

Personal Speed Dial Numbers

To dial a Personal Speed Dial number: Press [*Feature*] followed by the Dial Code.

See panel 4 for programming instructions. Your system may also be programmed with System Speed Dial numbers (Dial Codes 20–79), which are similar to Personal Speed Dial Numbers except anyone on the system can dial them. If programmed, a list is available from your System Manager.

Record your Personal Speed Dial numbers below, in pencil.

DIAL CODE	NAME	DIAL CODE	NAME
80		90	
81		91	
82		92	
83		93	
84		94	
85		95	
86		96	
87		97	
88		98	
89		99	

To call the receptionist at extension 10: Dial [*Intercom*] [2] or [*Intercom*] [1] [2].

System Extensions

EXT	NAME	EXT	NAME
10		22	
11		23	
12		24	
13		25	
14		26	
15		27	
16		28	
17		29	
18		30	
19		31	
20		32	
21		33	

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PARTNER® Plus Communications System Release 3.1
Quick Reference for Use with MLS-Series Telephones



Making a Conference Call

Telephone or
Extension Number +
[Conf] +
Telephone or
Extension Number +
[Conf]

To add parties to a call (max. 4 parties plus you):

1. Call the first party (can use Speed Dial or Auto Dial buttons).
2. After the first party answers, press [Conf].
3. Press an idle line button and call the second party (or press [Intercom] and extension number to add an inside party).
4. After the second party answers, press [Conf] again; you are connected with both parties.

The lights at all extensions in the conference flash red and green.

5. To add others, repeat steps 2–4.

To drop the last outside party added to the call:

To Drop:
[Feature] [0] [6]

1. Press [Feature] [0] [6].

NOTE: You cannot add more than 2 outside parties, transfer a conference call, or join a conference call.

Joining a Call

[Line]
or
[Intercom] [6] [6] +
Line Number (01–12)

To connect yourself to an outside call being conducted at another extension:

1. Press the line button (steady red light) or dial [Intercom] [6] [6] and the two-digit line number (01–12).
2. Lift handset

NOTE: You cannot join an inside call, a conference call, or a call at an extension with Privacy turned on.

Making a Call to a Calling Group

Ringling Call:
[Intercom] [z] +
Group Number (1–4)

Paging Call:
[Intercom] [*] [z] + Group
Number (1–4)

To call everyone in a Calling Group*:

1. Press [Intercom].
2. Lift handset.
3. Dial [z] and a group number (1–4) to ring the group, or dial [*] [z] plus a group number to page those in the group who have idle MLS-model phones with speakers.

You are connected to the first extension to answer.

Loudspeaker Paging

[Intercom] [z] [0]

To make an announcement over the loudspeaker paging system (if one is connected to your system):

1. Press [Intercom].
2. Lift handset.
3. Dial [z] [0], then follow the instructions for your paging system to make your announcement.

Forwarding a Call

[Feature] [1] [1] + Source
Extension Number +
Destination Extension
Number

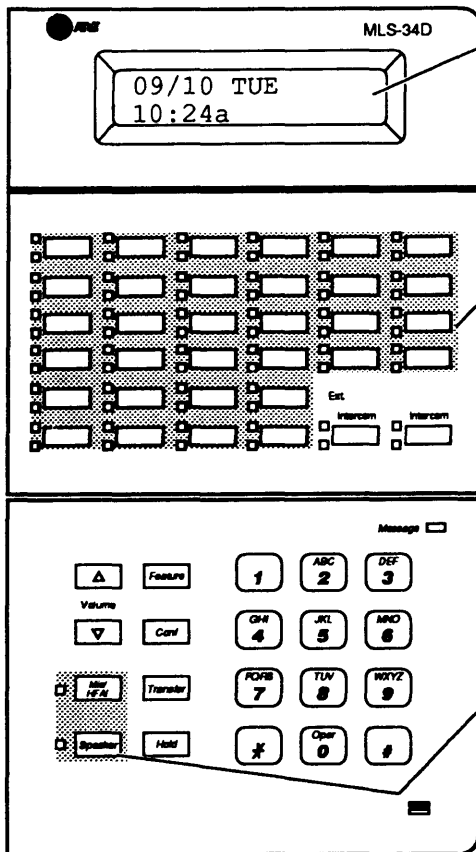
To forward intercom, outside, and transferred calls:

1. Press [Feature] [1] [1].
2. Dial your extension number.
3. Dial the destination extension number. (To cancel Call Forwarding, enter your own extension number as the destination.)

Your system phone beeps once each time a call is forwarded from your extension.

* See your System Manager for Calling Group, Pickup Group, and Hunt Group assignments.

Telephone Buttons and Indicators



Display

[MLS-34D,*MLS-18D,* and MLS-12D* only]

When dialing, shows the number dialed (and name if programmed), duration of call, and feature messages. When receiving an intercom call, shows the number of the extension calling. When in programming mode, displays programming messages. When not using the phone, displays today's date and time. (You can adjust the display contrast on the MLS-18D—see "Volume Control Buttons" below.)

Line/Programmable Buttons

A line can be assigned on any button with status lights.

(The MLS-34D and MLS-18D have status lights for all of these buttons; the MLS-12D and MLS-12 are identical to the MLS-18D, except that they do not have lights for the 6 buttons above the white line on the right.) When an outside line is assigned, press the button to make and receive calls. You may have to enter an account code to get an outside line (see panel 5).

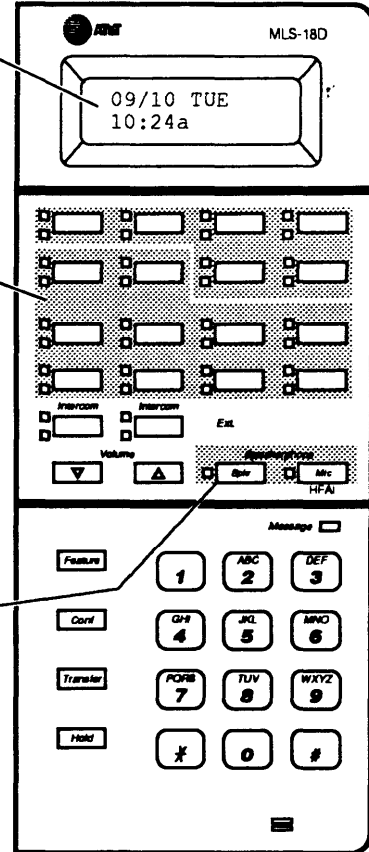
When no line is assigned to a button, you can program the button with one-touch dialing features (no status lights are required for most features). Dial-code features are listed on panels 5 and 6; programming instructions are on panel 4. Once programmed, press the button to dial the number or use the feature.

NOTE: The MLS-6 phone (not shown) has 4 line/programmable buttons. When 4 lines are assigned, it has no programmable buttons; with 2 lines assigned, it has 2 programmable buttons.

Speakerphone Operation

[MLS-34D, MLS-18D, MLS-12D and MLS-12]

Press [Spkr] to dial and speak on your phone without lifting the handset. When you press [Spkr], both the speaker and the microphone come on (indicated by the lights next to the [Spkr] and [Mic] buttons). When the party on the other end answers, you can speak without lifting the handset. (On the MLS-6, press to dial without lifting the handset; when the party you are calling answers, lift the handset to speak.)



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

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

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

To adjust display brightness on an MLS-18D phone, when the phone is idle and the handset is on the phone: press [±]; then press ▼ to decrease brightness, or ▲ to increase brightness.

Message Indicator. Lights when someone signals you using Message Light On (see panel 6) or if you have a message in your mailbox. To turn off, dial [Feature][1][2] and your extension number, or call the voice messaging system to retrieve and then delete your messages.

MLS-34D, MLS-18D, MLS-12D, MLS-12, MLS-6, and PARTNER are registered trademarks of AT&T.

Mic (Microphone) Button. [MLS-34D, MLS-18D, MLS-12D, and MLS-12 only] Press [Mic] to turn your microphone on and off. When the green light next to [Mic] is on, the microphone is on. To answer calls without lifting the handset, leave the microphone on (see "HFAI"). On a speakerphone call, press [Mic] to mute your voice.

HFAI (Hands-Free Answer on Intercom). For more convenient speakerphone operation, leave the microphone on all the time (press [Mic] if the light next to the button is off). When you receive a voice-signal call (you hear a beep), the person calling can talk to you over your phone's speaker; simply begin speaking to have a hands-free, two-way conversation.

Feature Button. Press to program (panel 4) or to use dial-code features (panels 5 and 6).

Conf (Conference) Button. Press to conference (add) other parties to your call (panel 1).

Transfer Button. Press to transfer a call to another extension (panel 8).

Hold Button. Press to put a call on hold for later pickup (panel 8).

Programming

To Program Buttons

Use programming to store dialing sequences on programmable buttons (see diagram, panels 2–3). Then simply touch the button to dial automatically.

1. Press [*Feature*] [0] [0] to enter programming mode.
2. Press a programmable button.
3. Press the buttons you normally press to dial another extension, to dial an outside telephone number, or to use a system feature (see examples below).

NOTE: To store [*Intercom*] on a button, press the left [*Intercom*] button.

To program more buttons, or to change the programming, repeat steps 2 and 3.

4. Press [*Feature*] [0] [0] to exit programming mode.

Examples:

Another extension number

To ring extension 11 with one touch, program [*Intercom*] [1] [1]; to voice signal extension 11, program [*Intercom*] [*] [1] [1].

You can also use this button to:

- Transfer calls with one touch.
- See when the extension is busy (*red steady light*) or calling you (*green flashing light*), or when a transferred call is returning to you (*green fluttering light*).

An outside telephone number

To dial 555-5678 with one touch, program [5] [5] [5] [5] [6] [7] [8].

Any dial-code feature on panel 5 or 6

Program the dial code on a button. For example, to use Do Not Disturb with one touch, program [*Feature*] [0] [1] on a button with lights. For some features, you can also program an extension number or group number on the button, as indicated in the descriptions on panels 5 and 6. For example, to use Call Pickup for calls ringing at extension 12, program [*Intercom*] [6] [1] [2] on a button.

To Program Personal Speed Dial Numbers

1. Press [*Feature*] [0] [0] to enter programming mode.
2. Press [*Feature*], then the two-digit Dial Code (80–99) for the phone number.
3. Enter the phone number. (An outside number can have up to 20 digits.)
To add more numbers, repeat steps 2 and 3.
4. Press [*Feature*] [0] [0] to exit programming mode.

To change a number, follow steps 1–4 but enter the new number in step 3.

Special Dialing Functions

You can enter the following special functions in Speed Dial or Auto Dial numbers:

Function	Button	Display	Description
Pause	[<i>Hold</i>]	P	1.5-second pause
Recall	[<i>Spkr</i>]	R	Timed switchhook flash
Stop	[<i>Mic</i>]	S	Stops dialing sequence until button is pressed or code is dialed again
Touch-Tone Enable	[<i>Transfer</i>]	T	Sends touch tones over a rotary line

Dial-Code Features

Feature	To Dial Manually	To Use On a Button
Account Code Entry Enters a code of up to 16 digits for an incoming or outgoing call. You may have to enter an account code to access an outside line.	Dial [<i>Feature</i>][1][2], the account code, then [<i>Feature</i>][1][2] again	Press the button,* dial the account code, then press the button again
Background Music Plays Music On Hold through the speaker on your idle system phone (except MLC-6).	Dial [<i>Feature</i>][1][2] to turn on and off	Press the button to turn on and off
Call Forwarding/Call Follow-Me Forwards calls (to cancel, enter your extension as destination). Unless Do Not Disturb is on, phone beeps when a call is forwarded.	Dial [<i>Feature</i>][1][1] + Your Extension Number + Destination Extension Number	Press the button * + Your Extension Number + Destination Extension Number
Call Pickup Picks up a call ringing at an extension. On a programmed button, include extension number.	Dial [<i>Intercom</i>][6] + Extension Number	Press the button
Conference Drop Drops the last outside party added to a conference call.	Dial [<i>Feature</i>][2][6]	Press the button
Direct Line Pickup—Active Line Accesses a ringing, held, or active call on a line that is not assigned to your phone.	Dial [<i>Intercom</i>][6][2] + Line Number (01–12)	Press the button + Line Number (01–12)
Direct Line Pickup—Idle Line Accesses an idle line that is not assigned to your phone.	Dial [<i>Intercom</i>][6] + Line Number (01–12)	Press the button + Line Number 01–12)
Do Not Disturb Prevents your incoming calls from ringing (use only if someone covers your calls). To use, program [<i>Feature</i>][2][1] on a button with lights.	Not available	Press the button to turn on and off
Exclusive Hold Places a call on hold so other extensions cannot pick it up.	Dial [<i>Feature</i>][2][2]	Press the button
Group Calling—Ring/Page Simultaneously rings or pages all extensions in a Calling Group. [†] You are connected to the first group extension that answers.	Ring: Dial [<i>Intercom</i>][2] + Group Number (1–4) Page: Dial [<i>Intercom</i>][3][2] + Group Number (1–4)	Press the button
Group Hunting—Ring/Voice Signal Rings or voice signals the next available extension in a Hunt Group. [†]	Ring: [<i>Intercom</i>][2][2] + Group Number (1–7) Voice Signal: [<i>Intercom</i>][3][2] + Group Number (1–6)	Press the button

- * On a button with lights, light is on when feature is on.
 † If programmed on a button, include the group number (see your System Manager for group assignments).
 Feature must be programmed onto a button with lights (see panel 4).
 Button with lights recommended (not required).

Dial-Code Features (continued)

Feature	To Dial Manually	To Use On a Button
Group Pickup Picks up an outside call ringing at any extension in a Pickup Group. [†]	Dial [<i>Intercom</i>][<i>6</i>][<i>6</i>] + Group Number (1–4)	Press the button
Last Number Redial Redials the last outside number you dialed.	Dial [<i>Feature</i>][<i>2</i>][<i>5</i>]	Press the button
Loudspeaker Paging Connects you to the loudspeaker system.	Dial [<i>Intercom</i>][<i>2</i>][<i>2</i>]	Press the button
Message Light On/Off Turns phone's message light on or off.	On: Dial [<i>Feature</i>][<i>2</i>][<i>2</i>] + Extension Number Off: Dial [<i>Feature</i>][<i>1</i>][<i>2</i>] + Extension Number	Press the button + Extension Number
Privacy Prevents others from joining your calls. To use, program [<i>Feature</i>][<i>2</i>][<i>2</i>] on a button with lights.	Not available	 Press the button to turn on and off
Recall "Recalls" dial tone when you are on a call, to access a PBX or Central Office service.	Dial [<i>Feature</i>][<i>2</i>][<i>3</i>]	Press the button
Save Number Redial Saves the last outside number you dialed into memory (but not a System Speed Dial number). Save a number before you hang up; the number stays in memory until a new one is saved.	Dial [<i>Feature</i>][<i>2</i>][<i>4</i>] before hanging up To redial later, dial [<i>Feature</i>][<i>2</i>][<i>4</i>] again	Press the button before hanging up To redial later, press the button again
Touch-Tone Enable Change to touch-tone dialing for the rest of the call.	Dial [<i>Feature</i>][<i>2</i>][<i>8</i>]	Press the button
VMS Cover Turns voice mail coverage on and off. To use, program [<i>Feature</i>][<i>1</i>][<i>5</i>] on a button with lights.	Not available	 Press the button to turn on and off
Voice Interrupt on Busy Talk-Back Lets you respond to a voice interrupt on busy call. To use, program [<i>Feature</i>][<i>1</i>][<i>8</i>] on a button with lights.	Not available	 Press the button to turn on and off
Voice Mail Messages Dials the voice messaging system to check messages.	Dial [<i>Intercom</i>][<i>2</i>][<i>2</i>][<i>2</i>]	Press the button
Voice Mailbox Transfers a call directly to an extension's voice mailbox, so a caller can leave a message.	Dial [<i>Feature</i>][<i>1</i>][<i>4</i>] + Extension Number	Press the button + Extension Number

[†] If programmed on a button, include the group number (see your System Manager for group assignments).
 Feature must be programmed onto a button with lights (see panel 4).

Ringling Patterns

You can tell the type of call coming in by the way the phone rings:

<i>Ring...Ring...Ring...Ring...Ring...Ring...</i>	<i>Outside Call</i>
<i>Ring-BEEP...Ring-BEEP...Ring-BEEP...</i>	<i>Inside Call</i>
<i>Ring-BEEP-BEEP...Ring-BEEP-BEEP...</i>	<i>Transferred Call</i>

Lights

Red (top) light shows activity at another extension.

Green (bottom) light shows activity at your extension.


Steady on: Line is busy.


Off (off continuously): Line is idle, available for use.


Flash (long on, long off): Call is ringing on the line.


Alternating Red/Green Flash: (red on, green on, red on, green on): Appears at all extensions in a conference or joined call.


Wink (long on, short off): Call is on hold (anyone with line can pick up).


Flutter (short on, short off): Call is on exclusive hold (only extension that put call on hold can pick up) or a transferred call is returning to you.


Broken flutter (short on and off followed by long off): Fax trouble.

HELP!

If you have problems with your phone, contact your System Manager. If the problem is not solved, in the continental U.S. please call our toll-free Helpline, available 24 hours a day, at 1 800 628-2888.

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

Transferring a Call

[Transfer] +
Extension Number
or [z][z]
+ Hunt Group
Number (1-7)

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 (or [z][z] and a Hunt Group number* from 1–7) 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, to reconnect to the caller, press the line button next to the winking green light.

To make a voice-signaled transfer:

[Transfer] + [*] +
Extension Number

1. While active on the call, press [Transfer].
The call is put on hold and you hear intercom dial tone.
2. Dial [*] and the two-digit extension number.
 - If you hear *one beep*, you have reached an idle system phone. You can speak after the beep.
Your voice is heard through the other extension's speaker. If the call is accepted, hang up. If no one answers or the call is refused, press the line button next to the winking green light to reconnect to the caller.
 - If you hear *two beeps*, you have reached a busy system phone with Voice Interrupt On Busy Assigned. You can speak after the beeps. Be aware that the third party to whom the recipient is speaking will probably also hear the two beeps and the faint sound of your voice. *Your voice is heard through the recipient's handset or speaker. If the recipient has a Voice Interrupt On Busy Talk-Back button, wait for a response. To complete the transfer, hang up—the call rings at the recipient's extension. If the call is refused, press the line button next to the winking green light to reconnect to the caller.*

Putting a Call on Hold

Hold:

[Hold]

Exclusive Hold:

[Feature][2][2]

To Pick Up:

[Line]

To hold so anyone with the line can pick it up:

1. Press [Hold].

To hold so only you can pick it up (Exclusive Hold):

1. Press [Feature][2][2].

To pick up a held call:

1. Press the line button next to the winking green light.
2. Lift handset.

Answering a Call Ringing at Another Extension

At a specific extension:

[Intercom][6] + Extension
Number

or

At any extension:

[Intercom][6][6] + Line
Number (01–12)

At any extension in the
Pickup Group:

[Intercom][6][6] + Group
Number (1–4)

To answer a call ringing at any other extension:

1. Press [Intercom].
2. Lift handset.
3. Dial [6] plus the number of the ringing extension (or if you know which line is ringing—but not the specific extension—dial [6][6] plus the two-digit line number).

To answer an outside call ringing at any other extension in the Pickup Group*:

1. Press [Intercom].
2. Lift handset.
3. Dial [6][6] plus the group number (1–4).

* See your System Manager for Calling Group, Pickup Group, and Hunt Group assignments.

Making a Call

Outside:
[Line] + Phone Number
or
[Intercom] [2] +
Line Number +
Phone Number

To call an outside party:

If a password is needed, enter it before step 1. Also, to get outside dial tone, you may have to enter an account code before step 2. If this applies to your phone, contact your System Manager for instructions.

1. Lift the handset.
2. Press an idle (not lit) line button. To dial on a line not assigned to your phone, press [Intercom] [2] followed by the line number (01–12).
3. Dial telephone number.

To call an inside party (another extension):

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

Inside—Ringing:
[Intercom] +
Extension Number

Inside—Voice-Signaled:
[Intercom] + [2] +
Extension Number

1. Press an idle [Intercom] button.
You hear 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.
To voice-signal a system phone at the extension, press [2] plus the two-digit extension number:
 - If you hear *one beep*, you have reached an idle system phone. You can speak after the beep.
Your voice is heard through the other extension's speaker. If the recipient is present, he or she can reply.
 - If you hear *two beeps*, you have reached a busy system phone with Voice Interrupt On Busy Assigned. You can speak after the beeps. Be aware that the third party to whom the recipient is speaking will probably also hear the two beeps and the faint sound of your voice. *If the recipient has a Voice Interrupt On Busy Talk-Back button, wait for a response.*

Entering a Password

[Hold] + Password

1. Press [Hold] and enter the four-digit password.

Entering an Account Code

[Feature] [1] [2] +
Account Code +
[Feature] [1] [2]

1. While off-hook dial [Feature] [1] [2].
2. Enter an account code of up to 16 digits (manually or using an Auto Dial button or Speed Dial number). See your System Manager for a list of account codes.
3. Dial [Feature] [1] [2].

Answering a Call

At Your Extension:
[Line]

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.
- To answer a call on specific line, press the line button for the line you want to answer, then lift the handset.

If you are already on a call:

1. Press [Hold] to put the first call on hold.
2. Press the flashing line button to pick up the new call.

[Hold] [Line]

To answer a voice-signaled call (your phone beeps):

1. If the microphone is on, begin speaking (if not, press [Mic] or lift the handset).

To respond to a voice interrupt on busy call (your phone beeps twice):

1. Press the Voice Interrupt On Busy Talk-Back button, then begin speaking.