
```

This time will appear on a system display phone as 2:15 p.m..

3. Select another procedure or exit programming mode.

Toll Call Prefix (#402)

Description

This System Programming procedure indicates whether users must dial a 0 or 1 before the area code to make a long-distance call, or just the area code and number.

Related Features

This procedure affects the operation of dialing restrictions and permissions. For more information, see **Allowed Phone Number Lists**, **Disallowed Phone Number Lists**, and **Emergency Phone Number List**.

Valid Entries

- 1 = 0 or 1 required before Area Code and Number ✓
- 2 = Area Code and Number Only

Programming

To change the Toll Call Prefix setting:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [4] [0] [2].
2. If you want to change the setting, press [*Next Data*] until the appropriate value displays—see "Valid Entries" above.
3. Select another procedure or exit programming mode.

Touch-Tone Enable (F08)

Description

This feature lets a user send touch-tone signals over a rotary line. For example, a user may need to send touch tones to retrieve messages from an answering machine.

Related Procedures

- If the system has rotary lines, use **Dial Mode (#201)** to identify them to the system.
- To activate this feature from within a number stored on an Auto Dial button or Speed Dial number, press [*Transfer*] when storing the number—see **Special Dialing Functions**.

Considerations

- This feature is only needed when dialing on a rotary line.
- Use Touch-Tone Enable only *after* a call is connected. For example, use this feature after dialing a bank-by-phone service that requires you to dial touch tone digits.
- This feature is available only on system phones.

Programming

You can program the Touch-Tone Enable feature code on an Auto Dial button to turn on Touch-Tone Enable with one touch. To program the button:

1. Press [*Feature*] [*Q*] [*Q*] [*System Program*] [*System Program*] [*Central Tel Program*].
2. Enter the number of the extension to be programmed with this feature.
3. Press a programmable button.
4. Press [*Feature*] [*Q*] [*g*].
5. Program another button for this extension or exit programming mode.

Using

Press the programmed button or dial [*Feature*] [*Q*] [*g*] when you need to enter touch-tone digits.

Transferring Calls

Description

This section explains how to transfer calls using the [*Transfer*] button on a system phone or the switchhook on a standard phone. Transferring a call lets users “pass” a call from one extension to another. Users can transfer both outside calls and intercom calls to other system extensions.

Related Features

- To transfer calls to an extension with a single touch, program the extension number onto an Auto Dial button—see **Auto Dialing** for more information.
- The system is factory-set to return a transferred call, after it rings four times at the destination extension, to the extension that transferred it. Use **Transfer Return Rings (#105)** to change the number of rings for all system extensions. Use **Transfer Return Extension (#306)** to program a different extension to which unanswered calls should return.

Considerations

- Calls cannot be transferred to Calling Groups, but can be transferred to Hunt Groups.
- When you press [*Transfer*], the call is put on hold and its associated light winks green. The caller will hear music on hold if it is available. If you transfer a call to an extension for which you have an Intercom Auto Dial button and the call is unanswered, the button light will flutter green when it returns to your extension.
- When you transfer a call from a display phone, the number you are transferring the call to briefly appears on the display. If a transferred call is unanswered, the number of the extension that is returning the transferred call will also appear on a display phone.
- On a system phone, a transferred call will ring with an intercom ring (ring BEEP) until the originator hangs up, then it will change to a transfer ring (ring BEEP BEEP). On a standard phone, a transferred call rings with an intercom ring (ring ring) until the originator hangs up, then it changes to a transfer ring (ring ring ring).
- The system does not start counting the number of rings for a transferred call (to determine when it goes to the transfer return extension if it is not answered) until the transfer originator hangs up.
- If you are using the system behind a PBX or Centrex system, the PBX or Centrex system may include a call transfer feature that lets you transfer a call to another Centrex extension, so that the line the call came in on is free to place and receive other calls. However, to use Centrex transfer, you must be able to dial the extension directly using the Centrex extension number; if a Centrex line is shared by several extensions, you will not be able to use Centrex transfer to direct the call to a specific extension. For more information on such features, see the documentation for your PBX or Centrex system. (When your Centrex or PBX documentation tells you to use a switchhook flash, use the system **Recall** feature instead.)

How to Transfer a Call

System Phone

- To pass a call to another extension:
 1. While active on the call, press [*Transfer*].
The call is put on hold and you hear intercom dial tone.
 2. Dial the extension number (or the number of the hunt group) to which you want the call transferred.
 3. When someone answers, announce the call, then hang up.
If no one answers or the call is refused, press the line button next to the flashing green light to reconnect to the caller.
- If you do not wish to announce the call, hang up as soon as you hear ringing (in Step 3 above). If no one answers, the call will ring back at your extension (unless a different transfer return extension is programmed for your extension)—lift the handset and you are reconnected to the caller.
- To make a voice-signaled transfer:

If the extension where you want to transfer the call has a system phone and you want to signal the user over the phone's speaker, in Step 2 above dial [*] plus the two-digit extension number.
Your voice is heard through the speaker of the system phone.
- To transfer a call with one button touch:

While on a call, press the Auto Dial button programmed for the extension to which you want to transfer the call. (There is no need to press [*Transfer*] or [*Hold*]; this takes the place of Steps 1 and 2 above.)
*For an extension that has a system phone, you can program [*] plus the extension number on the Auto Dial button, to let you signal calls over the phone's speaker when you transfer them.*

Standard Phone

- To pass a call to another extension:
 1. While on a call, press the switchhook down once rapidly.
You hear the intercom dial tone.
 2. Dial the two-digit number of the extension (or the number of the hunt group) to which you want the call transferred.
 3. When someone answers, announce the call, then hang up.
If no one answers or the call is refused, press the switchhook again to reconnect to the caller.
- If you do not wish to announce the call, hang up as soon as you hear ringing (in Step 3 above). If no one answers, the call will ring back at your extension (unless a different transfer return extension is programmed for your extension)—lift the handset and you are reconnected to the caller.
- To make a voice-signaled transfer:

If the extension where you want to transfer the call has a system phone and you want to announce the call over the phone's speaker, in Step 2 above dial [*] plus the two-digit extension number.
Your voice is heard through the speaker of the system phone.

Transfer Return Extension (#306)

Description

By default, transferred calls return to the originating extension if they are not answered. This System Programming procedure identifies a different return extension for the extension that transfers a call.

Related Features

- Use **Transfer Return Rings (#105)** to define the number of times an extension should ring with a transferred call before the call returns to the transfer return extension.
- Use **AA/VMS Extensions (#607)** to identify an extension where an automated attendant is connected. The transfer return extension for an automated attendant should be extension 10 (or another extension with a human operator who can assist the caller).

Considerations

This procedure only affects the extension that transfers a call, not the extension that receives the transfer.

Valid Entries

Extension transferring call ✓
Any extension

Programming

To change the Transfer Return Extension for a specific extension:

1. Press [*Feature*] [0] [0] [*System Program*] [*System Program*] [#] [3] [0] [0]. The display reads:

Trns Ret Ext
Extension:
2. Dial the number of the originating extension. For example, to select extension 29, press [2] [9]. The display reads:

Trns Ret Ext 29
Data 29
3. Dial the number of the extension to which the call should return if it is not answered.
4. To program another extension, press [*Next Item*] or [*Prev Item*] until the extension number shows on the display. Repeat Step 3.
5. Select another procedure or exit programming mode.

Transfer Return Rings (#105)

Description

This System Programming procedure, which applies to all system extensions, defines the number of times a transferred call rings before it goes to the transfer return extension.

Related Features

- If you program **Hunt Group Extensions (#505)**, make sure the setting for this procedure is four or more rings. This setting ensures that the call will continue hunting to other group extensions if it is not answered by the first group extension where it rings.
- By default, transferred calls return to the originating extension if they are not answered. Use **Transfer Return Extension (#306)** to specify a different return extension for the extension that transfers a call.

Considerations

- If you have a fax machine or an answering machine connected to the system, set this number greater than the number of rings at which these devices answer. Doing so prevents a call transferred to a fax or answering machine from returning before it is answered.
- The system does not start counting the number of rings for a transferred call (to determine when it goes to the transfer return extension if it is not answered) until the transfer originator hangs up.

Valid Entries

0–9 (0 rings = no return)

4 ✓

Programming

To change the number of times a transferred call rings before returning to the extension that transferred the call:

1. Press [*Feature*] [*0*] [*0*] [*System Program*] [*System Program*] [#] [*1*] [*0*] [*5*].
2. Enter a different setting (0–9). For example, to set a Transfer Return of 5 rings, press [*Next Data*] until the display reads:

Transfer Return
5 Rings
3. Select another procedure or exit programming mode.

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Troubleshooting

6

When You Need Help

If you should have a problem with your system, you may be able to solve it yourself by following the appropriate troubleshooting procedures described in this chapter. If not, you can call for help: **in the continental U.S., call the Helpline at 1 800 628-2888; outside the continental U.S., call your AT&T Authorized Dealer.**

If you call, have the following information ready so that the representatives can better help you:

- The kind of system you have (for example, PARTNER Plus, Release 3)
- The number of lines and extensions in your system
- The model number of the problem phone, if applicable (located on the upper right-hand corner of the phone—MLS-34D, MLS-18D, MLS-12D, MLS-12, MLS-6, or MLC-6).

If you followed a troubleshooting procedure and need more help, tell the representative what you did.

Power Failure Operation

When power to the system is cut off, the first line on each 206 module automatically connects to the first extension on the module. This allows you to make and answer calls during a power outage, provided you have a standard phone connected to any of these extensions. (During a power failure, standard phones can only make and receive calls—other system features are not available.)

The system can stay programmed for approximately four days after it stops receiving power. After four days elapse, all of the system's programmed settings return to the factory settings.

Problems and Solutions

This section describes various difficulties that might occur, possible causes for the difficulty, and procedures you can follow to try to solve the problem. Programming procedure names are shown in **boldface** type; for more information on a specific procedure, refer to the procedure name in Chapter 5.

All Phones Dead: No Dial Tone or Lights

Possible Cause 1: Control unit is not receiving power.

What to do: Make sure the control unit's power cord is plugged securely into the wall outlet. Also make sure the main circuit breaker (little plastic pop-up tab shown in Figure 1-1) is in the "ON" position (pushed in).

- If the green indicator lights on the modules are "ON" and the trouble is gone, the problem is corrected.
- If the green indicator lights on the modules are "ON" but the trouble remains, call the AT&T Helpline.*
- If the green LEDs on the modules are "OFF," go to Possible Cause 2.
- If any green indicator lights on the modules are "FLASHING," call the AT&T Helpline.*

Possible Cause 2: The power outlet may be faulty.

What to do: Test the outlet by plugging in an appliance, like a lamp or radio.

- If the appliance does not work, the outlet is faulty. If possible, plug the control unit into a different outlet. Then check the fuse box or call an electrician.
- If the appliance works, call the AT&T Helpline.*

Multiple Phones Dead: No Dial Tone or Lights

Possible Cause 1: One system module is out.

What to do: Check the LEDs on the front of the system modules. If a single green LED is out, try reseating the module in the control unit.

- If the LED lights, the problem is corrected.
- If the problem remains, call the AT&T Helpline.*

Possible Cause 2: Several system modules are out.

What to do: If several LEDs are out, try reseating the leftmost module of the ones with the lights out (see "Replacing System Modules" in the *PARTNER Plus Communications System Installation* guide).

- If the LEDs light, the problem is corrected.
- If the problem remains, call the AT&T Helpline.*

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Trouble Making Outside Calls

Trouble making outside calls could be one of the following:

- You hear a dial tone, but the dial tone continues as you try to dial.
- You hear a dial tone, and the dial tone cuts off when you dial, but the line does not ring.
- You hear a busy signal as you dial.
- You hear nothing at all.

Possible Cause 1: Forced Account Code Entry is active.

What to do: Find out if **Forced Account Code Entry (#307)** is assigned to your extension. If it is, enter an account code.

- If you can make a call, the problem is solved.
- If Forced Account Code Entry is not assigned to your extension, go to Possible Cause 2.

Possible Cause 2: Dial Mode is set incorrectly.

What to do: Find out if you have touch-tone or rotary service and set the **Dial Mode (#201)** to “touch-tone” or “rotary.”

- If you can make a call, the problem is solved.
- If the Dial Mode is already set correctly, go to Possible Cause 3.

Possible Cause 3: Someone may have changed the Outgoing Call Restriction setting.

What to do: Find out if you were able to make a call without any trouble before.

- If you were able to call on the phone before, and no one changed your **Outgoing Call Restriction (#401)** setting, go to Possible Cause 4.

Possible Cause 4: Local phone company is not accurately receiving the dialing signals.

What to do: Isolate the problem. Use the telephone to make calls on different lines. Then make calls on different phones using the same line.

- If you cannot make calls from one phone on all lines, follow the procedure for “Other Problems with Phones,” Possible Cause 2.
- If you cannot make calls using different phones, go to Possible Cause 5.

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Possible Cause 5: Too many standard devices trying to dial simultaneously. (If the problem is on a system phone, go to Possible Cause 6.)

What to do: Stay on the line and wait for dial tone, or try your call later.

- If you can make a call, you may want to expand system capacity to avoid future problems. Call the AT&T Helpline.*
- If you wait 30 seconds and still do not hear a dial tone, go to Possible Cause 6.

Possible Cause 6: Local phone company line is faulty.

What to do: One at a time, unplug each outside line from the 206, 400, or 200 module inside the control unit. Then plug each line into a standard telephone and try to make a call.

- If the trouble appears on the standard phone, try another line cord; if the trouble persists, report it to your local phone company.
- If the trouble does not appear on the standard phone, the trouble is with your control unit. Call the AT&T Helpline.*

Phone Does Not Ring

Possible Cause 1: Volume set too low (system phone) or turned off (standard phone).

What to do: Press the volume control button to increase ringer volume, or turn ringer on.

- If the phone rings increasingly louder, the problem is solved.
- If the phone still does not ring, go to Possible Cause 2.

Possible Cause 2: The Do Not Disturb or Call Forwarding feature is turned on.

What to do: Check to see if **Do Not Disturb** or **Call Forwarding** is turned on.

- If Do Not Disturb or Call Forwarding is turned on, turn it off by pressing the programmed button.
- If Do Not Disturb or Call Forwarding is not turned on, go to Possible Cause 3.

Possible Cause 3: Phone's Line Ringing may be programmed for "no ring" or "delayed ring."

What to do: Check to see if the phone's **Line Ringing** is programmed for "no ring" or "delayed ring."

- If Line Ringing is set for "no ring" or "delayed ring," change programming if necessary.
- If Line Ringing is set for "immediate ring," the phone may be faulty. Follow the procedure for "Other Problems with Phones."

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Calls are Answered Automatically

A call rings once, then disappears as if it were answered.

Possible Cause: An optional device answers when it should not (could occur with a fax machine, answering machine, or modem).

What to do: Be sure the device is set to answer correctly. If the device answers before it should, adjust it to answer on a later ring. If the device should not answer calls at all, turn its auto-answer feature off. Refer to the device's user manual.

- For every optional device connected to your system, *either* set the device itself to answer on a later ring (when the Line Ringing for the device's extension is set to "immediate ring") *or* set the extension's Line Ringing to "delayed ring." If the optional device no longer answers calls automatically, then the problem is solved.
- If the problem remains, call the AT&T Helpline.

Trouble Hearing Called Party Answer

Possible Cause 1: If you are using a speakerphone, there may be environmental factors that affect the performance of the speaker or microphone (for example, too much background noise).

What to do: See "Speakerphone Performance Tips" in Chapter 3 for suggestions on the proper use of the speakerphone.

- If the problem is not solved, go to Possible Cause 2.

Possible Cause 2: If the system is set for rotary dialing, the Rotary Dialing Timeout interval is too long. If the system is set for touch-tone dialing, you may have a faulty phone or cord. See "Other Problems with Phones."

What to do: Reset the interval using **Rotary Dialing Timeout (#108)**.

- If you can hear the called party answer, the problem is solved.
- If the problem is not solved, call the AT&T Helpline.

Using the Recall Feature Has No Effect

Possible Cause: Recall Timer Duration set too short.

What to do: Increase the **Recall Timer Duration (#107)** by 100 milliseconds.

- If the **Recall** feature works, the problem is solved.
- If the Recall feature still does not work, continue increasing the Recall Timer Duration by increments of 100 milliseconds until the problem is solved.

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Using the Recall Feature Disconnects Call

This problem applies when the system is installed behind a PBX or Centrex system or with the local phone company's "Call Waiting" feature.

Possible Cause: Recall Timer Duration is set too long.

What to do: Decrease the **Recall Timer Duration (#107)** by 100 milliseconds.

- If the **Recall** feature works properly, the problem is solved.
- If the Recall feature still disconnects calls, continue decreasing the Recall Timer Duration by increments of 100 milliseconds until the problem is solved.

Phone Rings Back After Intercom Call with No One at Other End

Possible Cause 1: The switchhook on a standard phone is accidentally pressed and released, causing a call to ring back.

What to do: Always replace the handset carefully.

- If the problem is not solved, go to Possible Cause 2.

Possible Cause 2: Automatic Line Selection is programmed incorrectly.

What to do: If one of the phones involved is a standard single-line rotary or touch-tone telephone, program its **Automatic Line Selection** to "intercom first."

- If the problem is not solved, call the AT&T Helpline.*

Combination Extension Problem: Phone Does Not Ring Properly

Possible Cause 1: Ringer equivalents are too high for the extension.

What to do: If this is a combination extension (two devices), be sure the total of the devices' Ringer Equivalence Numbers (REN) does not exceed 2.0. If it does, unplug one of the devices.

- If the ringer functions properly, the problem is with the optional device; the system is okay.
- If trouble still appears, then go to Possible Cause 2.

Possible Cause 2: Optional device (such as a fax, answering machine, or modem) is faulty.

What to do: Remove the optional device from the extension and plug in an optional device that you know rings properly.

- If the ringer functions properly, the problem is in the optional device; the system is okay.
- If the trouble still appears, go to Possible Cause 3.

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Possible Cause 3: Bad adapter or combination device.

What to do: Make sure the standard device in the combination is plugged into the correct slot on the bridging adapter. If the extension still does not work properly, unplug the adapter from the wall jack. Unplug the phone's cord from the adapter and plug it into the jack.

- If the phone works, there is a problem with the optional device attached to the extension or bridging adapter. Replace the optional device. If the problem persists, call the AT&T Helpline.*
- If the phone does not work, call the AT&T Helpline.*

Call on Hold Hangs Up, but Line Does Not Disconnect

Possible Cause 1: Hold Disconnect Time is programmed incorrectly—too long.

What to do: Change **Hold Disconnect Time (#203)** from "long" to "short."

- If abandoned calls on hold are disconnected, the problem is solved.
- If abandoned calls on hold still do not disconnect, or the Hold Disconnect Time was already "short," go to Possible Cause 2.

Possible Cause 2: Local phone company does not send hold release signal.

What to do: Call your local phone company and find out whether they send a hold release signal.

- If the local phone company does not send a hold release signal, or if they do but the problem still occurs, call the AT&T Helpline.*

Calls on Hold Are Disconnected

Possible Cause: Hold Disconnect Time is programmed incorrectly—too short.

What to do: Change **Hold Disconnect Time (#203)** from "short" to "long."

- If calls on hold no longer disconnect, the problem is solved.
- If calls on hold still get disconnected, or the Hold Disconnect Time was already set to "long," call the AT&T Helpline.*

Phone Display Does Not Work

Possible Cause: Date, day, and time do not display properly.

What to do: Re-enter the date, day, and time using **System Date (#101)**, **System Day (#102)**, and **System Time (#103)**.

- If the display works, the problem is solved.
- If the display still does not work, follow the procedure for "Other Problems with Phones."

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

System Phone in Combination Extension Does Not Work

Possible Cause 1: System phone is plugged into the wrong jack of the bridging adapter.

What to do: Plug the system phone into the correct jack—see the *PARTNER Plus Communications System Installation* guide for instructions. (If an MLS-18D is part of the combination, make sure the second device is plugged directly into the proper jack on the bottom of the MLS-18D.)

- If the system phone works properly, the problem is solved.
- If the problem remains, go to Possible Cause 2.

Possible Cause 2: Wrong cord and bridging adapter used to connect the standard phone.

What to do: First, unplug the bridging adapter from the wall jack. Then, unplug the system phone from the adapter and plug it into the wall jack.

- If the system phone works properly, either the cord or the adapter must be replaced. (Use only an AT&T 267F2 bridging adapter.) Call the AT&T Helpline* for details.

Standard Device Does Not Answer

Possible Cause: A standard device (such as a fax machine or answering machine) does not answer intercom calls or transferred calls because it does not recognize the distinctive ringing pattern used by the system.

What to do: Change the extension's setting for **Distinctive Ring (#308)** to "Not Active," so that the extension uses the same ringing for intercom and transferred calls as it does for outside calls.

- If the device works properly, the problem is solved.
- If the problem remains, call the AT&T Helpline* for assistance.

Standard Device Does Not Dial Out Properly

Possible Cause: A standard device with autodialing (such as a modem) does not recognize the intercom dial tone generated by the system.

What to do: Change the setting for **Intercom Dial Tone (#309)** for the extension to "Machine," so that the system generates central office (outside) dial tone for the extension.

- If the device works properly, the problem is solved.
- If the problem remains, call the AT&T Helpline* for assistance.

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Poor Transmission Quality on Modem

Possible Cause: A high-speed modem is connected, through an extension jack on the control unit, to a standard central office telephone line; but the line quality is not sufficient to generate a clear signal when the modem transmits through the system interface.

What to do: Either connect the modem directly to the network interface jack for a line, or contact your local telephone company for information about upgrading line quality.

- If the device works properly, the problem is solved.
- If the problem remains, call the AT&T Helpline* for assistance.

Other Problems with Phones

Possible Cause 1: Phone needs to be reset.

What to do: Unplug the cord from the base of the problem phone and (with the handset hung up) plug the cord in again.

- If the problem remains, go to Possible Cause 2.

Possible Cause 2: The telephone may be defective.

What to do: Unplug the cord from the base of the problem phone and plug it into a phone that works.

- If the other phone works, the old phone was faulty. Call the AT&T Helpline* to arrange for a replacement. If the other phone does not work, go to Possible Cause 3.

Possible Cause 3: The telephone cord may be defective

What to do: Unplug the cord from the base of the phone and the wall jack, Replace it with a cord that works.

- If the phone works, the cord is faulty. Call the AT&T Helpline* to arrange for a replacement.
- If the phone does not work, and it is part of a combination extension, see "Combination Extension Problem: Phone Does Not Ring Properly," Possible Cause 3.
- If the phone does not work, and it is not part of a combination extension, call the AT&T Helpline* for assistance.

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Other Problems with System

This procedure resets the system. Use it when you have any problems that are not covered elsewhere in this chapter. The following procedure will disconnect all calls in progress, but will not erase any system settings.

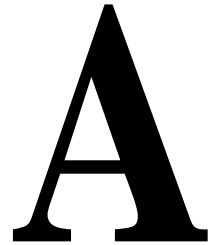
Possible Cause: System needs a hardware reset.

What to do: Unplug the control unit's power cord from the wall. Wait 10 seconds, then plug it back in.

- If the problem is not solved, call the AT&T Helpline* for assistance.

* In the continental U.S., help is available at 1 800 628-2888. Outside the continental U.S., call your local AT&T Authorized Dealer.

Specifications



Capacities	<p>System</p> <ul style="list-style-type: none"> ▪ 12 outside lines via line jacks on two 206 plus two 400 modules ▪ 24 extensions via extension jacks on four 206 modules ▪ 1 loudspeaker paging system via PAGE jack on processor module ▪ 1 audio source via MUSIC ON HOLD jack on processor module (RCA phono plug required) ▪ 1 call reporting device via SMDR jack on processor module (355A/F adapter required) ▪ 2 doorphones, using 2 extension jacks 	<p>206 Module</p> <ul style="list-style-type: none"> ▪ 2 outside lines ▪ 6 extensions <p>400 Module</p> <p>4 outside lines</p>	<p>Extension Jack</p> <ul style="list-style-type: none"> ▪ Maximum 2 devices per extension jack, total REN on jack not to exceed 2.0* (System phone REN: 0.0 (zero)) ▪ No more than one system phone per jack <p><i>For programming, a system display phone must be connected to extension 10 or 11.</i></p>																																	
Dimensions and Weights (approx.)	<table border="0"> <tr> <td>▪ Processor Module</td> <td>11"(D) x 17"(H) x 1.5"(W) or 27.9 x 43.2 x 3.8 cm</td> <td>4.0 lbs or 1.8 kgs</td> </tr> <tr> <td>▪ 206 module</td> <td>11"(D) x 17"(H) x 1.5"(W) or 27.9 x 43.2 x 3.8 cm</td> <td>4.5 lbs or 2.0 kgs</td> </tr> <tr> <td>▪ 400 module</td> <td>11"(D) x 17"(H) x 1.5"(W) or 27.9 x 43.2 x 3.8 cm</td> <td>4.0 lbs or 1.8 kgs</td> </tr> <tr> <td>▪ Backplane & cover</td> <td>12"(D) x 19"(H) x 11"(W) or 30.5 x 48.3 x 27.9 cm</td> <td>5.5 lbs or 2.5 kgs</td> </tr> <tr> <td>▪ MLS-34D phone</td> <td>9.7"(D) x 5.3"(H) x 10"(W) or 24.6 x 13.5 x 25.4 cm</td> <td>3.1 lbs or 1.4 kgs</td> </tr> <tr> <td>▪ MLS-18D phone</td> <td>9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm</td> <td>2.8 lbs or 1.3 kgs</td> </tr> <tr> <td>▪ MLS-12D phone</td> <td>9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm</td> <td>2.8 lbs or 1.3 kgs</td> </tr> <tr> <td>▪ MLS-12 phone</td> <td>9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm</td> <td>2.7 lbs or 1.2 kgs</td> </tr> <tr> <td>▪ MLS-6 phone</td> <td>9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm</td> <td>2.7 lbs or 1.2 kgs</td> </tr> <tr> <td>▪ MLC-6 phone</td> <td>9.4"(D) x 3.4"(H) x 7"(W) or 23.9 x 8.6 x 17.8 cm</td> <td>2.8 lbs or 1.3 kgs</td> </tr> <tr> <td>▪ MLS-CA24 Intercom Autodialer</td> <td>9.7"(D) x 5.3"(H) x 3.4"(W) or 24.6 x 13.5 x 8.6 cm</td> <td>1.3 lbs or 0.6 kgs</td> </tr> </table>			▪ Processor Module	11"(D) x 17"(H) x 1.5"(W) or 27.9 x 43.2 x 3.8 cm	4.0 lbs or 1.8 kgs	▪ 206 module	11"(D) x 17"(H) x 1.5"(W) or 27.9 x 43.2 x 3.8 cm	4.5 lbs or 2.0 kgs	▪ 400 module	11"(D) x 17"(H) x 1.5"(W) or 27.9 x 43.2 x 3.8 cm	4.0 lbs or 1.8 kgs	▪ Backplane & cover	12"(D) x 19"(H) x 11"(W) or 30.5 x 48.3 x 27.9 cm	5.5 lbs or 2.5 kgs	▪ MLS-34D phone	9.7"(D) x 5.3"(H) x 10"(W) or 24.6 x 13.5 x 25.4 cm	3.1 lbs or 1.4 kgs	▪ MLS-18D phone	9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm	2.8 lbs or 1.3 kgs	▪ MLS-12D phone	9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm	2.8 lbs or 1.3 kgs	▪ MLS-12 phone	9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm	2.7 lbs or 1.2 kgs	▪ MLS-6 phone	9.5"(D) x 5"(H) x 6.75"(W) or 24.1 x 12.7 x 17.1 cm	2.7 lbs or 1.2 kgs	▪ MLC-6 phone	9.4"(D) x 3.4"(H) x 7"(W) or 23.9 x 8.6 x 17.8 cm	2.8 lbs or 1.3 kgs	▪ MLS-CA24 Intercom Autodialer	9.7"(D) x 5.3"(H) x 3.4"(W) or 24.6 x 13.5 x 8.6 cm	1.3 lbs or 0.6 kgs
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Switch Fabric	<ul style="list-style-type: none"> ▪ Full digital, nonblocking 																																			
Electrical Specifications	<ul style="list-style-type: none"> ▪ 10 Watts (35 BTUs/hour) per 400 module, normal and maximum power consumption ▪ 65 Watts (225 BTUs/hour) per 206 module during normal operation ▪ 100 Watts (350 BTUs/hour) per 206 module during maximum power consumption ▪ 4 Amps maximum current at full system capacity (processor module and four 206 modules) On a PARTNER Plus 220V System: 2.2 Amps maximum current ▪ 4-day memory backup (96 hours) 																																			

* The two devices combined on an extension jack can be a system phone with a standard device, or two standard devices; DO NOT connect two system phones to the same extension jack. If a device lists two RENs, use the higher number when adding up RENs.

Processor Module Specifications	<ul style="list-style-type: none"> ▪ 68000 microprocessor, 64K RAM, 256K ROM
Extension Jack Specifications	<ul style="list-style-type: none"> ▪ Ringing voltage: +5VDC, -140 VDC peak to peak; trapezoidal wave shaping On a PARTNER Plus 220V System: +5VDC, -150 VDC peak to peak ▪ 35- to 38-Volt talk battery ▪ Ringing frequency: 20 Hz
PAGE Jack Specifications	<ul style="list-style-type: none"> ▪ Draws current on inner wire pair ▪ Provides contact closure on outer wire pair ▪ 600 Ohm impedance
SMDR Output Format	<ul style="list-style-type: none"> ▪ 1200 baud ▪ No parity ▪ 8 data bits ▪ 2 stop bits
Environmental Requirements—Control Unit	<ul style="list-style-type: none"> ▪ Mount on a wall at least 2 feet (0.6 meters) from the floor (wall mounting required) ▪ Locate within 5 feet (1.5 meters) of the network interface jacks and an electrical outlet not controlled by a switch, using supplied 7-foot (2.1-meter) cords ▪ Operating temperature 32° to + 104°F (0° to +40°C), not in direct sunlight ▪ Humidity 15%–90%, noncondensing ▪ For proper ventilation and easy replacement of modules, provide at least 6" (2.34cm) clearance at the top and sides and 2 feet (0.6 meters) at the front and bottom of the control unit. ▪ Locate in an area free of excess moisture, corrosive gases, dust, and chemicals
Electrical Requirements	<ul style="list-style-type: none"> ▪ 90–130 VAC, 50–60 Hz, 3-prong outlet separate ground, separately fused at 15 Amps On a PARTNER Plus 220V System: 180–264 VAC, fused at 10 Amps ▪ Outlet must not be controlled by an on/off switch ▪ Grounding to comply with Underwriters Laboratories (UL) 1459: <ul style="list-style-type: none"> A. An insulated grounding conductor that is not smaller in size and equivalent in insulation material and thickness to the grounded and ungrounded branch circuit supply conductors, except that it is green with or without one or more yellow stripes, is to be installed as part of the circuit that supplies the product or system. B. The grounding conductor mentioned in item A is to be connected to ground at the service equipment. C. The attachment-plug receptacles in the vicinity of the product or system are all to be of a grounding type, and the grounding conductors serving these receptacles are to be connected to earth ground at the service equipment.
Requirements for Out-of-Building Extensions	<p>Installation of a telephone or other standard (tip/ring) device in another building requires the following In-Range Out-of-Building (IROB) protectors to protect the control unit and device from electrical surges:</p> <ul style="list-style-type: none"> ▪ MLS-model telephone: two AT&T IROB protectors ▪ Standard device: one AT&T IROB protector plus one carbon block protector
Wiring	<ul style="list-style-type: none"> ▪ MLS-model phones: AT&T SYSTIMAX™ or at least 2-pair (4-wire) star ("home run" not "loop") ▪ Other standard telecommunications equipment (single-line phones, fax machines, answering machines, etc.): 1-pair (2-wire) mounting cords (AT&T D2R mounting cords recommended) ▪ Bridging adapter: AT&T 267F2 ▪ Range: 1,000 feet (305 meters) for MLS phones; 3,000 feet (915 meters) for standard devices
Safety Requirements	<p>U.S.: Meets UL 1459 Issue 2 Canada: Meets CSA C22.2, 225</p>

**Government
Approvals and
Local Phone
Company
Information**

U.S.:
FCC Part 68
FCC registration number (U.S.): AS5 USA-61630-KF-E
FCC Part 15 Class A
REN (outside line jack): 0.9A per line jack

Canada:
DOC CP01, Issue 7
DOC registration number (Canada): 230 3756
DOC CS03, Issues 6 & 7
Load Number = 7

Jack type: RJ11C
Loop start lines

Maintenance, Repair, and Ordering Information

B

Maintenance

Your system is designed to provide trouble-free performance without any special maintenance procedures. To reduce the risk of accidental damage:

- Keep the system modules in an area free of dust, smoke, and moisture, and do not block the air vents by placing objects on top of the system carriers.
- Do not place telephones near a heating duct, radiator, or other heat source, and do not drop or expose them to excessive shock or vibration.
- Unplug the telephone if its cord is damaged, if liquid is spilled into it, or if its housing becomes cracked or otherwise damaged.
- To clean your telephone, wipe the outside housing with a soft, dust-free cloth. If absolutely necessary, you may use a cloth *slightly* dampened with a mild soap and water solution. Dry quickly with a soft cloth.



CAUTION:

Your telephone contains sensitive electronic parts. Never submerge it in any kind of liquid, and never use detergents, alcohols, solvents, abrasive cleaners, or an excessive amount of water when cleaning the housing and faceplate. To do so could result in irreparable damage.

Repair Information

Outside the continental U.S., contact your local AT&T Authorized Dealer for warranty and repair information applicable to your system.

In-Warranty Repairs

If you purchased or leased your system directly from AT&T, AT&T will repair it free of charge during the one-year warranty period. Simply call the Helpline and ask for service.

Business-Day service is standard during the warranty period for both the control unit and system phones. Business-Day service is performed during normal business hours. However, if you need 24-hour service protection during the warranty period on the control unit in case there is a major system failure, you can purchase an Around-the-Clock service contract from your local AT&T sales office (1 800 247-7000 in the U.S. only). (Around-the-Clock service is not available for phones.)

If you purchased or leased your system through an AT&T Authorized Dealer, contact your dealer for repairs.

Post-Warranty Repairs

If you purchased your system from AT&T and you have a post-warranty service contract, AT&T service is provided under the terms of that contract.

To significantly reduce unexpected repair costs after the warranty period, you can purchase a post-warranty service contract from AT&T. If you do not have a contract, AT&T service is provided on a time-and-materials basis by calling the Helpline. A contract provides to you, within the applicable coverage period and response times, service calls with no charge for parts and labor on covered repairs. Both Business-Day and Around-the-Clock coverages of varying lengths are available. To order a post-warranty service contract, call 1 800 247-7000 (in the continental U.S. only).

If you leased your system from AT&T, Business-Day service is included in your lease. To upgrade to Around-the-Clock service, call 1 800-247-7000 (in the continental U.S. only).

If you purchased or leased your system through an AT&T Authorized Dealer, contact your dealer for repairs.

AT&T Limited Warranty and Limitation of Liability

AT&T warrants to you, the customer, that your system will be in good working order on the date AT&T or its authorized reseller delivers or installs the system, whichever is later ("Warranty Date"). If you notify AT&T or its authorized reseller within one year of the Warranty Date that your system is not in good working order, AT&T will without charge to you repair or replace, at its option, the system components that are not in good working order. Repair or replacement parts may be new or refurbished and will be provided on an exchange basis. If AT&T determines that your system cannot be repaired or replaced, AT&T will remove the system and, at your option, refund the purchase price of your system or apply the purchase price towards the purchase of another AT&T system.

If you purchased your system directly from AT&T, AT&T will perform warranty repair in accordance with the terms and conditions of the specific type of AT&T maintenance coverage you selected. A written explanation of AT&T's types of maintenance coverage may be obtained from AT&T by calling 1 800 247-7000 (in the continental U.S. only). If you purchased your system from an AT&T authorized reseller, contact your reseller for the details of the maintenance plan applicable to your system.

This AT&T limited warranty covers damage to the system caused by power surges.

Unless otherwise expressly agreed to in a written agreement signed by AT&T, AT&T will not be responsible under this limited warranty for damages resulting from:

- Failure to follow AT&T's installation, operation, or maintenance instructions;
- Unauthorized system modification, movement, or alteration;
- Unauthorized use of common carrier communication services accessed through the system;
- Abuse, misuse, or negligent acts or omissions of the customer and persons under the customer's control; or
- Acts of third parties and acts of God.

AT&T's obligation to repair, replace, or refund, as set forth above, is your exclusive remedy.

Except as specifically set forth above, AT&T, its affiliates, suppliers, and dealers make no warranties, express or implied, and specifically disclaim any warranties of merchantability or fitness for a particular purpose.

Limitation of Liability

Except as provided below, the liability of AT&T and its affiliates and suppliers for any claims, losses, damages, or expenses from any cause whatsoever (including acts or omissions of third parties), regardless of the form of action, whether in contract, tort, or otherwise, shall not exceed the lesser of: (1) the direct damages proven; or (2) the repair cost, replacement cost, license fee, annual rental charge, or purchase price, as the case may be, of the equipment that directly gives rise to the claim. Except as provided below, AT&T and its affiliates and suppliers shall not be liable for any incidental, special, reliance, consequential, or indirect loss or damage incurred in connection with the equipment. As used in this paragraph, consequential damages include, but are not limited to, the following: lost profits, lost revenues, and losses arising out of unauthorized use (or charges for such use) of common carrier telecommunications services or facilities accessed through or connected to the equipment. For personal injury caused by AT&T's negligence, AT&T's liability shall be limited to proven damages to person. No action or proceeding against AT&T or its affiliates or suppliers may be commenced more than twelve (12) months after the cause of action accrues. THIS PARAGRAPH SHALL SURVIVE FAILURE OF AN EXCLUSIVE REMEDY.

Product Ordering Information

Ordering additional telephones and modules, accessories, and replacement parts for your system is convenient. Table B-1 (on the next page) shows where you can buy system components in the continental United States.

To take full advantage of your system, the sources shown below can also provide you with the optional equipment you might want for your system, such as AT&T fax machines, answering machines, standard phones, modems, paging systems, doorphones, headsets, bells, lights, strobes, music-on-hold systems, and printers.

You can obtain most items from more than one source, either directly from AT&T or from authorized dealers. Sources in the United States are:

- **AT&T Catalog Sales.** This source is AT&T's national phone/mail sales center in Cincinnati. A Catalog Associate will place your order, including AT&T installation if you need it. Or you can charge your order on a VISA, Mastercard, or American Express card. The Catalog Associate can also give you sales advice and mail you AT&T's "Sourcebook" catalog of systems, telephones, and accessories. Call 1 800 451-2100.
- **AT&T Sales Offices.** Sales offices to serve the small business customer are located throughout the country. To contact the office closest to you, call 1 800 247-7000. A representative will place your order, including AT&T installation if you need it.
- **AT&T Authorized Dealers.** You can also buy most items from one of AT&T's authorized dealers. To find the dealer nearest you, call 1 800 247-1212.
- **AT&T PhoneCenter Stores.** Your local PhoneCenter Store carries most items. To locate the nearest store, call 1 800 222-3111 or see your local white pages under "AT&T PhoneCenter Store."
- **AT&T National Parts Sales Center.** This national sales center, located in Denver, stocks replacement parts for the control unit and telephones. Telephone orders can be placed by calling 1 800 222-PART.

In Canada, order these items from AT&T Canada:

Eastern Canada and Ottawa:	1 514 335-7200
Ontario:	1 416 756-5236
Central and Western Canada:	1 800 561-5165

To use Table B-1, first locate the item you want. A triangle (▲) indicates where you can obtain it.

	SOURCE (U.S.)				
	AT&T Catalog Sales (Sourcebook)	AT&T Sales Office	AT&T PhoneCenter Store	AT&T Authorized Dealer	AT&T National Parts Sales Center
	(800) 451-2100	(800) 247-7000	*	**	(800) 222-PART
System Modules and Wiring:					
Processor module				▲	▲
Line/Extension module (206) Includes 206 module, two 7-ft. line cords, and installation instructions	▲	▲	▲	▲	▲
Line module (400) Includes 400 module, four 7-ft. line cords, and instructions	▲	▲	▲	▲	▲
Backplane				▲	▲
System cover				▲	▲
AC power cord				▲	▲
Line cord (D2R) Connects 206/400 modules to network interface (clear color) Specify length: 7 (standard length), 14, or 25 ft.	▲			▲	▲
267F2 bridging adapter Connects two devices to one extension	▲		▲	▲	▲
In-Range Out-of-Building (IROB) protector Required when installing extensions in another building from the control unit (two required per MLS-model telephone, one per standard phone or device)		▲	▲	▲	▲
Z300A Electromagnetic Interference (EMI) Filter Includes filter, 7-ft. line cord, and installation instructions		▲		▲	▲
267C line adapter Splits two outside lines from an RJ14 network interface jack, so that each line has its own modular plug (do not use at extension jacks)	▲		▲	▲	
355A/355AF adapter Connects call reporting device to processor module		▲		▲	
System Telephones and Accessories:					
MLS-34D corded telephone, black or white	▲	▲	▲	▲	
MLS-18D corded telephone, black or white	▲	▲	▲	▲	
MLS-12D corded telephone, black or white	▲	▲	▲	▲	
MLS-12 corded telephone, black or white	▲	▲	▲	▲	
MLS-6 corded telephone, black or white	▲	▲	▲	▲	
MLC-6 cordless telephone, black or white	▲	▲	▲	▲	
MLS-CA24 Intercom Autodialer, black or white	▲	▲	▲	▲	
Telephone stand, black or white	▲			▲	▲
Button label package (specify telephone model)	▲			▲	▲
Button label package (MLS-CA24 Intercom Autodialer)	▲			▲	▲
Programming Overlay for MLS-34D and/or MLS-18D/MLS-12D	▲			▲	▲
Power unit for MLS-CA24 Intercom Autodialer	▲			▲	▲
Handset (K2S1), black or white Standard for MLS-model phones	▲			▲	▲
Amplified handset (K6S), black or white Optional for hard-of-hearing users with MLS-34D phones	▲	▲		▲	▲
Handset cord, 9 ft., black or white, coiled Connects handset to telephone	▲		▲	▲	▲
Telephone mounting cord (D4BU) Connects phone to wall jack, jack panel, or 206 module ext. jack. Specify length: 2, 7, or 14 ft.	▲		▲	▲	▲
Modular telephone extension cord—8-connector Extends the D4BU mounting cords Specify length: 14, 25, 50, 5, or 100 ft.	▲			▲	
*To locate the AT&T PhoneCenter Store nearest you, see the listing in your local telephone directory's white pages (under AT&T), or call 1 800 222-3111 (in the continental U.S. only).					
**To locate the nearest AT&T Authorized Dealer, call 1 800 247-1212 (in the continental U.S. only).					

Table B-1. Sources of Additional Equipment and Replacement Parts (U.S.)

FCC Information

C

Federal Communications Commission (FCC) Interference Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manuals, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will have to correct the interference at his or her own expense.

NOTE:

References to FCC regulations in this appendix are not applicable outside of the continental U.S. The PARTNER Plus 220V System is suitable for use in commercial environments only.

FCC Notification and Repair Information

This equipment is registered with the FCC in accordance with Part 68 of its rules. In compliance with those rules, you are advised of the following:

- **Means of Connection:** Connection to the telephone network shall be through a standard network interface jack USOC RJ11C. These USOCs must be ordered from your local telephone company.

This equipment may not be used with party lines or coin telephone lines.

- **Notification to the Telephone Companies:** Before connecting this equipment, you or your equipment supplier must notify your local telephone company's business office of the following:
 - The telephone number(s) you will be using with this equipment.
 - The appropriate registration number and ringer equivalence number (REN), which can be found on the right hand side of the control unit.
 - The facility interface code, which is O2LS2.

You must also notify your local telephone company if and when this equipment is permanently disconnected from the line(s).

- **Repair Instructions:** If you experience trouble because your equipment is malfunctioning, the FCC requires that you disconnect the equipment from the network and not use it until the problem has been corrected. Repairs to this equipment can only be made by the manufacturer, its authorized agents, or by others who may be authorized by the FCC. In the event repairs are needed on this equipment, please contact the AT&T Helpline at 1 800 628-2888. For warranty information, see Appendix B.

- **Rights of the Local Telephone Company:** If this equipment causes harm to the telephone network, the local telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC.

Your local telephone company may make changes in its facilities, equipment, operations, or procedures that affect the proper functioning of this equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

- **Hearing Aid Compatibility:** The custom telephones for this system are compatible with inductively coupled hearing aids as prescribed by the FCC.

DOC Notification and Repair Information

The Canadian Department of Communications (DOC) label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The DOC does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to connect it to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring for single-line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or any equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected. This precaution may be particularly important in rural areas.



CAUTION:

Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority or electrician, as appropriate.

To prevent overloading, the Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop used by the device. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all the devices does not exceed 100.

DOC Certification No: 230 3756A

CSA Certification No: LR 60486

Load No: 7

Renseignements sur la notification du ministère des Communications du Canada et la réparation

L'étiquette du ministère des Communications du Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de peuvent être prolonges au moyen d'un dispositif homologué de raccordement. Dans certains cas, les fils intérieurs de l'entreprise utilisés pour un service individuel à ligne unique peuvent être prolongés au moyen d'un dispositif homologué de raccordement (cordon prolongateur téléphonique interne). L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêchent pas la dégradation du service dans certaines situations. Actuellement, les entreprises de télécommunication ne permettent pas que l'on raccorde leur matériel à des jacks d'abonné, sauf dans les cas précis prévus par les tarifs particuliers de ces entreprises.

Les réparations de matériel homologué doivent être effectuées par un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.



AVERTISSEMENT:

L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un electricien, selon le cas.

L'indice de charge (IC) assigné à chaque dispositif terminal indique, pour éviter toute surcharge, le pourcentage de la charge totale qui peut être raccordée à un circuit téléphonique boucié utilisé par ce dispositif. La terminaison du circuit boucié peut être constituée de n'importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l'ensemble des dispositifs ne dépasse pas 100.

No d'homologation: 230 3756A
No de certification CSA: LR 60486
L'indice de charge: 7

Glossary

A

Account code

A code of up to 16 digits that is associated with incoming or outgoing telephone calls. Entry of an account code may be optional or forced. If entered, an account code appears on the call record for a call. *See also* Call report and Forced account code entry.

Auto Dial button

A programmable telephone button that lets you dial a series of digits simply by pressing that button. An Auto Dial button can be used to store a feature code, a phone number, or an account code so that it can be dialed with one touch. *See also* Programmable button.

Automated attendant

An optional device that answers calls and routes them to the appropriate extension based on caller responses to a recorded announcement.

Auxiliary equipment

Telecommunications equipment (other than MLS- and MLC-model telephones) that can be connected to the control unit. Auxiliary equipment includes industry-standard devices that can connect directly to the public telephone network (such as standard phones or fax machines) as well as devices that require the interface provided by the control unit (such as a loudspeaker paging system).

B

Backplane

The bottom and rear portion of the plastic housing that makes up the control unit. The backplane distributes power to the system modules installed in the control unit.

C

Call record

A line of information on a call report that includes data fields such as call type, date, time, called number, and call duration. *See also* Account Code and Call report.

Call report

A page of information that begins with a header and lists incoming and outgoing calls to and from your business on a call-by-call basis. *See also* Call record.

Call reporting

A feature that provides records of call activity. Call reporting is also referred to as Station Message Detail Recording (SMDR).

Calling group

A group of extensions that can be called simultaneously by dialing a group calling code. *See also* Hunt group.

Calling restriction

A feature that lets you control telephone use at specific extensions.

Centralized Telephone Programming

A method of telephone programming that lets you program individual extensions in the system from an MLS-34D, MLS-18D, or MLS-12D phone at extension 10 or extension 11. Centralized Telephone Programming is an alternative to Extension Programming.

Combination extension

An extension that has two devices connected to it. Combination extensions can connect two industry-standard devices or an industry-standard device and an MLS- or MLC-model phone, but not two MLS- or MLC-model phones.

Control unit

Molded plastic housing, made up of a backplane and cover. The control unit holds system modules, which connect lines coming into your building to the extensions in your system, and also provides system features.

D

Doorphone

An AT&T proprietary phone that can be wall mounted outside your office or in a lobby to allow visitors to alert any number of system extensions by pressing a button. The doorphone includes a speaker and microphone, to allow two-way conversation between the doorphone and the phone that answers.

E

Extension

An endpoint in the system (numbered 10–33) that connects telephones or standard devices, which can be dialed using the Intercom button. *See also* Programming Extension.

Extension jack

The location on 206 modules that allows you to connect phones (or other telecommunications devices) to the control unit.

Extension number

The number assigned to each extension jack on a 206 module. Extension numbers run consecutively from 10 through 33 and are used for intercom calling.

Extension Programming

A method of telephone programming that lets users program their own extensions from their MLS- or MLC-model phones. *See also* Centralized Telephone Programming.

F

Fax Management button

An MLS- or MLC-model phone button with a light that is programmed with the extension number of a fax machine. A user can monitor the light next to this button to determine when the fax machine is in use, available, or not answering.

Feature phone

An industry-standard phone that includes programmable buttons or other built-in features.

Forced account code entry

A system extension setting that forces the user to enter an account code before making a call. *See also* Account code.

400 module

The AT&T equipment component that contains line jacks for connecting up to four outside lines to the control unit.

H

Hotline phone

A standard phone at an extension set to ring another extension automatically when the handset is lifted.

Hunt group

A group of extensions that takes incoming or transferred calls in round-robin fashion. Calls to the hunt group are directed to the first available extension in the group, with the extension that answered most recently being the last one in the hunt order. *See also* Calling group.

I

Industry-standard device

A telephone or other telecommunications device that can be connected directly to the public telephone network. *See also* Standard phone and Proprietary device.

Intercom Auto Dial button

A button that is programmed to ring or page another extension whenever the button is pressed. The button can be used to call the extension or to transfer a call to the extension with one touch; the lights next to the button also show calling activity for the extension.

Intercom call

A call that is made to another system extension with an [*Intercom*] button on an MLS- or MLC-model telephone using extension jack numbers.

L

Line jack

The location on 206 and 400 modules that allows you to connect outside lines to the control unit.

Line number

The number assigned to each line jack on a 206 or 400 module. Line numbers run consecutively from 01 through 12.

Loudspeaker paging system

Equipment that lets you make announcements over the loudspeaker from a system extension. Any AT&T paging system can be connected to the PAGE jack on the processor module in the control unit.

M

MLS- and MLC-Model telephones

The AT&T telephones that are specifically designed for use with PARTNER systems. Models include the MLS-34D, MLS-18D, MLS-12D, MLS-12, MLS-6, and MLC-6 phones.

Music-on-hold system

Equipment that lets you play recorded music to callers who are placed on hold. A music-on-hold audio source can be connected to the RCA jack on the processor module in the control unit.

N

Network interface jack

A jack, generally located in your equipment room, that provides access to an outside line coming into your building from your local telephone company. A telephone cord from the network interface jack to a line jack on a 206 or 400 module connects the line to your system.

Night Service

A feature that automatically redirects calls received after hours or when a receptionist is not available to answer calls.

O

One-touch Intercom Calling button

See Intercom Auto Dial button.

P

Password

A four-digit code assigned by the system manager that users can enter from MLS-model system phones to override dialing restrictions and to turn Night Service on and off. See *also* Night Service.

Pickup group

A group of extensions for which incoming calls to any extension in the group can be picked up, from any extension in the system, by dialing a group pickup code.

Processor module

This AT&T module, which is always installed in the center slot, manages the components of your control unit.

Programmable button

A telephone button that does not have a line assigned; it can be set up to dial a number or access a feature. On MLS- and MLC-model phones, programmable buttons can be used as Auto Dial buttons (for one-touch dialing of intercom or outside telephone numbers) or dial-code feature buttons (for one-touch dialing of feature codes).

Programming extension

An extension from which you can program the system; this can be either extension 10 or 11.

Proprietary device

A telephone or other device that is designed to work with a specific system, and requires a special interface to connect to the public telephone network. For example, MLS- and MLC-model telephones are proprietary devices that can only be used with the control unit described in this guide. See *also* Industry-standard device.

R

Recall

A feature that sends a timed switchhook flash to let you "recall" a dial tone or access a PBX or Centrex service. (Use Recall only on an outside call; using Recall on an intercom call disconnects the call.)

Ringer Equivalence Number (REN)

A measure of the power it takes to ring a phone or other telecommunications device, usually shown on a label on the bottom of the device.

S

SMDR (Station Message Detail Recording)

See Call reporting.

Speed dialing

A feature that lets a user dial a telephone number quickly by dialing a short code.

Standard phone

An industry-standard touch-tone or rotary phone such as you might have in your home. Some standard phones include special feature buttons for frequently-used calling functions. *See also* Industry-standard device and Feature phone.

Station Message Detail Recording (SMDR)

See Call reporting.

System

The AT&T control unit and MLS- and MLC-model telephones that you purchased, plus all other telecommunications devices that are connected to your control unit.

System manager

The person in your business who is responsible for managing your system, including equipment programming.

System Programming

Procedures that allow you to customize system settings for your business. System Programming requires an MLS-34D, MLS-18D, or MLS-12D phone and must be done from extension 10 or 11.

T**Telephone Programming**

Customizes extensions to meet the needs of individual users, including the assignment of features to programmable buttons. Telephone Programming can be done either centrally or from the user's own extension.

206 module

The AT&T equipment component that contains jacks for connecting up to two outside lines and up to six extensions to the control unit.

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Centralized Telephone Programming Quick Reference

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11

TO ENTER PROGRAM MODE

PRESS [*Feature*] [*Q*] [*Q*]

PRESS [*System Program*]

PRESS [*System Program*]

PRESS [*Central Tel Program*]

DIAL the extension number to be preprogrammed

Buttons on which lines are assigned for the extension light up to show the current Line Ringing setting; remaining buttons can be programmed with Auto Dial numbers or features

TO PROGRAM ANOTHER FEATURE AT THE SAME EXTENSION

After you finish changing a setting, simply continue with the instructions in the box shown for the new feature on this page

TO CHANGE SETTING FOR ANOTHER EXTENSION

Press [*Central Tel Program*]
DIAL the new extension's number

TO ERASE A FEATURE OR AUTO DIAL BUTTON

PRESS the programmed button

PRESS [*Mic*]

TO END PROGRAMING MODE

PRESS [*Feature*] [*Q*] [*Q*]

NOTE: Program Automatic Line Selection first.

AUTOMATIC LINE SELECTION (p. 5-14)

PRESS [*★*] [*★*]

✓ Outside lines 01-12, Intercom

PRESS the line/intercom buttons in the desired order

PRESS [*★*] [*★*]

LINE RINGING (p. 5-59)

PRESS each line button until the desired ringing option appears in the display

- Immediate ring (*green steady*) ✓
- Delayed ring—starts ringing after 20 seconds (*green slow flashing*)
- No ring (*green fast flutter*)

PERSONAL SPEED DIAL NUMBERS (p. 5-74)

PRESS [*Feature*]

DIAL a 2-digit code (80 to 99)

DIAL the phone number—up to 20 digits including special functions (see "Special Dialing Functions," p. 5-84)

AUTO DIAL NUMBERS—INSIDE (INTERCOM) AND OUTSIDE (p. 5-11)

PRESS a programmable button

To program an outside number:

DIAL the number—up to 20 digits, including special dialing functions see "Special Dialing Functions," p. 5-85)


To program an extension number:

PRESS left [*Intercom*]

DIAL the extension number (to *ring* the extension when the Auto Dial button is pressed) or

[*★*] plus the extension number (to *voice-signal* the extension when the Auto Dial button is pressed)

 = Button with lights required

 = Button with lights recommended (but not required)

Dial-Code Features


ACCOUNT CODE ENTRY (p. 5-4)

PRESS a programmable button

PRESS [*Feature*] [*1*] [*2*] 

CALL FORWARDING/CALL FOLLOW-ME (p. 5-16)

PRESS a programmable button

PRESS [*Feature*] [*1*] [*1*] 

CALL PICKUP (p. 5-17)

PRESS a programmable button

PRESS left [*Intercom*] [*6*]

DIAL the extension number

CONFERENCE DROP (p. 5-21)

PRESS a programmable button

PRESS [*Feature*] [*Q*] [*6*]

DIRECT LINE PICKUP—ACTIVE LINE (p. 5-24)

PRESS a programmable button

DIAL left [*Intercom*] [*6*] [*8*]

DIRECT LINE PICKUP—IDLE LINE (p. 5-25)

PRESS a programmable button

DIAL left [*Intercom*] [*8*]

DO NOT DISTURB (p. 5-32)

PRESS a programmable button with lights

PRESS [*Feature*] [*Q*] [*1*]

EXCLUSIVE HOLD (p. 5-37)

PRESS a programmable button

PRESS [*Feature*] [*Q*] [*2*]

GROUP CALLING—RING/PAGE (p. 5-40)

For ringing the group:

PRESS a programmable button

PRESS left [*Intercom*] [*Z*]

DIAL a Calling Group number (1-4)

For paging the group:

PRESS a programmable button

PRESS [*Intercom*] [*★*] [*Z*]

DIAL a Calling Group number (1-4)

GROUP HUNTING—RING/VOICE SIGNAL (P. 5-42)

For ringing the first available extension:

PRESS a programmable button

PRESS left [*Intercom*] [*Z*] [*Z*]

DIAL a Hunt Group number (1-6)

For signaling the first available extension:

PRESS a programmable button

PRESS left [*Intercom*] [*★*] [*Z*] [*Z*]

DIAL a Hunt Group number (1-6)

GROUP PICKUP (p. 5-44)

PRESS a programmable button

PRESS left [*Intercom*] [*6*] [*6*]

DIAL a Pickup Group number (1-4)

LAST NUMBER REDIAL (p. 5-54)

PRESS a programmable button

PRESS [*Feature*] [*Q*] [*5*]

LOUDSPEAKER PAGING (P. 5-61)

PRESS a programmable button

PRESS left [*Intercom*] [*Z*] [*Q*]

MESSAGE LIGHT OFF (p. 5-65)

PRESS a programmable button

PRESS [*Feature*] [*1*] [*Q*]

MESSAGE LIGHT ON (p. 5-66)

PRESS a programmable button

PRESS [*Feature*] [*Q*] [*Q*]

PRIVACY (p. 5-77)

PRESS a programmable button with lights

PRESS [*Feature*] [*Q*] [*Z*]

RECALL (p. 5-78)

PRESS a programmable button

PRESS [*Feature*] [*Q*] [*3*]

SAVE NUMBER REDIAL (p. 5-82)

PRESS a programmable button

PRESS [*Feature*] [*Q*] [*4*]

TOUCH-TONE ENABLE (p. 5-96)

PRESS a programmable button

PRESS [*Feature*] [*Q*] [*8*]

System Programming Quick Reference

Place the Programming Overlay on the dial pad of the system display phone at extension 10 or 11

TO START SYSTEM PROGRAMMING

PRESS [*Feature*] [*Q*] [*Q*]

PRESS [*System Program*]

PRESS [*System Program*]

TO END SYSTEM PROGRAMMING

PRESS [*Feature*] [*Q*] [*Q*]

TO USE A SPECIFIC PROCEDURE

DIAL [#] and three-digit procedure code
Example: [#] [1] [*Q*] [1] for System Date

TO CYCLE THROUGH SYSTEM PROGRAMMING PROCEDURES

PRESS [*Next Procedure*] or [*Prev Procedure*]

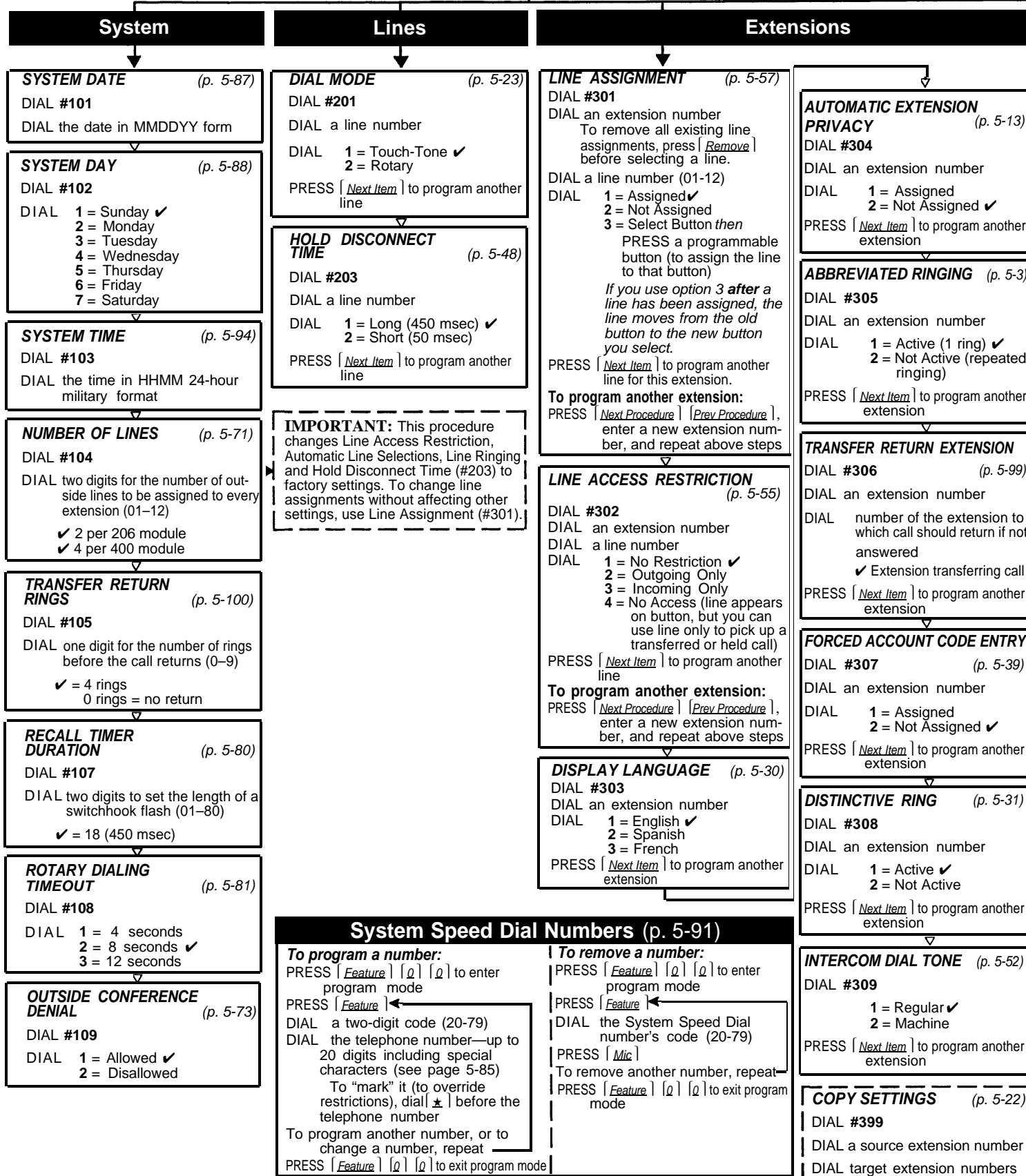
NOTE: Procedures #399, #609, and #728—shown below in dashed boxes—are skipped when cycling.

TO CYCLE THROUGH AVAILABLE SETTINGS

PRESS [*Next Data*] or [*Prev Data*]

TO RETURN TO FACTORY SETTING

PRESS [*Remove*]



SYSTEM RESET- PROGRAMMING SAVED

(p. 5-90)

IMPORTANT: Using this procedure disconnects any active calls but retains system settings. Use it only if the system fails to function correctly after a power failure or down period.

DIAL #728

Dialing Restrictions and Permissions**OUTGOING CALL RESTRICTION**

DIAL #401 (p. 5-72)
DIAL an extension number
DIAL 1 = No Restriction ✓
2 = Inside (intercom) Only
3 = Local intercom and local) Only
PRESS [*Next Item*] to program another extension

TOLL CALL PREFIX (p. 5-95)

DIAL #402
DIAL 1 = 0/1 plus Area Code and Number ✓
2 = Area Code and Number Only

SYSTEM PASSWORD (p. 5-89)

DIAL #403
DIAL 4 digits to set the password

DISALLOWED PHONE NUMBER LISTS (p. 5-27)

DIAL #404
DIAL a list number (1 to 4)
DIAL a list entry (01 to 10)
To add entry:
DIAL the phone number (up to 12 digits)
PRESS [*Enter*]
PRESS [*Remove*] to remove a list entry
PRESS [*Next Item*] to select another list entry
To program another list:
PRESS [*Next Procedure*] [*Prev Procedure*], enter a new list number, and repeat above steps

DISALLOWED LIST ASSIGNMENTS (p. 5-26)

DIAL #405
DIAL an extension number
DIAL a list number (1 to 4)
DIAL 1 = Assigned
2 = Not Assigned ✓
PRESS [*Next Item*] to program another list
To program another extension:
PRESS [*Next Procedure*] [*Prev Procedure*], enter a new extension number, and repeat above steps

EMERGENCY PHONE NUMBER LIST (p. 5-35)

DIAL #406
DIAL a list entry (01 to 10)
To add entry:
DIAL the telephone number (up to 12 digits)
PRESS [*Enter*]
PRESS [*Remove*] to remove a list entry
PRESS [*Next Item*] to program another list entry

ALLOWED PHONE NUMBER LISTS (p. 5-7)

DIAL #407
DIAL a list number (1 to 4)
DIAL a list entry (01 to 10)
To add entry:
DIAL the telephone number (up to 12 digits)
PRESS [*Enter*]
PRESS [*Remove*] to remove a list entry
PRESS [*Next Item*] to select another list entry
To program another list:
PRESS [*Next Procedure*] [*Prev Procedure*], enter a new list number, and repeat above steps

ALLOWED LIST ASSIGNMENTS (p. 5-6)

DIAL #408
DIAL an extension number
DIAL a list number (1 to 4)
DIAL 1 = Assigned
2 = Not Assigned ✓
PRESS [*Next Item*] to select another list
To program another extension:

Groups**PICKUP GROUP EXTENSIONS**

DIAL #501 (p. 5-76)
DIAL a group number (1-4)
DIAL an extension number
DIAL 1 = Assigned to group
2 = Not assigned to group ✓
PRESS [*Next Item*] to assign another extension

CALLING GROUP EXTENSIONS

DIAL #502 (p. 5-18)
DIAL a group number (1-4)
DIAL an extension number
DIAL 1 = Assigned to group
2 = Not assigned to group ✓
PRESS [*Next Item*] to assign another extension

NIGHTSERVICE BUTTON 

DIAL #503 (p. 5-68)
DIAL 1 = Assigned
2 = Not assigned ✓
3 = Select button *then*
PRESS a programmable button (to assign Night Service to that button)
If you use option 3 after a Night Service button has been assigned, the Night Service button moves from the old button to the new button you select.

NIGHT SERVICE GROUP EXTENSIONS (p. 5-70)

DIAL #504
DIAL an extension number
DIAL 1 = Assigned to group
2 = Not assigned to group ✓
PRESS [*Next Item*] to assign another extension

HUNT GROUP EXTENSIONS

DIAL #505 (p. 5-51)
DIAL a group number (1-6)
DIAL an extension number
DIAL 1 = Assigned to group
2 = Not assigned to group ✓
PRESS [*Next Item*] to assign another extension

SMDR TOP OF PAGE (p. 5-84)

DIAL #609

Auxiliary Equipment**FAX MACHINE EXTENSIONS**

DIAL #601 (p. 5-38)
DIAL an extension number
DIAL 1 = Assigned
2 = Not signed ✓
PRESS [*Next Item*] to identify another extension

MUSIC ON HOLD (p. 5-67)

DIAL #602
DIAL 1 = Active ✓
2 = Not Active

HOTLINE (p. 5-49)

DIAL #603
DIAL the hotline extension number (not ext. 10 or 11)
DIAL the alerted extension number (not the hotline) or [Z] [Q] to paging system

To remove the hotline and alert:
PRESS [*Remove*]

DOORPHONE 1 EXTENSION (p. 5-33)

DIAL #604
DIAL an extension number (12-15, 18-21, 24-27, 30-33)

DOORPHONE 2 EXTENSION (p. 5-33)

DIAL #605
DIAL an extension number (12-15, 18-21, 24-27, 30-33)

DOORPHONE ALERT EXTENSIONS

DIAL #606 (p. 5-34)
DIAL an extension number (except a doorphone extension)
DIAL 1 = Not an alert ✓
2 = Doorphone 1 alert
3 = Doorphone 2 alert
4 = Doorphones 1 and 2
Press [*Next Item*] to identify another extension (up to 24 alert extensions per doorphone)

AA/VMS EXTENSIONS (p. 5-2)

DIAL #607
DIAL an extension number
DIAL 1 = Assigned
2 = Not Assigned ✓
PRESS [*Next Item*] to identify another extension

SMDR RECORD TYPE (p. 5-83)

DIAL #608
DIAL 1 = All calls ✓
2 = Outgoing calls only

✓ = Factory Setting

 = Button with lights required

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