AT&T MDC 9000 Cordless
Business Telephone
Quick Reference

Contents

Remember to press the [On/Off] button to turn on your cordless phone, before pressing any other button.
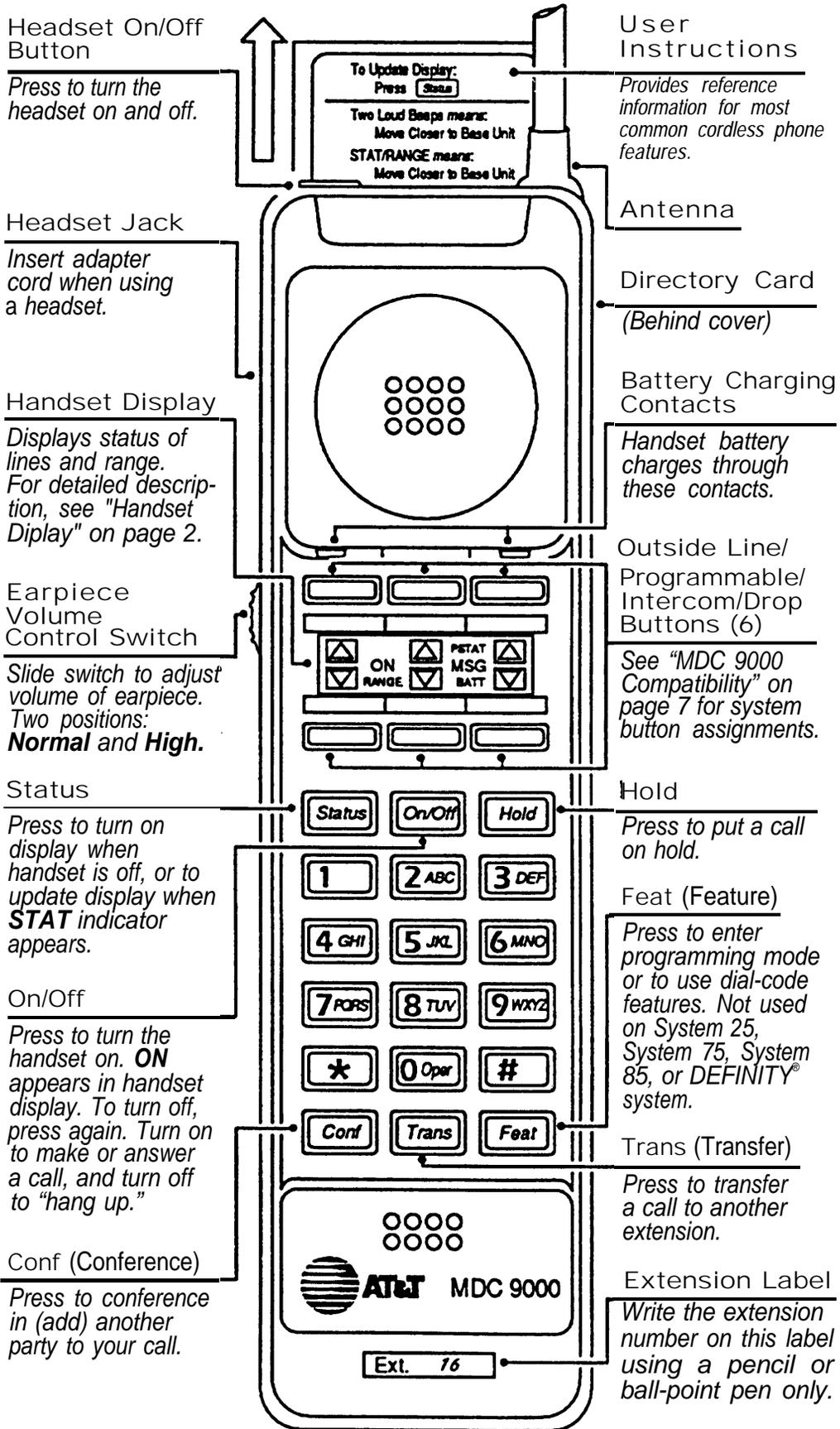
Help!

For more information, see the *MDC 9000 Cordless Business Telephone Installation* booklet. If you need assistance, call the AT&T Helpline at 1 800 628-2888.
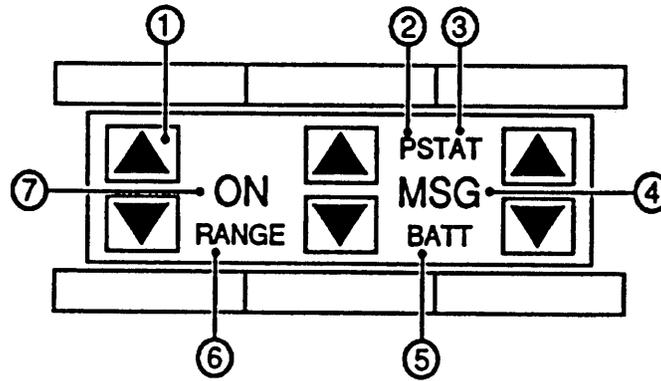
AT&T

Handset Controls

Headset On/Off Button

Press to turn the headset on and off.

Headset Jack

Insert adapter cord when using a headset.

Handset Display

Displays status of lines and range. For detailed description, see "Handset Diplay" on page 2.

Earpiece Volume Control Switch

Slide switch to adjust volume of earpiece. Two positions: Normal and High.

Status

Press to turn on display when handset is off, or to update display when STAT indicator appears.

On/Off

Press to turn the handset on. ON appears in handset display. To turn off, press again. Turn on to make or answer a call, and turn off to "hang up."

Conf (Conference)

Press to conference in (add) another party to your call.

To Update Display:
Press [Status]

Two Loud Beeps means:
Move Closer to Base Unit

STAT/RANGE means:
Move Closer to Base Unit

User Instructions

Provides reference information for most common cordless phone features.

Antenna

Directory Card

(Behind cover)

Battery Charging Contacts

Handset battery charges through these contacts.

Outside Line/ Programmable/ Intercom/Drop Buttons (6)

See "MDC 9000 Compatibility" on page 7 for system button assignments.

Hold

Press to put a call on hold.

Feat (Feature)

Press to enter programming mode or to use dial-code features. Not used on System 25, System 75, System 85, or DEFINITY® system.

Trans (Transfer)

Press to transfer a call to another extension.

Extension Label

Write the extension number on this label using a pencil or ball-point pen only.

ON RANGE P-STAT MSG BATT

Status On/Off Hold

1 2 ABC 3 DEF

4 GHI 5 JKL 6 MNO

7 PQRS 8 TUV 9 WXYZ

* 0 Oper #

Conf Trans Feat

AT&T MDC 9000

Ext. 16

1

Handset Display

① **Line Status Indicators** See below.

② **P** appears when in programming mode.

③ **STAT** appears when handset is out of range. Remains until all line status indicators are updated.

④ **MSG** appears when message LED lights on base.

⑤ **BATT** indicates low battery voltage. Handset also emits 4 short beeps. Place handset on base to recharge.

⑥ **RANGE** indicates handset is out of range when *[On/Off]* or *[Status]* (off only) is pressed. Handset also emits 2 beeps. To make or receive calls, move handset closer to the base.

⑦ **ON** indicates handset has been turned on by pressing *[On/Off]* .

Line Status Indicators

There are six line status indicators. Each indicator corresponds to a specific outside line/programmable/intercom/drop button. The indicators show either a triangle of a rectangle, signifying activity as follows:

PARTNER Systems

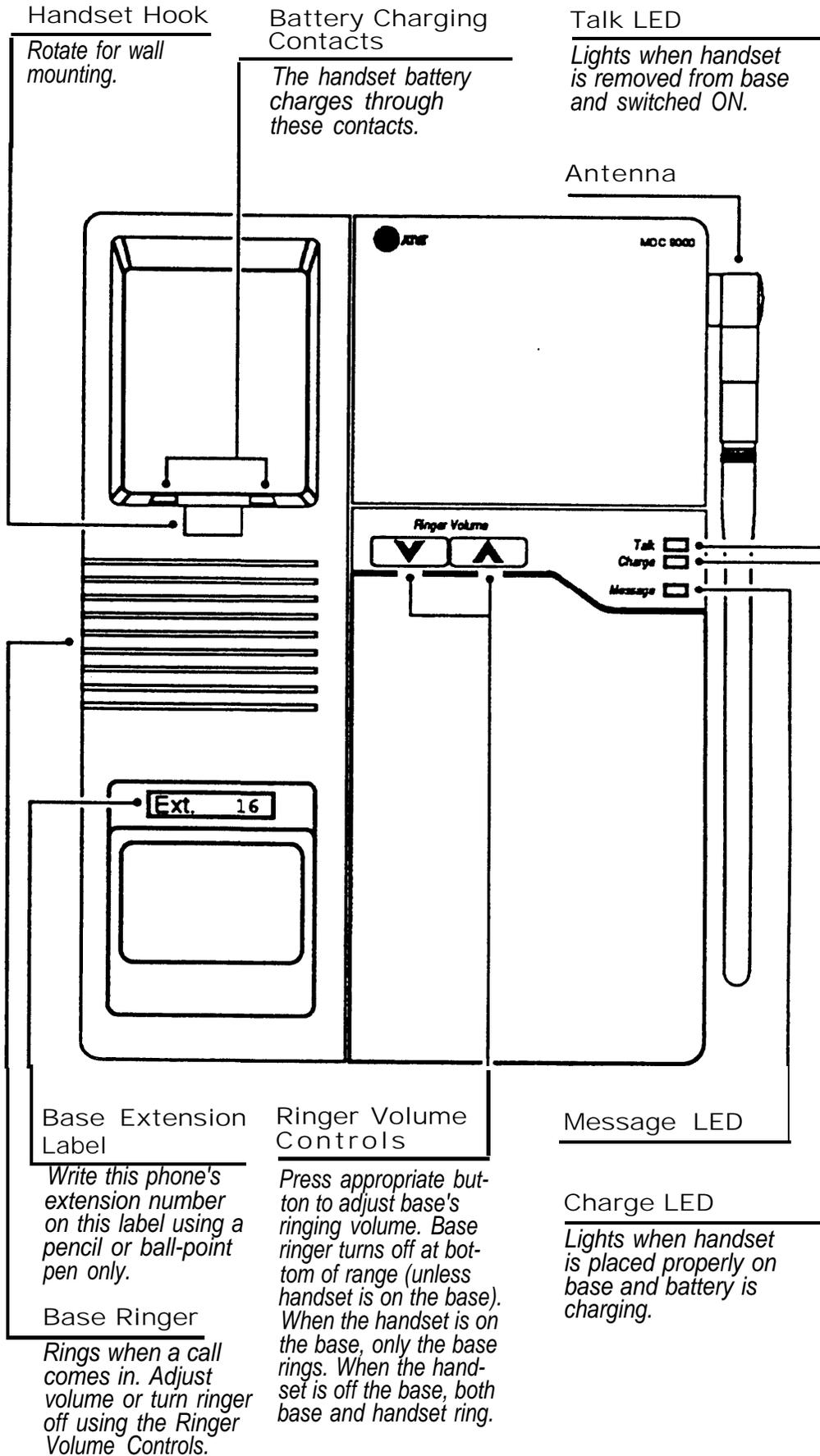**Arrow** (▲ or ▼) indicates activity at YOUR extension.

Rectangle (▭) indicates activity at ANOTHER extension.

All Other Systems:

Rectangle (▭) indicates activity at YOUR extension.

Arrow (▲ or ▼) indicates activity at ANOTHER extension.

Base Controls

Handset Hook

Rotate for wall mounting.

Battery Charging Contacts

The handset battery charges through these contacts.

Talk LED

Lights when handset is removed from base and switched ON.

Antenna

Ext.   16

Base Extension Label

Write this phone's extension number on this label using a pencil or ball-point pen only.

Base Ringer

Rings when a call comes in. Adjust volume or turn ringer off using the Ringer Volume Controls.

Ringer Volume Controls

Press appropriate button to adjust base's ringing volume. Base ringer turns off at bottom of range (unless handset is on the base). When the handset is on the base, only the base rings. When the handset is off the base, both base and handset ring.

Message LED

Charge LED

Lights when handset is placed properly on base and battery is charging.

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Base Connectors

Power Cord Channel

Desk mounting only.

Telephone Line Cord Channel

Desk mounting only.

Mounting Stand Slot

For attachment of the mounting stand.
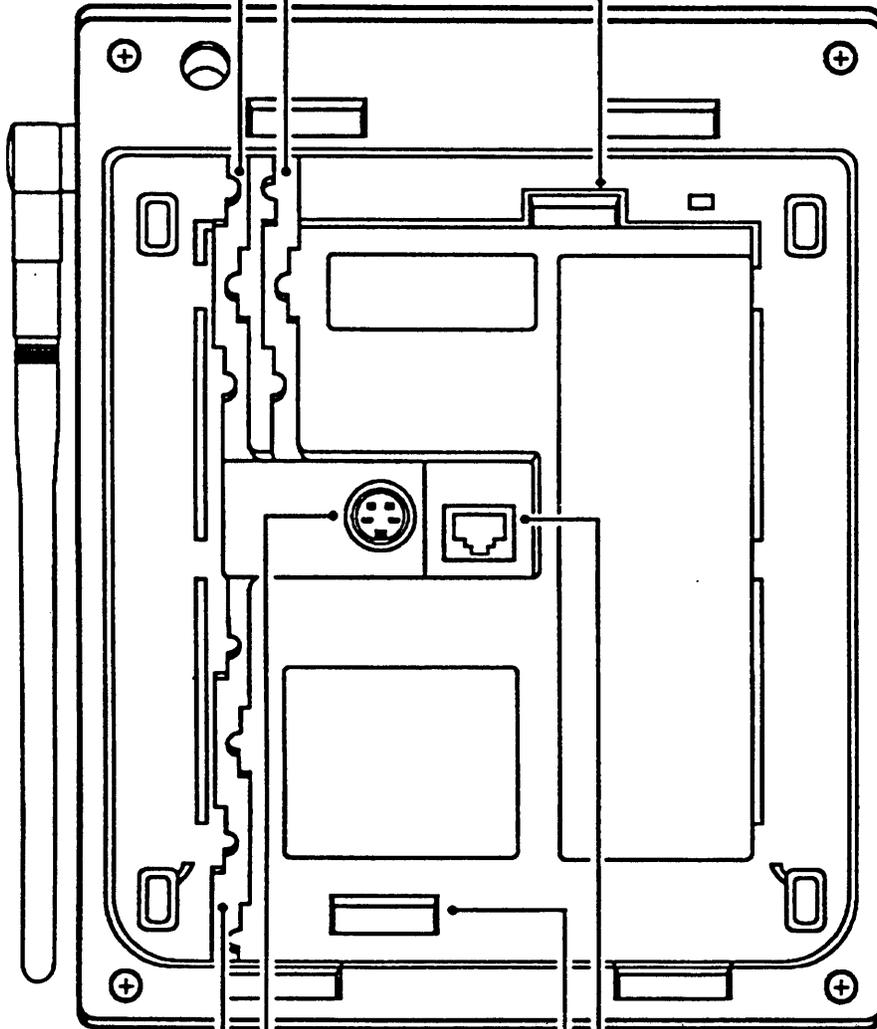
Power Cord Channel

Wall mounting only.

Power Cord Jack

Power cord is inserted here.

Telephone Line Cord Jack

Telephone line cord is inserted here.

Mounting Stand Slot

For attachment of the mounting stand.

Troubleshooting

If you have a problem with your cordless phone, you may be able to solve it by following the procedures listed here. If you cannot resolve a problem using these procedures, call the AT&T Helpline at 1 800 628-2888, 24 hours a day.

Symptom	Possible Causes	Possible Causes
RANGE indicator appears on the handset display.	Handset is out of range of the base.	Move closer to the base.
STAT indicator appears on the handset display.	Handset is too far from the base for display to be updated automatically.	Move closer to the base; *or* Press *[Status]* to update indicators on display.
BATT indicator appears on the handset display.	Battery pack power is low.	Recharge battery pack by placing the handset on the base.
Range for calls is lower than expected.	Something in the area may be interfering with your radio transmissions (for example, metal reinforced ceilings, brick walls; or personal computers, facsimile machines).	Relocate base to see if the range improves (see "Positioning the Base" in the Installation booklet) *or* Turn off or unplug nearby equipment (for example, computer, modem) to see if it is causing interference. If it is, make sure it is on a different power line or relocate it further from the base, if possible.
	Headset use is limiting the range.	Move closer to the base or use the handset.
Background noise occurs while on a call.	Radio Frequency Interference.	Move base to higher location *or* Move base a few feet to the side, front or back.
Battery pack goes dead when handset is in base.	Power outage or base is unplugged.	Plug base into an outlet not controlled by a switch.

Troubleshooting

Symptom	Possible Causes	Possible causes
No ring on incoming call, or handset makes hissing sounds.	Handset is out of range of the base.	Move closer to the base.
	Base antenna is not in upright position.	Rotate antenna on base into upright position.
	If you have more than one MDC 9000 phone, wrong handset is placed in the base.	Place correct handset in base for at least 10 seconds.
	System is programmed so line does not ring at extension.	Reprogram extension so the line rings (see system documentation).
Base makes clicking sounds.	There is an open connection between the base unit and the connecting switch.	Check the wiring and modular connections.
Charge LED does not light when handset is in base.	Battery contacts need to be cleaned.	Rub battery contacts lightly with a soft eraser. Be sure battery contacts on handset touch contacts on base.
	Base not powered.	Plug base into an outlet not controlled by a switch.
Charge LED flashes when handset is in base.	No battery pack or defective battery pack in handset.	Remove battery pack, then reinsert it. If problem recurs, replace battery pack.
Handset does not respond to repeated button presses.	Recent occurence of lightning or strong electrical interference.	Remove handset from base then replace for 10 seconds; *or* Unplug base from AC wall outlet for one minute, plug back into outlet, and place handset on base for 10 seconds; *or* Unplug line cord from base for one minute, then reconnect it; *or* Remove handset battery for one minute, replace, then place handset on base for 10 seconds.

MDC 9000 Compatibility

Your cordless phone is compatible with the phone systems listed below. To use your phone, follow the programming and call handling instructions that come with your phone system, or the specific phone identified below.

- PARTNER®systems: the MLC-6 Cordless Telephone; **the MDC 9000 is fully compatible with the PARTNER family of phone systems.**

- MERLIN®, MERLIN plus, and MERLIN II systems: a 5-button phone.

- MERLIN LEGEND®systems: a 10-button ATL set.

- System 25: a 10-button set.

- System 75, System 85, and DEFINITY systems: a 7303s set.

Carefully note the functional differences between your cordless phone and the one identified above, as described in the following sections.

Entering Station Programming Mode

- To enter programming mode, turn the handset on, then press *[Feat]* followed by *[0] [0]* .
- To exit programming mode, press *[Feat]* followed by *[0] [0]* or turn the handset off.

NOTE:

The above instructions do not apply on System 25, System 75, System 85, and DEFINITY systems. On those systems, programing buttons are assigned by your system administrator.

PARTNER, MERLIN, MERLIN LEGEND and DEFINITY are registered trademarks of AT&T

Programming System Features

PARTNER Systems:

■ PARTNER II and PARTNER Plus system buttons should be assigned as follows; 1, 2, 3, and 4 are line *or* feature buttons (for a PARTNER system, buttons 1 through 4 are line only):
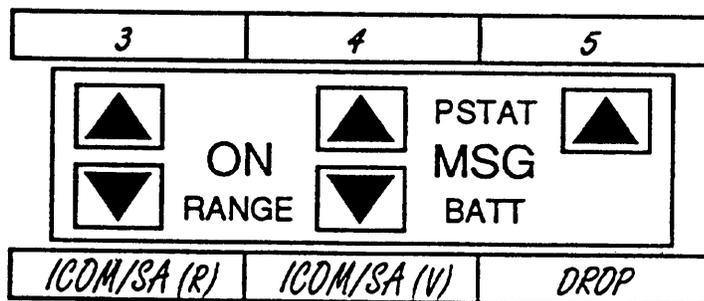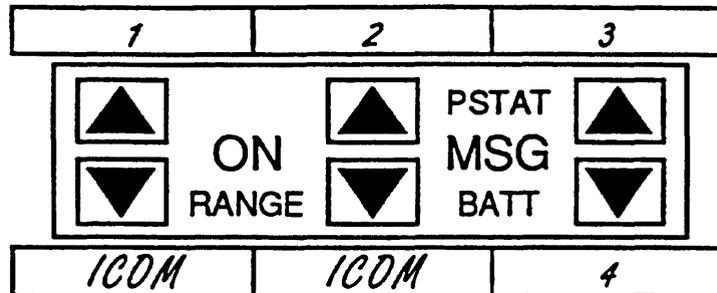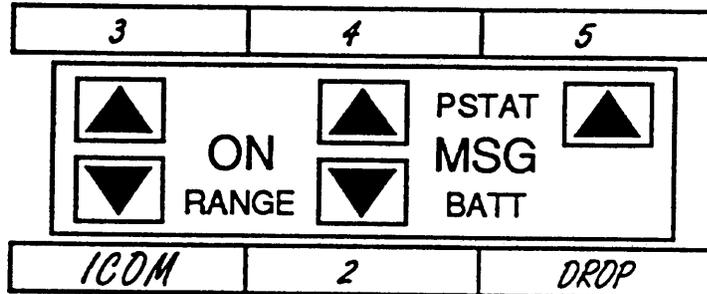

MERLIN Systems:

■ It is recommended that you use MERLIN 206/410/820 systems installed with Feature Package 2 with your cordless phone.

■ You must disable the Voice Announce feature. This phone does not have a speaker function.

■ You should not be assigned to a paging group.

■ To program the Ringing Option feature, use the "arrow" and "rectangle" indicators in the display as the equivalent of red and green LEDs, respectively.

■ For MERLIN II system users, if you program an Auto Intercom button, idle line preference must be set to intercom.

■ If any of your incoming lines has the call waiting feature, program the Recall feature on one of the programmable buttons and press it before you pick up a waiting call. You can dial #50 before you pick up a waiting call on the following: MERLIN 206/410/820 systems only with Feature Package 2, and all MERLIN Plus, MERLIN II and MERLIN 1030/3070 systems. Pressing *[On/Off]* will disconnect the call.

MDC 9000 Compatibility

■ MERLIN 206/410/820 systems and MERLIN Plus system buttons should be assigned as follows; 2, 3, 4, and 5 are line *or* feature buttons:

| 3	4	5
▲ ▼ ON RANGE	▲ ▼ PSTAT MSG BATT	▲
ICOM	2	*DROP*

■ To use MERLIN LEGEND feature codes with this phone, program the top right-hand button as a System Feature button. This will permit you to use the wide array of LEGEND system features by turning the set on, pressing the System Feature button, and dialing the appropriate "*" code number. Your cordless phone's *[Feat]* button only allows you to enter programming mode. It does not work when using the MERLIN LEGEND system features.

■ MERLIN 1030/3070, MERLIN II, and MERLIN LEGEND system buttons should be assigned as follows; 3, 4, and 5 are line *or* feature buttons:

3	4	5
▲ ▼ ON RANGE	▲ ▼ PSTAT MSG BATT	▲
ICOM/SA (R)	*ICOM/SA (V)*	*DROP*

System 25:

- For Releases 1, 2, and 3, this phone must be administered as a 10-button MERLIN set (type 303).

- Assigning features may be done **only** by the system administrator.

- Use the following features with caution:

  Automatic Intercom, Bridging, Coverage, Direct Station Selection, Personal Line, Pooled Facility, Send All Calls (use with single ring reminder).

  Since these features provide visual indication that the feature is on, be aware that if you turn off the handset when using that feature, you may forget that the feature is on.

- Do not assign the following features: Auto Answer, Scroll, Inspect, Directory, Next, Local, Call, and Manual Callback Queuing.

- If programming the Flex DSS or Repertory Dial feature, dial the number to be recorded and push the button you are assigning to the feature. You will receive 3 short beeps and a dial tone to confirm programming.

- If you are programming numbers for the Station Speed Dial feature, dial the numbers to be stored then dial the Personal Speed Dialing code (#20 through #39), including the #. Listen for a confirmation tone followed by a dial tone.

- System 25 buttons should be assigned as follows; 7, 8, 9, 10, and 11 are system access *or* feature buttons:
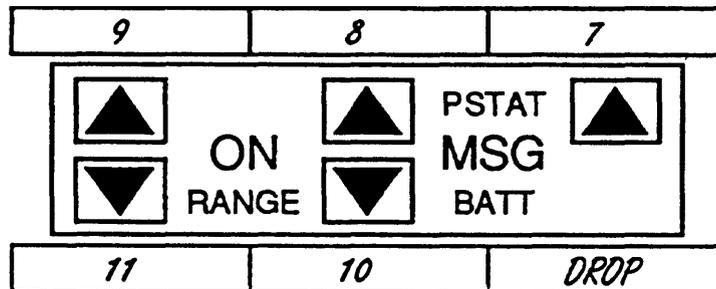
MDC 9000 Compatibility

System 75, System 85, and DEFINITY Systems:

This phone must be administered as a 7303s Hybrid terminal for the following systems:

- System 75 - R1V1, R1V2, and R1V3
- System 85 - R2V1, R2V2, R2V3, and R2V4
- DEFINITY G1 - (R1V4)
- DEFINITY G2 - G2.1 and G2.2 - (R2V5, R2V6)
- DEFINITY G3 Version 1 - (R1V5)
- DEFINITY G3 Version 1.1 and Version 2 - (D92)
- DEFINITY G3 Version 3 - (D93)

Native terminal administration will be provided in DEFINITY G3 Version 3.

On the older switch types that do not accommodate Universal modules (System 85 - R2V1, R2V2, R2V3, and R2V4), an ANN17B Hybrid pack in conjunction with a DS-1 carrier must be used to connect the switch and this phone. On the newer switches that accommodate Universal modules:

- System 75 R1V1, R1V2, and R1V3
- DEFINITY G1 - (R1V4)
- DEFINITY G3 Version 1 - (R1V5)
- DEFINITY G3 Version 1.1 and Version 2 - (D92)
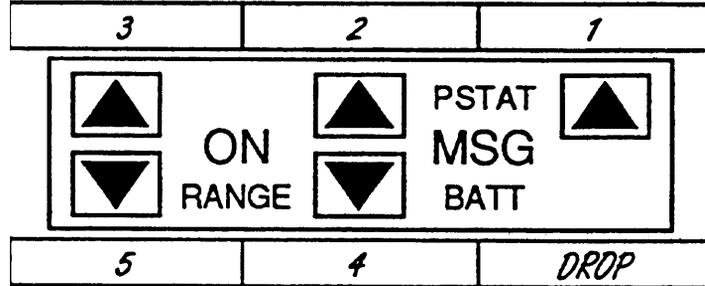- DEFINITY G3 Version 3 - (D93)

A TN762B Hybrid pack must be used with the Universal carrier for this purpose. Note that depending upon the actual hardware configuration, DEFINITY G2 - G2.1 and G2.2 may utilize either an ANN17B or TN762B pack. In either case, the latest vintage packs are recommended.

When using DEFINITY G2.1 and G2.2, General Terminal Admin-istration (GTA) maybe used to set up "custom" set types so that administration may be done using that custom set type.

Set administration and button feature assignment may be done **only** by the system administrator. It is recommended not to use a feature that requires visuals (LCD feature icon) to be updated while the set is off. Also, since some features, such as Send All Calls, provide visual indication that the feature is on, be aware that if you turn off the handset when using that feature, you may forget that the feature is on.

■ System 75, System 85, DEFINITY G1, G2, and G3 system buttons should be assigned as follows; 1, 2, 3, 4, and 5 are line *or* feature buttons:

Notes

Notes

Personal   Directory

Record your phone numbers below, in pencil. Insert a System Speed Dial Code if appropriate.

DIAL CODE	NAME	PHONE NUMBER

AT&T   **MDC 9000 Cordless Telephone**