



555-610-131
Issue 1
August 1991

MERLIN LEGEND TM

Communications System

Analog Direct-Line Consoles Operator's Guide

Copyright © 1991 AT&T
All Rights Reserved
Printed in U.S.A.

AT&T 555-610-131
Issue 1
August 1991

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) **Electromagnetic 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 the 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 be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) **Interference Information**

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicable aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Trademarks

MERLIN is a registered trademark of AT&T.
MERLIN LEGEND is a trademark of AT&T.

Rings

One ring _____ Inside call
Two rings _____ Outside call
Three rings _____ Returning call

Line Button Lights

Red

Call _____ Automatic connection
Red and green _____ You're on line
Green _____ Line or feature
in use

Alarm _____ System problem
Flash green _____ Incoming call
Fast flash green— Held call (yours)
Slow flash green _____ Held call
(co-worker's)

Message Status on DSS

Press **Message Status** button
(and **Page** button if needed)

Light
on _____ Operator message
Light
off _____ No operator message

DSS Button Lights

Off _____ Phone free and
Do Not Disturb
not on
On _____ Phone in use or
Do Not Disturb on
Fast flash _____ Call for you
Slow flash _____ Returning
transfer

Inside Transfers with One-Touch Transfer

One-Touch Transfer

- With automatic completion,
press **DSS** or **Auto Dial** button
- With manual completion, press
DSS or **Auto Dial** button,
announce call, and hang up
or press **Spkrphone**

If co-worker is unavailable

- Consider Barge-In, Camp-On,
Paging, or Park
 - Use Send/Remove Message
-

Inside Transfers Without One-Touch Transfer

1. Press **Transfer**
2. Dial **extension**, or press **DSS**
or **Auto Dial**
3. Hang up or press **Spkrphone**

If co-worker is unavailable

- Consider Barge-In, Camp-On,
Paging, or Park
 - Use Send/Remove Message
-

Outside Transfers

1. Press **Transfer**
2. Press **line** or **SA** button
3. Dial **dial-out code** and **number**
4. Hang up or press **Spkrphone**

Conference Calls

1. Dial first **extension** or **number**
2. Press **Conference**
3. Press **SA, ICOM,** or **line** button
4. Dial next **extension** or **number**
5. Announce call and press **Conference**
6. Repeat steps 2–5 for each participant
7. Hang up or press **Spkrphone** to end conference

- Press **Drop** and **line** button to drop single participant
- Press **Hold** to temporarily leave conference
- Press any participant's **line** button to rejoin conference

Account Codes

Name	Code
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Speed Dial Codes

Name	Code
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Feature Use

Programmed Button

1. Program a line button for each feature
2. Press **programmed** button

Feature Code

1. Program a line button as **Feature**
2. Press **Feature**
3. Dial **code** (see below)

Account Code Entry _____ 82 + code
Callback—Selective _____ 55
Call Waiting—Pickup _____ 87
Camp-On _____ 57
Extension

off _____ 760 + ext.
1 _____ 761 + ext.
2 _____ 762 + ext.

Follow Me _____ 34 + ext.

Forward _____ 33 + ext.

Forward/Follow Me—Cancel

■ all _____ ***34***

■ one _____ ***34** + ext.

■ from your console_ 33 + your ext.

Last Number Dial _____ 84

Pickup

■ Group _____ 88

■ Inside _____ 9 + ext.

■ Outside _____ 9 + line

Privacy—Off _____ ***31**

Privacy—On _____ 31

Reminder—Cancel _____ ***81**+ext.

Reminder—Set __ 81 + ext. + time + A or P

Send/Remove Message —38 + ext

System Speed Dial _____ code

Contents

About This Book	vii
■ Conventions Used	viii
■ How to Comment on This Book	ix

1	Understanding Your Equipment	1-1
	■ Identifying Your Equipment	1-2
	■ BIS-22D	1-4
	■ BIS-34	1-5
	■ BIS-34D	1-6
	■ MERLIN II System Display Console	1-8
	■ Operator's Headset and Adapter	1-10
	■ Line and DSS Buttons	1-11
	■ Lights	1-17
	■ The Display	1-20

2	Handling Calls	2-1
	■ Feature Preview	2-2
	■ Identifying Call Types	2-3

Contents

2 Handling Calls—Continued

- Answering Calls 2-5
- Making Calls 2-7
- Transferring Calls 2-9
- Making Conference Calls 2-15

3 Feature Finder 3-1

- ## **4 Using Features 4-1**
- Account Code Entry 4-5
 - Alarm 4-8
 - Alarm Clock 4-9
 - Auto Dial 4-11
 - Barge-In 4-13
 - Calendar 4-14
 - Camp-On 4-15
 - Extension Status 4-17
 - Messaging 4-20

Contents

4 Using Features—Continued

■ Night Service	4-27
■ Paging	4-29
■ Park	4-32
■ Reminder Service	4-34
■ System Speed Dial	4-38
■ Timer	4-39

A Programming Special Characters A-1

B Feature Codes B-1

C Programming Codes C-1

Contents

D	System Specifics	D-1
----------	-------------------------	-----

IG	Index/Glossary	IG-1
-----------	-----------------------	------



The exclamation point in an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

IMPORTANT SAFETY INSTRUCTIONS

Always follow these basic safety precautions when using your telephone equipment. These precautions reduce the risk of fire, electric shock, and injury to you and damage to the equipment.

- Read and understand all instructions.
- Follow all warnings and instructions marked on or packed with the telephone.
- Do not use the telephone near water, as in a wet basement. The telephone can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it when you are wet. If you accidentally drop it into water, do not retrieve it until you have first unplugged the line cord from the modular wall jack. Do not plug the telephone back in until it has dried thoroughly.
- Do not use the telephone (other than a cordless-type telephone) during electrical storms in your immediate area. There is a remote risk of electric shock from lightning.

- Do not use the telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that the spark could ignite heavy concentrations of gas.
- Unplug the telephone from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners on the phone.
- Never push objects of any kind into the telephone through openings or slots. Never spill liquid of any kind on the telephone.
- To reduce the risk of electric shock, do not disassemble the telephone. There are no user-serviceable parts inside. Opening or removing covers may expose you to hazardous voltages, and incorrect reassembly can cause electric shock when the telephone is used.
- Call your AT&T representative or authorized dealer when service or repair work is needed.

SAVE THESE INSTRUCTIONS

About This Book

This book tells you how to use your console and its **operator** features. To understand and use the **additional** features available to you and your co-workers, see the *Analog Multiline Telephones User's Guide*.

If you have questions about this book or need additional information, see your system manager. He or she is a co-worker who is responsible for managing your company's communications system.

Conventions Used

The following typographic conventions are used in this book:

- Buttons that you or your company program (“hand-labeled” buttons) are shown in bold italic type with initial capitals:

Press ***Night Service.***

- Buttons that are programmed at the factory (imprinted buttons) are shown in bold Roman type with initial capitals:

Press **Transfer.**

- Information that appears on your display is shown in a type similar to that used in the display.

FX-NYC.

- Important words are shown in bold type:

Use this button to **make inside and outside calls.**

- Symbols or numbers that you enter using the dialpad are shown in bold type:

Dial ***760.**

How to Comment on This Book

We welcome your feedback on this book. Please use the feedback form on the next page. If the form is missing, send your comments to A. Sherwood, AT&T, 99 Jefferson Road, Rm. # 2A25, Parsippany, NJ 07054.

Understanding Your Equipment

1

This chapter helps you identify and understand your console and the other equipment you use with it.

A **direct-line console** (DLC) is a telephone set up for operators. Your DLC is one of the following analog multiline phones:

- BIS-22D (with display)
- BIS-34 (without display)
- BIS-34D (with display)
- MERLIN® II System Display Console (with built-in Direct Station Selector)

Identifying Your Equipment

A DLC operates like other multiline phones. Outside lines are assigned to individual buttons (called line buttons). The lines assigned on the DLC also appear on other consoles or phones. Incoming lines can ring on any of the line buttons, and several calls can ring simultaneously.

A DLC can have features that only you can use as well as standard features offered on other multiline phones. For information on standard features, see the *Analog Multiline Telephones User's Guide*.

You can use your console to:

- answer inside and outside calls
- transfer inside and outside calls to an extension or an outside phone number
- make inside and outside calls (especially for co-workers whose phones are not set up to make outside calls)
- set up conference calls
- monitor the calling activity of other operators
- monitor the room status in hotels and motels (if your console is set up for this)

Additional call-handling information and features are available on DLCs with displays. The **Direct Station Selector** (DSS) on the MERLIN II System Display Console adds extension buttons and other inside calling buttons. Use the extension buttons for one-touch dialing to make or transfer calls to co-workers.

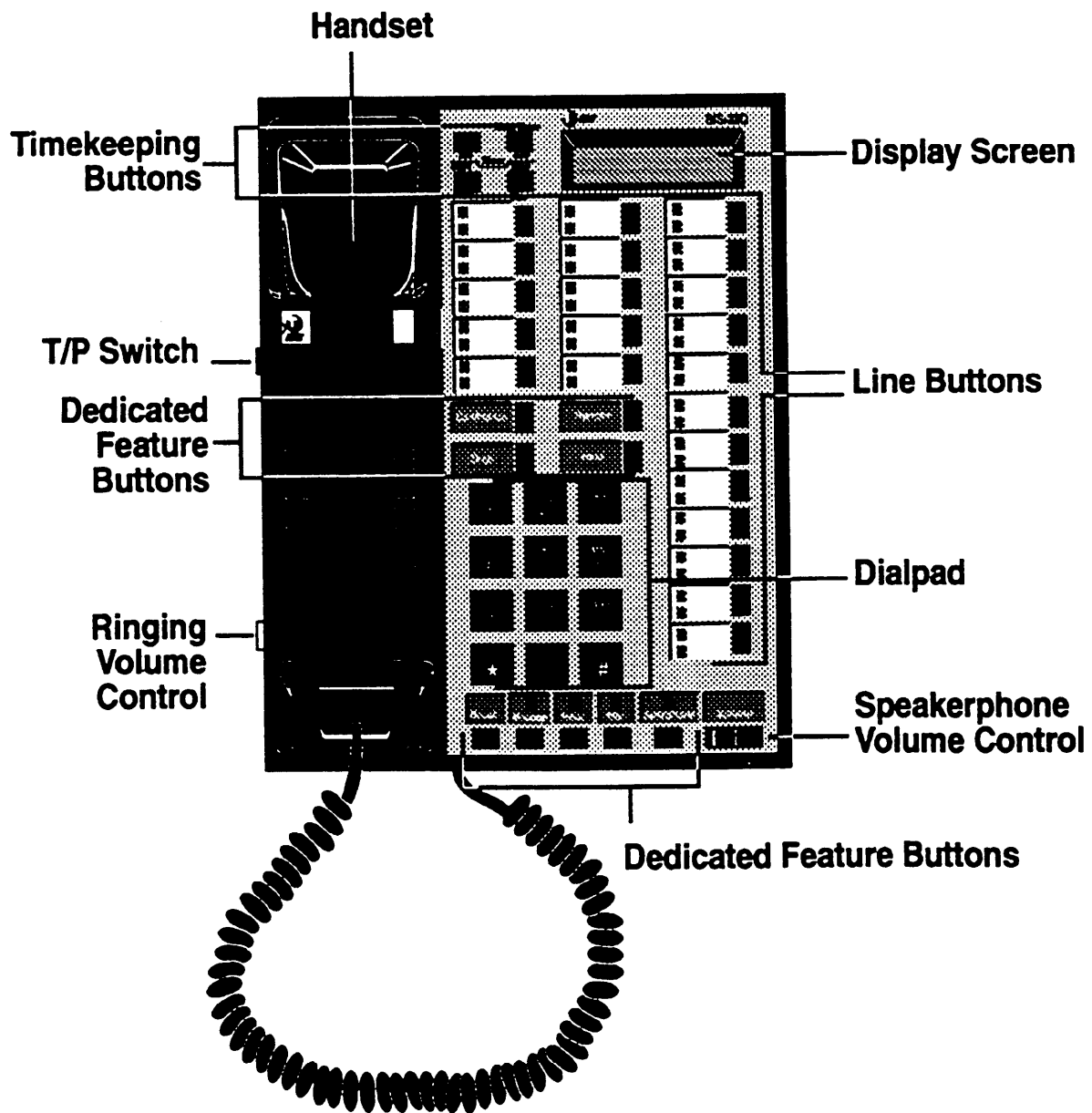
You can use a DLC with a headset, speakerphone, modem (a device for sending computer data over phone lines), fax machine, or answering machine. To use a fax machine, modem, or answering machine, your phone must have special equipment. See your system manager for more information.

Illustrations and descriptions of the DLCs and headset follow.

Procedures for using your DLC (with or without a headset) are in Chapter 2, "Handling Calls," and Chapter 4, "Using Features."

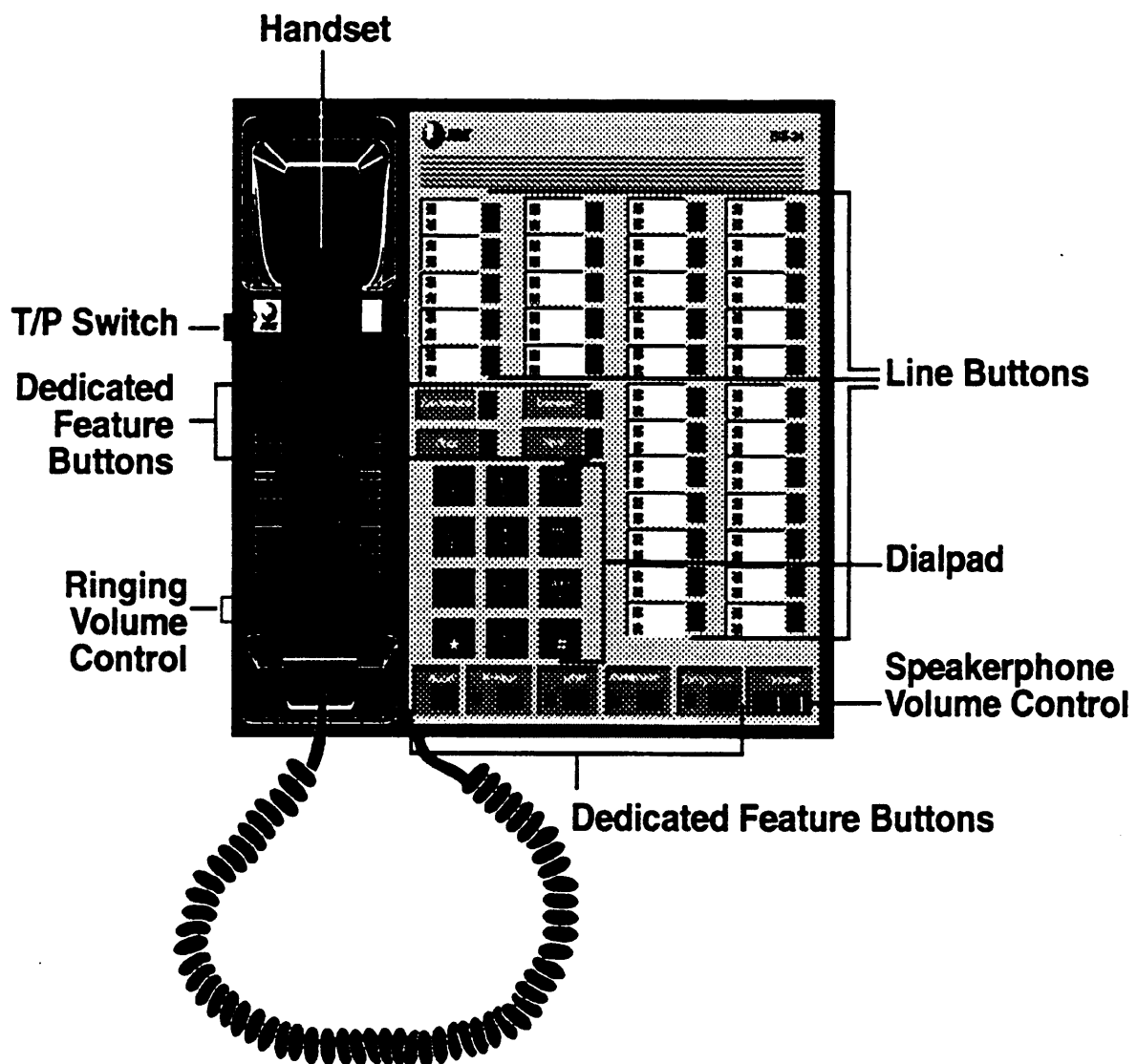
BIS-22D

See descriptions on page 1-7.



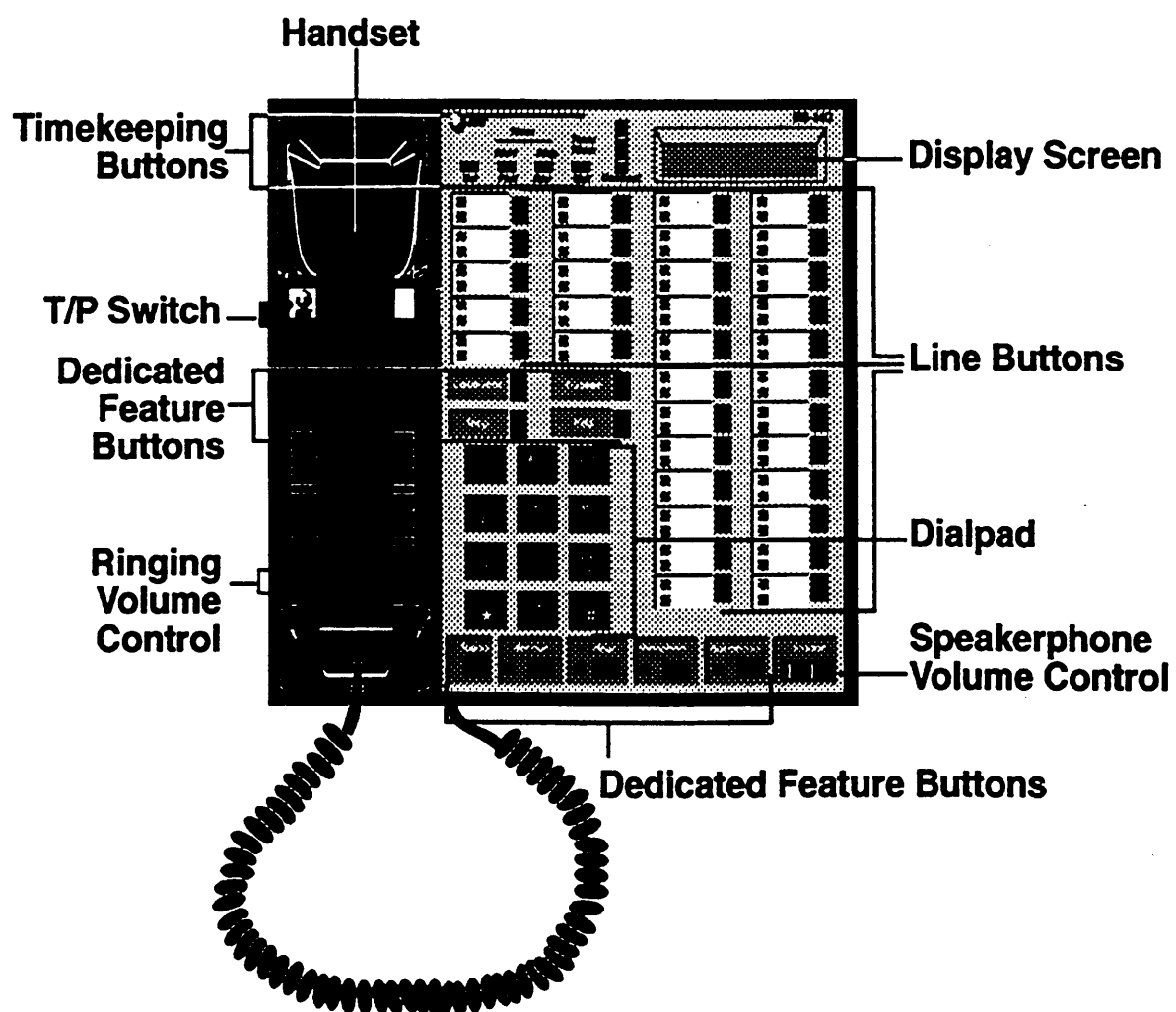
BIS-34

See descriptions on page 1-7.



BIS-34D

See descriptions on page 1-7.



Dedicated Feature Buttons

Nine imprinted buttons for the features used most often

Above the dialpad:

Conference for adding a line or extension to a conference call

Transfer for sending a call to another extension

Drop for disconnecting an extension or line from a conference call

Hold for putting a call on hold

Below the dialpad:

Recall for disconnecting from one call to get a dial tone for another call without hanging up

Message for indicating when a message is waiting (light next to button goes on)

HFAI (Hands Free Answer on Intercom) for answering voice-announced calls without the handset

Mic (BIS-22D) and

Microphone (BIS-34 & -34D) for turning the speakerphone microphone on and off

Spkrphone (BIS-22D) and

Speakerphone (BIS-34 & -34D) for talking on and listening to a call without lifting the handset

Dialpad

The area on the console used to dial phone numbers

Timekeeping Buttons

(BIS-22D & BIS-34D)

Four buttons used for displaying timekeeping functions

Display Screen

(BIS-22D & BIS-34D)

The 1-line by 16-character display that shows call information, date, and time

Handset

The hand-held part of the console that you pick up, talk into, and listen from

Line Buttons

22 (BIS-22D) or 34 (BIS-34 and BIS-34D) buttons used to make and receive calls. Unlabeled buttons can be programmed for one-step feature use. Each button has two lights next to it.

Ringing Volume Control

A sliding control used for adjusting the ringer's volume

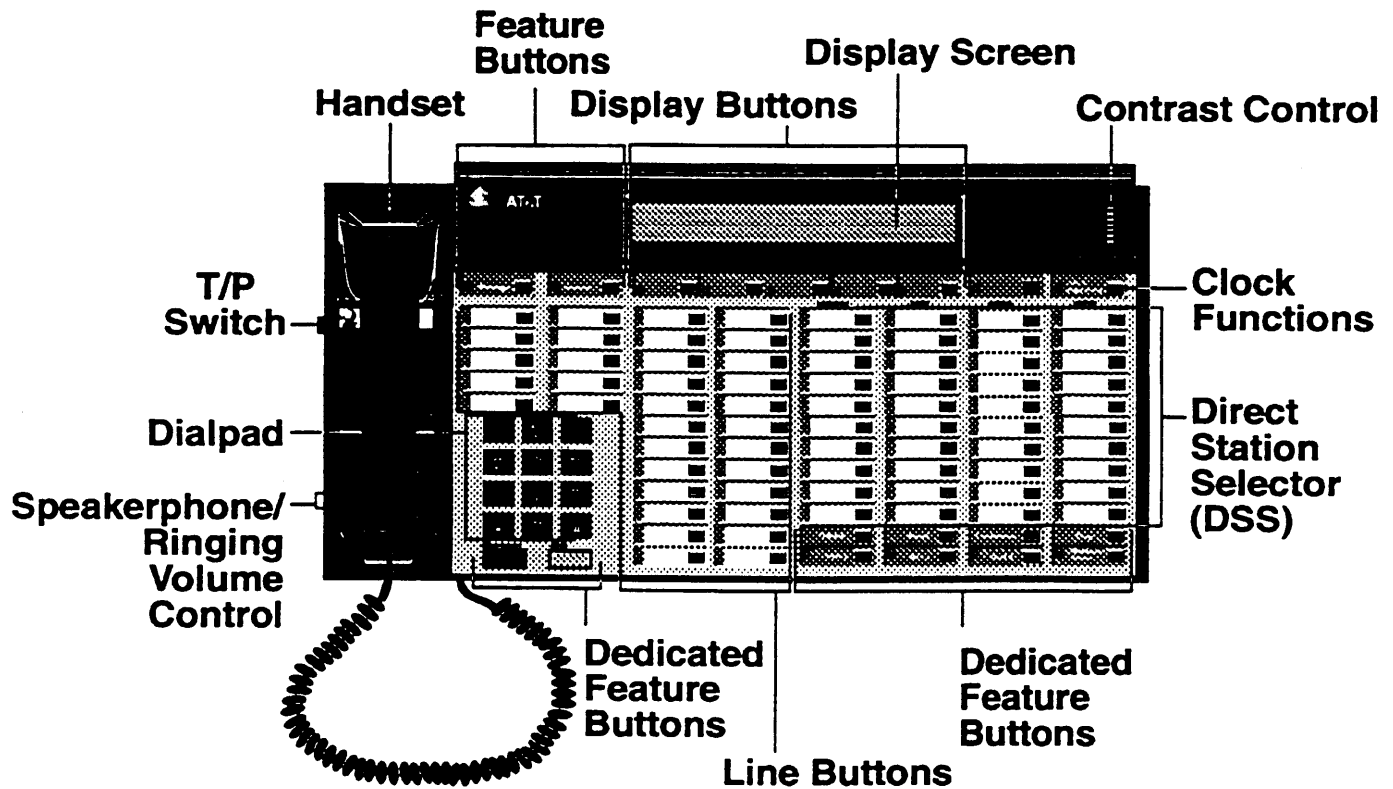
Speakerphone Volume Control

A control for adjusting the volume of the speaker

T/P Switch

A sliding switch used for testing and programming the phone

MERLIN II System Display Console



Contrast Control

A dial used to brighten or dim the display

Dedicated Feature Buttons

Imprinted buttons for the features used most often

Below the dialpad:

Disconnect (not used)

Hold for putting a call on hold

Above the line and DSS buttons:

Clock Functions for setting alarm, timer, date, and time

Message for indicating when a message is waiting (light next to button goes on)

Speaker for listening to a call without lifting the handset

Below the DSS buttons:

Conference for adding line or extension to a conference call

Drop for disconnecting an extension or line from a conference call

Message Status used with **Shift** buttons to see which phones have Message lights on

Recall for disconnecting from one call to get a dial tone to make another call without hanging up

Shift Buttons (1, 2, and 3) used with DSS buttons to handle calls for up to 120 extensions

Transfer for sending a call to another extension

Dialpad

The area on the console used to dial phone numbers

Display Buttons

5 buttons used for setting timekeeping (clock) functions

Display Screen

The 2-line by 40-character display that shows call information, date, and time

Direct Station Selector (DSS)

40 buttons for making or transferring calls to co-workers

Handset

The hand-held part of the console that you pick up, talk into, and listen from

Line Buttons

34 buttons used to make and receive calls. Unlabeled buttons can be programmed for one-step feature use. Each button has two lights next to it.

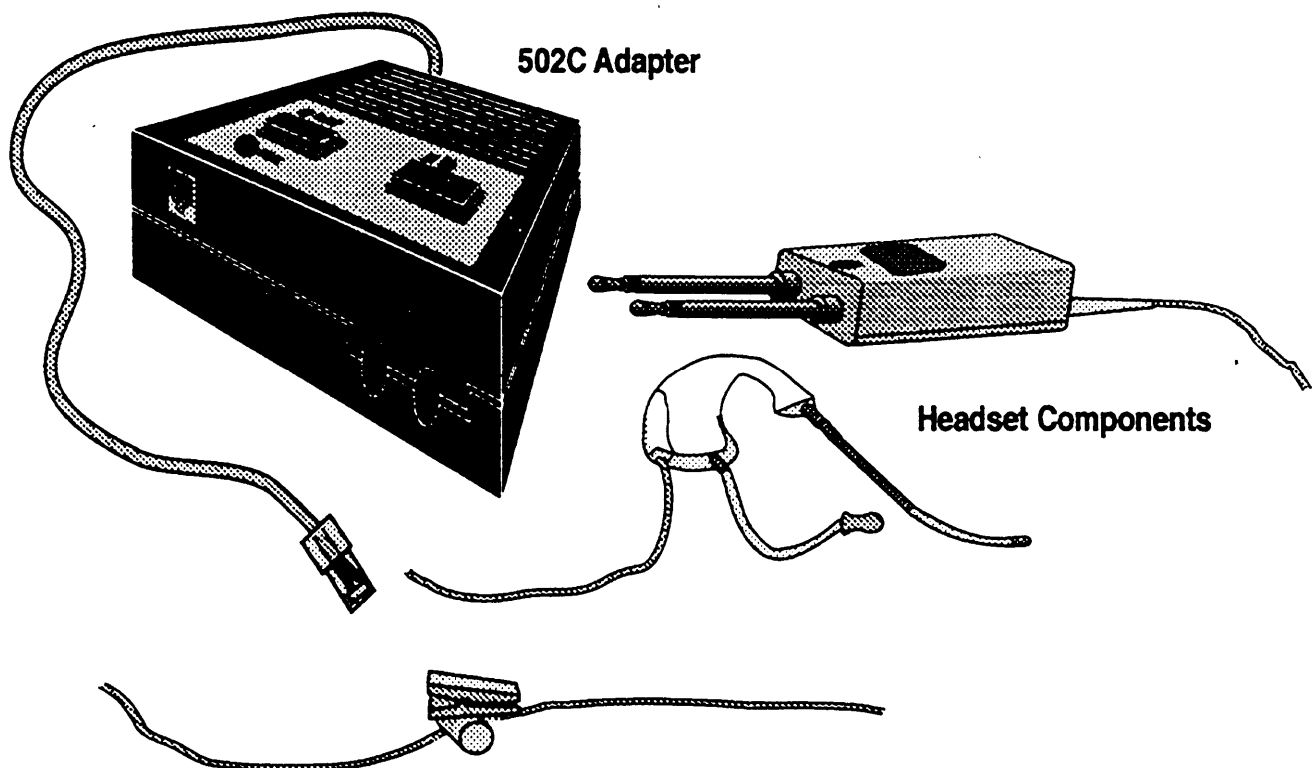
T/P Switch

A sliding switch used for testing and programming the phone

Volume Control

A sliding control used for adjusting the speaker and ringer volume levels

Operator's Headset and Adapter



Headset

An ultralight earpiece and microphone that connects to an outlet on your console

Headset Adapter

A device that plugs into your console so you can receive calls through your headset

Note: Not all consoles allow you to use a headset, handset, and speakerphone at the same time. Check with your system manager before trying to use this equipment at the same time.

Line and DSS Buttons

Your console's line buttons and/or DSS buttons are already programmed and labeled for specific functions, depending on your company.

Line Buttons

The BIS-22D has 22 line buttons and the BIS-34, BIS-34D, and MERLIN® II System Display Console have 34 line buttons.

Two or more of your line buttons are programmed as either **ICOM** (Intercom) or **SA** (System Access) buttons. You cannot have both.

If you have ICOM buttons use them for inside calls only. Use buttons labeled with phone numbers or the name of a special service (such as WATS) for outside calls.

If you have SA buttons, use them for inside and outside calls. You must first enter a dial-out code (usually 9) to make an outside call on an SA button. You can also use a button labeled with **Pool** or the name of a special service (such as WATS) to make an outside call.

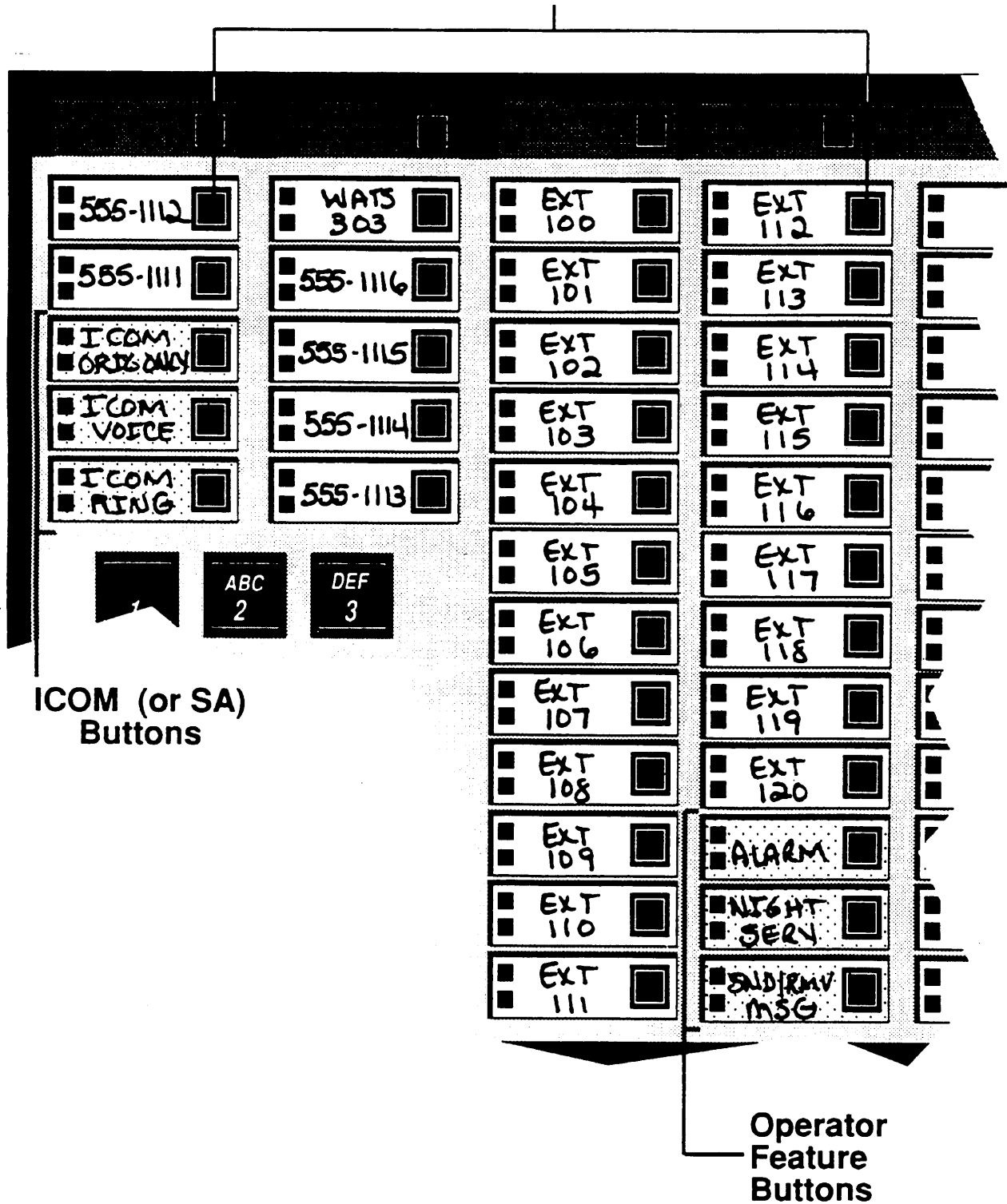
ICOM or SA buttons are labeled **Ring, Voice, or Orig (Originate) Only**. Ring means that co-workers will hear their phones ringing when you call. Voice means that co-workers will hear your voice over the speakerphone. Orig Only means that you can only make calls with this button. (You may not have this button on your console.)

Line buttons can also be labeled with co-workers' names and extensions and programmed as inside Auto Dial buttons to provide one-touch dialing of co-workers' extensions.

Operator feature buttons used for operator-specific features your company might select are also programmed onto line buttons. These features are Night Service, Send/Remove Message, and Alarm. You can program any remaining unlabeled buttons with additional features. See Chapter 4, "Using Features".

The following illustration shows an example of programmed and labeled line buttons.

Inside and Outside Line Buttons



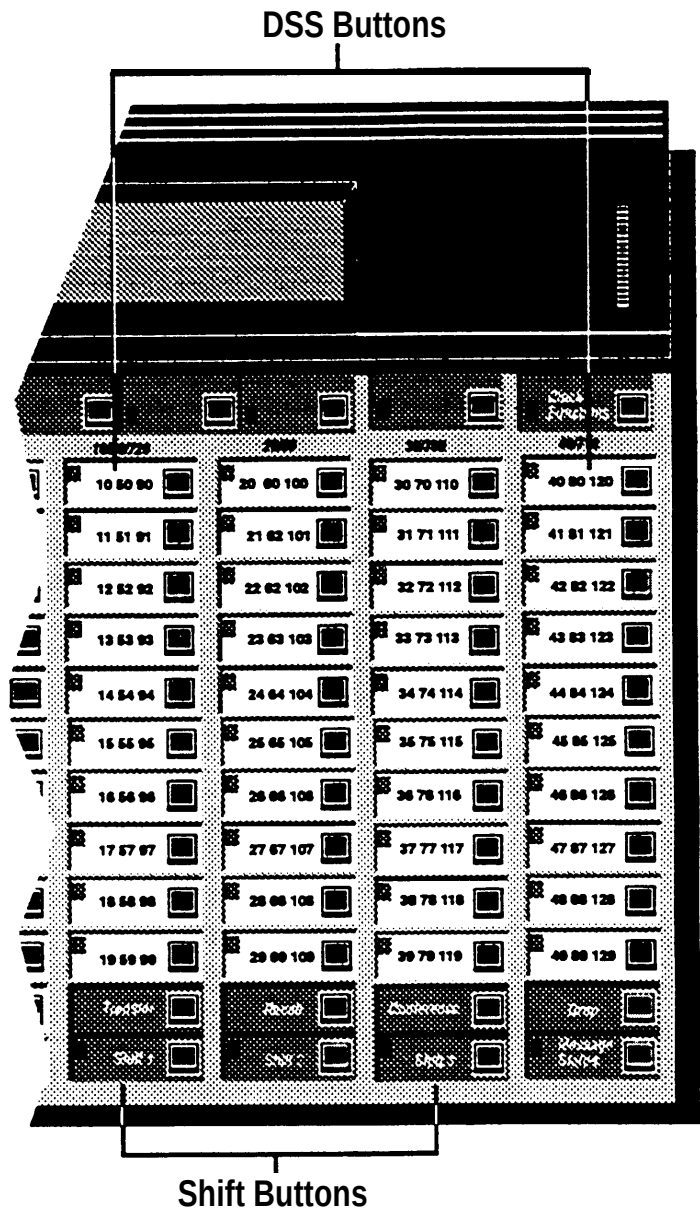
DSS Buttons

If your console is a MERLIN II System Display Console, you have a built-in Direct Station Selector (DSS). Your console's DSS buttons allow one-touch dialing of co-workers' extensions to make or transfer calls.

The DSS buttons are assigned numbers in consecutive order, starting with the button on the top left corner. Each button can have three numbers assigned to it.

Ask your system manager for the numbers assigned to your DSS. If your console does not show extension label numbers, or if you want to change the extensions assigned, see your system manager.

The following illustration shows an example of MERLIN II System Display Console DSS buttons. Instructions for using the DSS and Shift buttons follow the illustration.



The **Shift** buttons (1, 2, and 3) are used with DSS buttons for reaching the extension numbers assigned on your DSS. The “Shift” refers to a range of numbers on the DSS. Each DSS button can have three numbers on it (the example shows 10, 50, 90 on the first button). By pressing different Shift buttons (1, 2, or 3), you can access alternate ranges of numbers. For example:

- **Shift 1** is used to reach the first number on each DSS button. This button allows you to reach phone numbers 10-49.
- **Shift 2** is used to reach the second number on each DSS button. This button allows you to reach extension numbers 50-89.
- **Shift 3** is used to reach the third number on each DSS button. This button allows you to reach extension numbers 90-129.

Note: After you press a Shift button, press a DSS button to dial a co-worker’s extension.

Lights

Your console's lights provide the visual cues you need to handle calls. You use the lights next to the console's line and DSS buttons differently depending on

- the purpose of the button
- the type of console
- the call-handling task

Line Button Lights

Each line button has a red light and a green light next to it. These lights provide the following information.

Light	Meaning
Steady red	You are automatically connected to this line when you lift the handset.
Steady green	A co-worker is using this line, or the feature on this button is in use.
Steady red and green	You are using this line.
Flashing green	An incoming call is on this line.
Fast flashing green	You put a call on hold on this line.
Slow flashing green	Another co-worker put a call on hold on this line.

DSS Button Lights

Each DSS button has a green light next to it. This light provides the following information. The Message Status light must be off when you check this information.

Light	Meaning
Off	This co-worker is not on the phone and is not using Do Not Disturb. (For more information about Do Not Disturb, see the <i>Analog Multiline Telephones User's Guide</i> .)
Steady	This co-worker is on the phone or is using Do Not Disturb. (For more information about Do Not Disturb, see the <i>Analog Multiline Telephones User's Guide</i> .)
Fast flashing	This co-worker is calling you.
Slow flashing	A call you transferred to this extension is returning to you.

Message Status Lights

To alert a co-worker that he or she has a message, you can use the Send/Remove Message feature to turn on a message lights on the co-worker's phone. (Chapter 4 tells you more about Send/Remove Message.) However, if a co-worker's message light is already on (because other operator messages are waiting), sending a second message will turn off the message light.

To help you avoid errors, the **Message Status** button on the MERLIN II System Display Console allows you to check the status of co-workers' message lights **before** you use Send/Remove Message. When the light next to the **Message Status** button is on, the green lights next to the DSS Buttons show message status; if the DSS button light is on, your co-worker has an operator message.

The red lights next to Auto Dial buttons programmed with co-workers' extensions also show message status. When the red light next to the Auto Dial button is on, your co-worker has an operator message.

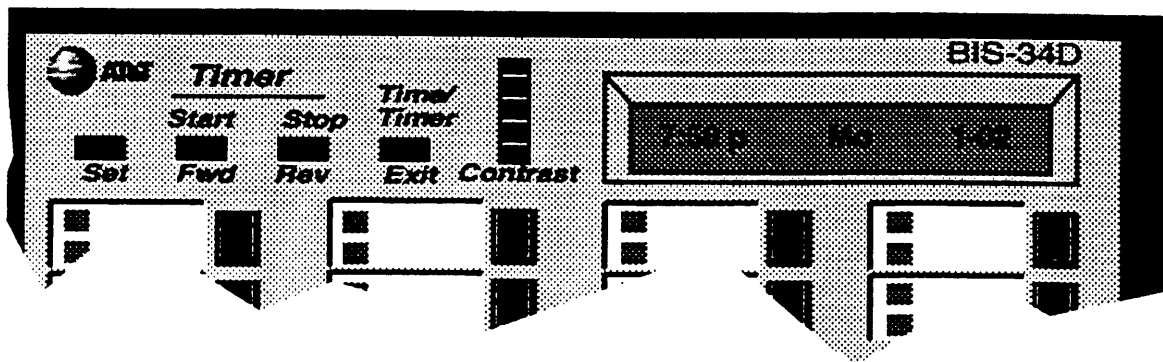
The Display

Your console's display provides calling information and acts as a calendar, alarm clock, and timer. (See Chapter 4 for more on these features.)

If you have a BIS-22D or a BIS-34D, you use the four buttons to the left of the display to set the timekeeping functions. If you have a MERLIN II System Display Console, you can use the Clock Functions button along with the five buttons below the display to set the timekeeping functions. Chapter 2 tells you how to use the display to identify calls.

The following illustration is an example of a BIS-34D display.

BIS-34D Display



Handling Calls

2

This chapter explains how to

- identify call types
- answer calls
- make calls
- transfer calls
- set up conference calls

Before you begin these tasks, you need a basic understanding of the features previewed on the next page.

Feature Preview

Auto Dial allows you to program console line buttons for one-touch dialing. (DSS buttons also provide one-touch dialing.)

Barge-In allows you to interrupt a co-worker's call in an emergency or if you're instructed to interrupt.

Camp-On allows you to transfer a call to a busy extension and hold the call there ("camp-on") for a preset time. When the co-worker's extension is free, the waiting call rings.

Paging allows you to make announcements over your co-workers' speakerphones or over a loudspeaker system.

Park allows you to put a call on hold so you can page a co-worker to pick up the call.

Messaging (Send/Remove Message) allows you to turn on a co-worker's message light.

System Speed Dial allows you to use codes programmed by your company to quickly dial outside numbers.

Identifying Call Types

Before you lift the handset, you can identify the call type by

- listening for a distinctive ring or, for inside voice-announced calls, the caller's voice
- scanning the lights on your console or DSS
- pressing the line button (next to the flashing green light) and looking at your display

Call information stays on your display for 15 seconds or until you put a call on hold. After 15 seconds, the display shows the date and time.

The following table shows the types of distinctive rings you hear and the information you see on your display and console when you receive calls.

Notes:

- If your system has automatic number identification (ANI), the display shows the number for the outside caller. The availability of the caller identification information may be limited by local-serving (caller's) jurisdiction, availability, or central office equipment.
- If the person you transferred a call to is unavailable, the call returns to your console for further handling. Unanswered Camp-On calls and unanswered parked calls also return to your console.

You hear (Distinctive Ring) ...	You see...	Display shows ...	Call Type
2 rings	Green flashing light next to line button	(screen blank) or FX-NYC	outside
1 ring	Green flashing light next to SA or ICOM button and fast flashing light next to DSS button	23 Ext-R or 23 Wayne	inside
Caller's voice	Green steady light next to SA or ICOM button and steady light next to DSS button	23 Ext - V o r Wayne-Ext V	inside
3 rings	Green flashing light next to line button and slow flashing light next to DSS button for extension you transferred a call to	Tfr-Ret ext.	returning

2-4 Identifying Call Types

Answering Calls

When you can identify call types, you're ready to answer calls.

If you plan to use a headset

- make sure you have the correct headset (and adapter) for your console. If you have questions, see your system manager.
- make sure your headset is set up correctly and you know how to receive calls through it. The **Auto Answer All** button on your console allows you to receive calls through your headset (or other equipment if your system is set up for this).

Note: Because headset adapter button labels vary, the following procedures instruct you to simply “use your headset” to receive a call. If you have questions, see your system manager.

To Answer a Ringing Call

1. If the red light is not on next to the line with the call, press the button next to the flashing green light.
The red light shifts to that line.
2. Lift the handset, press **Speakerphone**, or use the headset.
You are automatically connected to the line with the steady red light.

To Answer a Voice-Announced Call on BIS-22D, BIS-34, and BIS-34D Consoles

You can answer a voice-announced call in any of the following ways:

- Use the headset.
- Press the **Microphone** button to talk over your speakerphone.
- Use HFAI. If HFAI is on before the call comes in, you can talk directly into the speakerphone without doing anything else.
- Lift the handset.

To Answer a Voice-Announced Call on a MERLIN II System Display Console

You can answer a voice-announced call in either of the following ways:

- Use the headset.
- Lift the handset.

Making Calls

Each line button on your console has a red light and a green light next to it. A steady red light means a free line. When you lift the handset, you are connected to a free line automatically. If you want to use a line other than the one with the red light, press the line button before lifting the handset.

To Make Inside Voice-Announced Calls

1. Press **ICOM Voice** or **SA Voice**.
2. Lift handset, press **Speakerphone**, or use the headset.
3. Press **DSS** or **Auto Dial** button for the extension, or dial **extension**.
4. If you hear a beep, begin talking.
*If you hear ringing or busy tone, the co-worker is unavailable: hang up, press **Speakerphone**, or use the headset.*

Note: Your co-worker's phone may be set up to allow voice-announced calls even if he or she is on the phone and using the handset. See the *Analog Multiline Telephones User's Guide* for more on Voice Announce.

To Make Inside Ringing Calls

1. Press **ICOM Ring** or **SA Ring**.
2. Lift handset, press **Speakerphone**, or use the headset.
3. Press **DSS** or **Auto Dial** button for the extension, or dial **extension**.
Your co-worker's phone rings.

To Make Outside Calls

1. If the red light next to the line or SA button you want to use is not on, press the button.
2. Lift the handset, press **Speakerphone**, or use the headset.
3. Dial **phone number** (include dial-out code, if necessary). See Note.

Note: If your console has outside Auto Dial buttons or your system has System Speed Dial codes, you can use them in step 3. For more on these features, see Chapter 4.

To Make Outside Calls for Co-Workers

1. If the red light next to the line or SA button you want to use is not on, press the button.
2. Lift the handset, press **Speakerphone**, or use the headset.
3. Dial **phone number** (include dial-out code, if necessary). See Note.
4. When the person answers, announce the call.
5. Press **Transfer**.
The outside call is put on hold.
6. Press **DSS** or **Auto Dial** button, or dial **extension** for co-worker requesting the call.
7. When co-worker answers, announce the call.
8. Hang up, press **Speakerphone**, or use the handset.
The two calls are connected automatically.

Note: If your console has outside Auto Dial buttons or your system has System Speed Dial codes, you can use them in step 3. For more on these features, see Chapter 4.

Transferring Calls

You can transfer calls to inside extensions and outside numbers. When a call you transferred to an extension goes unanswered, the call rings back at your console after a preset length of time (programmed by your company). Unanswered calls transferred to outside numbers do not ring back at your console.

There are two basic ways to transfer calls:

- You can call a co-worker to **announce** the transfer.
- You can transfer the call **unannounced**.

How you transfer calls depends on

- the system setup — if the system is programmed for One-Touch Transfer with either automatic or manual completion, you can press a DSS or Auto Dial button to quickly transfer to an extension. Ask your system manager if you have this feature and if it is programmed for automatic or manual completion. See “To Transfer With One-Touch Transfer” in this chapter.
- the console setup — if you have DSS or Auto Dial buttons and your system is set up for One-Touch Transfer, see “To Transfer With One-Touch Transfer” in this chapter. If you do not have DSS or Auto Dial buttons or your system is not set Up for One-Touch Transfer, see “To Transfer Without One-Touch Transfer” in this chapter.

- the number you are transferring the call to — if it's an extension or outside number. See “To Transfer With One-Touch Transfer” and “To Transfer Without One-Touch Transfer” for inside transfers, and “To Transfer to Outside Numbers” for outside transfers in this chapter.
- the features you choose to handle unsuccessful transfers — if the co-worker receiving the transferred call is on another call or not in, you can use Camp-On, Barge-In, or Park and Paging. See “Handling Unsuccessful Transfers”.

To Transfer With One-Touch Transfer

With automatic completion:

1. Check light near the DSS or Auto Dial button for co-worker's extension.
 - If the light is on, the co-worker is unavailable. See Notes.
 - If the light is off, go to step 2.
2. Press **DSS** or **Auto Dial** button.

The call is transferred automatically.

With manual completion:

1. Check the light next to the DSS or Auto Dial button for co-worker's extension.
 - If the light is on, co-worker is unavailable. See Notes.
 - If the light is off, go to step 2.
2. Press **DSS** or **Auto Dial** button.
3. For an unannounced transfer, hang up, press **Speakerphone**, or use the headset.

The call is transferred.

For an announced transfer, announce the call.

- If co-worker can take the call, hang up, press **Speakerphone**, or use the headset. See Notes.

The call is transferred.

- If the co-worker cannot take the call, press the **line button** with the held call (flashing green light) to return to the caller.

Notes:

- If co-worker is unavailable, see “Handling Unsuccessful Transfers” in this chapter.
- If console does not have DSS or Auto Dial buttons or your system is not programmed for One-Touch Transfer, see “To Transfer Without One-Touch Transfer” in this chapter.
- If your console has SA buttons, you must have a free SA button to transfer an outside call using a DSS or Auto Dial button.

To Transfer Without One-Touch Transfer

1. If your console has DSS or Auto Dial buttons, check the light next to the Auto Dial or DSS button for co-worker's extension.
 - If the light is on, co-worker is unavailable. See Notes.
 - If the light is off, go to step 2.
2. Press **Transfer**.

The call is put on hold automatically (line with held call shows fast flashing green light).
3. Dial **co-worker's extension**, or press **DSS** or **Auto Dial** button.
4. For an unannounced transfer, hang up, press **Speakerphone**, or use the headset.

The call is transferred.

For an announced transfer, announce the call.

 - If co-worker can take the call, hang up, press **Speakerphone**, or use the headset.

The call is transferred.
 - If co-worker cannot take the call, press the **line button** with the held call (flashing green light) to return to the call. See Notes.

Notes:

- If co-worker is unavailable, see "Handling Unsuccessful Transfers" in this chapter.
- If your console has SA buttons, you need a free SA button to transfer outside calls with a DSS or Auto Dial button.
- If your co-worker's phone has the same line buttons as your console, transfer **outside calls** by pressing the **Auto Dial** or **DSS** button for your co-worker's extension to automatically put the call on hold and place a call to your co-worker. When your co-worker answers, announce the line that the call is on and hang up. Your co-worker then answers the call by pressing the line button with the call.

To Transfer to Outside Numbers

Before you transfer calls to outside numbers, check with your system manager. Your system may have restrictions on outside transfers.

1. Press **Transfer**.

The call is put on hold automatically (line with held call shows fast flashing green light).

2. Press an **SA** or **line button** to get an outside line.

You hear dial tone.

3. Dial outside number, including dial-out code if using an SA button or press programmed outside **Auto Dial** button.

- If person is available, hang up, press **Speakerphone**, or use headset.

Call is transferred.

- If person is unavailable, press the **SA** or **line button** with the held call and take a message.

Note: Calls transferred to outside numbers may vary in transmission quality.

Handling Unsuccessful Transfers

Unsuccessful transfers result when the extension you are calling is busy or unanswered. The call returns to your console for further handling.

You can take a message from the caller and use **Send/Remove Message** to turn on your co-worker's message light. Or you can continue trying to connect the call with

- **Barge-In** for an emergency or if you have been instructed to interrupt
- **Camp-On** to put a transferred call on hold for a preset time (If the call is unanswered, it rings back at your console.)
- **Paging** to broadcast announcements over co-workers' speakerphones or over a loudspeaker system
- **Park** and **Paging** to put a call on hold and page a co-worker to pick up the call from another phone

For more on these features, see Chapter 4.

Making Conference Calls

Use the **Conference** button on your console to connect up to five people in the same conversation. You can conference one or two outside numbers and up to three extensions, including your own.

Anyone who shares a line with you can join the conference on that line and is counted as one of the five participants. You can consult privately with each participant before adding him or her to the conference. You can also drop any participant from the conference by pressing the **Drop** button, and then the **line** or **SA** button that the person is on.

If you originated the conference and then decide to drop out, the entire conference call is disconnected. However, you can put the call on hold while the conference continues and still receive calls.

Note: The transmission quality may vary when you are conferencing outside lines.

To Set Up a Conference

1. Make a call to the first outside number or extension.
2. Press **Conference** after the person answers.
The green light next to the line button flashes, signaling that the call is on hold for the conference.
3. If the next call is inside, press an **ICOM** or **SA** button; if it's outside, press an **SA** or **line button**.
4. Make call to the next outside number or extension.
5. Confirm participation:
 - If participant is available, announce conference and press **Conference**.
All participants, including you, are connected.
 - If participant is unavailable, hang up, press **Speakerphone**, or use the headset.
6. Press **Conference** again to add another person.
You are separated from the conference while you add the next person, but the participants can still talk.
7. Repeat steps 3-6 to add more participants.
8. While on a conference
 - Disconnect yourself without ending the call by pressing **Hold**.
Participants are able to converse, and you can continue to receive calls.
 - Rejoin conference by pressing any line button for a conference participant.
 - Disconnect a conference participant by pressing **Drop** and then pressing participant's line button. See Notes.
9. To end the conference, hang up, press **Speakerphone**, or use the headset.

Notes:

- If you make a dialing error while adding a participant to a conference, you must hang up and start over.
- You cannot use **Drop** when the conference is on hold.

Feature Finder

3

This chapter helps you find and use features for these **operator** tasks:

- Handling Console Basics
- Answering and Transferring Calls
- Making Calls

For information on the **standard** features you and your co-workers can use, see the *Analog Multiline Telephones User's Guide*.

Chapter 4 lists features alphabetically with descriptions and step-by-step instructions for programming and use.

Handling Console Basics

If you want to . . .	See
Prepare your console for calls	Night Service
Use your BIS-22D, BIS-34D, or MERLIN II System Display Console as an alarm clock	Alarm Clock
Set the time and date on your display	Calendar
Monitor the status of phones connected to your console	Extension Status
Monitor the status of hotel/motel housekeeping services	Extension Status
Respond to a system alarm	Alarm
Send a wake-up call	Reminder Service
Remind yourself and co-workers of appointments	Reminder Service

Handling Console Basics (continued)

If you want to . . .	See
Post a message to inform co-workers (with display phones) that you're temporarily unavailable	Messaging
Time calls, meetings, or breaks with your BIS-22D, BIS-34D, or MERLIN II System Display Console	Timer
Set up your system to cover outside calls after business hours	Night Service

Answering and Transferring Calls

If you want to . . .	See
Interrupt a co-worker's call in an emergency or if you're instructed to interrupt	Barge-In
Enter account codes when answering or transferring a call	Account Code Entry
Use a programmed button for one-touch dialing of inside and outside calls	Auto Dial
Use a code to quickly dial outside numbers you call often	System Speed Dial

Answering and Transferring Calls (continued)

If you want to . . .	See
Transfer a call to a busy extension and hold the call there for a preset time	Camp-On
Page co-workers over their speakerphones or a loudspeaker system	Paging
Broadcast an announcement	Paging
Put a call on hold and page a co-worker to pickup the call at another phone	Paging Park
Notify co-workers that they have messages	Messaging

Making Calls

If you want to...	See
Enter account codes when making an outside call	Account Code Entry
Use a programmed button for one-touch dialing of inside and outside calls	Auto Dial
Use a code to quickly dial outside numbers you call often	System Speed Dial

Using Features

4

As a system operator, you use many features to help you handle calls. These features are listed alphabetically with instructions for when and how to use them.

There are two ways to use features:

- **Press a button programmed with a feature.** You can program some features onto a line button for one-touch use or to turn features on and off. Your console may already have features programmed. You can program any unlabeled line buttons with additional features. Press the line button to use the feature you programmed.
- **Dial a feature code.** Many features have a 1-, 2-, or 3-digit code. If all your line buttons are programmed, you can use more features by dialing their feature codes. To use feature codes, first program a **Feature** button on your console. If a line button is not available, you can use # instead.

To Program Features Onto Line Buttons

1. Remove clear label cover from console by inserting end of a paper clip in notch at top of cover.
2. Write feature name next to button to be programmed.
3. Replace cover.
4. Slide T/P switch to P.
Your phone rings repeatedly to signal you are in programming mode.
5. Press **button** you labeled.
6. Dial **programming code**.
Some features require additional entries. For example, you must enter an extension for inside Auto Dial.
7. Slide T/P switch to center.

Note: If you cannot program your console, someone may be programming the system. See your system manager.

To Program a Feature Button

1. Label button you want to program as **Feature**.
2. Slide T/P switch to P.
3. Press button you labeled **Feature**.
4. Dial ***20**.
5. Return T/P switch to center.

To Use a Feature Code

1. Press programmed **Feature** button, or dial #.
2. Dial **feature code**.

Use the following table to find each feature by page number. The check marks (✓) tell you whether you can use the feature on your console model and whether you must have a programmed line button for that feature. For information on additional features see the *Analog Multiline Telephones User's Guide*. Feature codes and programming codes are in the appendices at the back of this book.

Feature	Display Model Only	Programmed Line Button	Page
Account Code Entry			4-5
Alarm		✓	4-8
Alarm Clock	✓		4-9
Auto Dial		✓	4-11
Barge-In		✓	4-13
Calendar	✓		4-14
Camp-On			4-15
Extension Status			4-17
Messaging			
■ Posted Message		✓	4-25
■ Send/Remove Message			4-21
Night Service		✓	4-27
Paging			4-29
■ Speakerphone			4-30
■ Loudspeaker			4-30
Park			4-32

Feature	Display Model Only	Programmed Line Button	Page
Reminder Service			4-34
■ Next Message	✓		4-35
■ Missed Reminder	✓	✓	4-34
■ Reminder Cancel			4-34
■ Reminder Set			4-34
System Speed Dial			4-38
Timer	✓		4-39

Account Code Entry

Account codes help your company track phone use to bill clients and to forecast and budget costs. You can use account codes for incoming as well as outgoing calls, if your system is programmed for both.

If your system has this feature, it is programmed as either required or optional:

- **Required.** You must enter an account code before making an outside call. You can enter an account code for an incoming call.
- **Optional.** If you choose to use account codes, you can enter them on both incoming and outgoing calls, either before or during the call.

If you make an error when entering an account code, whether required or optional, you can change the code during a call. The caller cannot hear you enter the account code.

Must have account codes and instructions on how and where to use them.

To Program an Account Code Entry Button

1. Label button to be programmed as **Account Code**.
2. Slide T/P switch to P.
3. Press button you labeled **Account Code**.
4. Dial ***82**.
5. Slide T/P switch to center.

To Enter an Account Code Before a Call

1. Press programmed **Account Code** button, or press programmed **Feature** button and dial **82**. See Notes.
2. Dial **account code** followed by **#**. See Notes.
3. Press an **SA** or **line** button.
4. Lift handset, press **Speakerphone**, or use headset.
5. Dial **phone number** (including dial-out code if using an SA button).

Notes:

- For step 2, you can program an outside Auto Dial button with a specific account code followed by a **#**. Press the button whenever you need to enter the code. (See “Auto Dial” later in this chapter).
- If using account codes on a conference call, follow steps 1-5 and press **Conference**. When adding participants, repeat steps 1, 2, 3, and 5 and press **Conference** again.
- If you don't have a programmed **Feature** button, press **#** instead.

To Enter or Change Account Codes During a Call

1. Press programmed **Account Code** button, or press programmed **Feature** button and dial **82**. See Notes.
2. Dial **account code** followed by #.

Notes:

- If you make an error, you can correct the code by using the instructions above.
- Press # if you don't have a programmed **Feature** button.

Alarm

If something is wrong with the system, the green light next to your Alarm button goes on. Report the alarm immediately.

The green light stays on until the problem is cleared by your system manager, an AT&T representative, or authorized dealer.

- Must be system-programmed.
- Must have programmed line button on console.

Alarm Clock

You can use your console as an alarm clock and set it to beep at a particular time to remind you of a meeting, appointment or other important event. The phone beeps every day at the set time until you cancel the alarm.

Must have display console.

To Set the Alarm Clock for BIS-22D and BIS-34D Consoles

1. Press **Set** until alarm appears on display.
2. Press **Fwd** to select **On**.
3. Press **Set**.
Hour and AM/PM begin to flash.
4. Press **Fwd** or **Rev** to set the hour.
5. Press **Set**.
Minutes begin to flash.
6. Press **Fwd** or **Rev** to set the minutes.
7. Press **Exit**.
A bell appears on the display next to the time.

To Cancel the Alarm Clock for BIS-22D and BIS-34D Consoles

1. Press **Set**.
Alarm On begins to flash.
2. Press **Fwd**.
Alarm Off begins to flash.
3. Press **Exit**.
Bell disappears from screen.

To Set the Alarm Clock on the MERLIN II System Display Console

1. Press **Clock Functions** button.
2. Select **Alarm** from display.
3. Select **Alrm Set** from display.
4. Press **Hour** and **Min** arrow keys.
Up arrow raises numbers, down arrow lowers numbers.
5. Select **Exit**.
6. Select **Alrm On** from display.
A bell appears to right of time.
7. Select **Exit** from display.
8. Press **Clock Functions** button.

To Cancel the Alarm Clock on the MERLIN II System Display Console

1. Press **Clock Functions** button.
2. Select **Alarm** from display.
3. Select **Alrm Off** from display.
Bell disappears from screen.
4. Select **Exit** from display.
5. Press **Clock Functions** button.

Auto Dial

Auto Dial offers one-touch dialing and can be programmed for

- **inside numbers**, including co-workers' extensions, Park zone extensions, calling group extensions, or speaker-phone paging group extensions.
- **outside numbers**
- **account codes**

The green light next to an Auto Dial button programmed with a co-worker's extension goes on when your co-worker is on the phone or using Do Not Disturb. The red light next to the Auto Dial button goes on when your co-worker has an operator message.

For instructions on using Auto Dial buttons to make and transfer calls, see Chapter 2. For instructions on using Auto Dial buttons to enter account codes, see "Account Code Entry" in this chapter.

Must program a line button on console for each number you want to dial with one-touch.

To Program Auto Dial Buttons

1. Label button to be programmed with name or other identifier.
2. Slide T/P switch to P.
3. Press button you labeled.
4. Dial ***21** for outside numbers, or ***22** for inside numbers. See Notes.
5. Dial **extension** or **phone number** (including dial-out code, long-distance access code, area code, and any special characters). See Notes.
6. Slide T/P switch to center.

Notes:

- Account codes, access codes, and outside phone numbers can be programmed as outside Auto Dial buttons.
- Special characters may be needed when programming an outside Auto Dial button. For more on special characters, see Appendix A.

Barge-In

If a co-worker is on the phone or using Do Not Disturb, use Barge-In to reach him or her in an emergency or if you have special instructions to interrupt. When your co-worker's extension is busy, Barge-In connects you to the call; if your co-worker is using Do Not Disturb, the phone rings.

Barge-In is not activated on

- a conference call if the conference already has the maximum number of participants
- phones that have forwarded calls by using Coverage, Forward, or Follow Me (You hear ringing.)
- phones that have Privacy in use (You hear a fast busy signal.)
- phones that are being programmed by co-workers (You hear ringing.)

Barge-In must be programmed onto a line button by your system manager.

To Use Barge-In

1. Place call to co-worker.
2. Press **Barge-In** button.

Calendar

Set the current time, day, and date on your display so you can record the time on messages.

Must have display console.

To Set the Time, Day, and Date on BIS-22D and BIS-34D Consoles

1. Press **Set** until time, day, or date begins to flash on display.
2. Press **Fwd** or **Rev** to change item.
3. Repeat steps 1 and 2 to select and change another item.
4. Press **Exit**.

To Set the Time, Day, and Date on MERLIN II System Display Consoles

1. Press **Clock Functions** button.
2. Select **Set** from display.
3. Select **Day** from display.
4. Press button below display until display shows current day.
5. Select **Time** from display.
6. Press **Hour** and **Min** arrow keys. (Up arrow raises numbers; down arrow lowers numbers.)
7. Select **Date** from display.
8. Press **Month** and **Date** arrow keys. (Up arrow raises numbers, down arrow lowers number.)
9. Select **Exit**.
10. Select **Exit** again.
11. Press **Clock Functions** button.

Camp-On

Use Camp-On to transfer a call to a busy inside phone and put the call on hold for a preset length of time (for example, 90 seconds).

The person you transferred the call to hears a tone, signaling there's another call waiting. If the call remains unanswered, it returns to you for further handling and you hear three rings. You can use Camp-On with either a programmed line button or a feature code.

To Program a Camp-On Button

1. Label button to be programmed as **Camp-On**.
2. Slide T/P switch to P.
3. Press button you labeled **Camp-On**.
4. Dial ***57**.
5. Slide T/P switch to center.

To Use Camp-On with Manual Dial

1. Press **Transfer** and dial **extension**.
2. Press programmed **Camp-On** button or press programmed **Feature** button and dial 57. See Note.
3. Hang up, press **Speakerphone**, or use headset.

Note: Press # if you don't have a programmed **Feature** button.

To Use Camp-On with One-Touch Transfer with Manual Completion

1. While active on a call, press **DSS** or **Auto Dial** button,
2. Press programmed **Camp-On** button or press programmed **Feature** button and dial 57. See Note.
3. Hang up, press **Speakerphone**, or use headset.

Notes:

- Press # if you don't have a programmed **Feature** button.
- You cannot use Camp-On if your system is programmed for One-Touch Transfer with automatic completion.

Extension Status

Extension Status lets you monitor the status of phones in your system. In some companies, Extension Status is used with calling groups to monitor the availability of agents; in a business with housekeeping or health care services, it can be used to monitor the status of rooms.

You can change status at the console or at the extension, with either programmed line buttons or feature codes, but you can monitor status only from a console.

- Must be system-programmed and assigned to console.
- Must know your company's assignment for each status.
- Must have programmed line buttons on console.

To Program Extension Status Buttons

1. Label buttons to be programmed as
 - **ES Off**
 - **ES1**
 - **ES2**
2. Slide T/P switch to P.
3. Press one of the buttons to be programmed.
4. Dial:
 - ***760** for **ES Off**
 - ***761** for **ES1**
 - ***762** for **ES2**
5. Repeat steps 3 and 4 to program remaining buttons.
6. Slide T/P switch to center.

Note: The labels suggested in step 1 apply to the Extension Status feature used by businesses with housekeeping or health care services. For information on labeling your console for a calling group, see the *Calling Group Supervisor's Guide*.

To Change Extension Status from Your Console

1. Press programmed **ES Off**, **ES1**, or **ES2** button, or press programmed **Feature** button and dial **760** for **ES Off**, **761** for **ES1**, or **762** for **ES2**. See Notes.
2. Press **DSS** or **Auto Dial** button for extension you want to change.

Notes:

- You can change to ES Off only from a DLC that has been programmed with this capability. Status cannot be changed to ES Off from an extension, except in calling groups.
- Press # if you don't have a programmed **Feature** button.

To Change Extension Status from Single-Line Telephones

1. Lift handset.
2. Dial **#45** for **ES1**, or **#44** for **ES2**.
3. Hang up.

To Change Extension Status from Multiline Telephones

1. Press programmed **Feature** button without lifting the handset.
See Note.
2. Dial **45** for **ES1**, or **44** for **ES2**.

Note: Analog multiline phones have a programmed **Feature** button and digital/ISDN phones have an imprinted **Feature** button.

Messaging

When co-workers can't be reached, use Send/Remove Message to notify them that they have messages waiting. Send/Remove Message turns co-workers' message lights on and off, and sends and cancels display messages to co-workers with display phones.

Use Posted Message to let co-workers with display phones know when you're unavailable.

If you have a display console, co-workers can leave a message for you. When the green light next to the Message button is on, press the button to read the message on your display.

If you have a non-display console, only another system operator can send you a message. If the light is on next to your Message button, see the other operator for your message and press the Message button to turn off the light.

Send/Remove Message

Press the programmed line button labeled **Send/Remove Message** to turn on co-workers' message lights and to leave messages on display phones.

When you send a message to co-workers with digital/ISDN (MLX) display phones, it turns on their message light and delivers the message **ATT OPERATR**. The message also shows the date and time and your extension.

When you send a message to co-workers with analog multiline display phones, it turns on their message lights and delivers the message **Call OPERATR**.

The **Send/Remove Message** button also turns off a co-worker's message light and cancels the operator message delivered to display phones. If you have a MERLIN II System Display Console, you can make sure you don't turn off a message light set by another operator by using the **Message Status** button. To check the status of your co-worker's message light, press the **Message Status** button. If the light next to your co-worker's DSS button is on, your co-worker's message light is on.

If your DSS is set up with additional extensions (shifts) on each DSS button, you must press the appropriate **Shift** button to see the message status of these extensions.

You can also check message status if you have Auto Dial buttons programmed with co-workers' extensions. If the red light next to the Auto Dial button is on, the co-worker's message light is on.

Must have DSS or Auto Dial button to check message status.

To Program a Send/Remove Message Button

1. Label button to be programmed as ***Send/Remove Message***.
2. Slide T/P switch to P.
3. Press button you labeled ***Send/Remove Message***.
4. Dial ***38**.
5. Slide T/P switch to center.

To Send a Message from a MERLIN II System Display Console

1. Press **Message Status** button.
2. Check green light next to DSS button. If necessary, use Shift button to locate extension.
 - If light is on, go to step 3. (If you use **Send/Remove Message**, you will turn off co-worker's message light.)
 - If light is off, press **Send/Remove Message** button, or press programmed **Feature** button and dial **38**, then press **DSS button** to turn on co-worker's Message light.
3. Press **Message Status** button to return to call handling.

To Turn Off Message Lights from a MERLIN II System Display Console

1. Press **Message Status** button.
2. Check green light next to DSS button. If necessary, use **Shift** button to locate extension.
 - If light is on, press **Send/Remove Message** button, or press programmed **Feature** button and dial **38**, to turn off co-worker's message light.
 - If light is off, go to step 3. If you use **Send/Remove Message**, you turn on co-worker's Message light.
3. Press **Message Status** button to return to call handling.

To Turn Message Lights On and Off from a Console with Auto Dial Buttons

1. Check the red light next to Auto Dial button for extension.
If light is on, co-worker's message light is on; if light is off, co-worker's message light is off.
2. Press **Send/Remove Message** button, or press programmed **Feature** button and dial **38**, to turn co-worker's message light on or off.

To Turn Message Lights On and Off from a Console without Auto Dial Buttons

1. Press **Send/Remove Message** button, or press programmed **Feature** button and dial **38**.
2. Dial co-worker's **extension**.

Note: You cannot check the status of co-workers' message lights without DSS or Auto Dial buttons. If you send a message, you may be turning off the message light set by another operator.

Posted Message

Use Posted Message to let co-workers with display phones know when you're unavailable. When a co-worker calls your extension, the Posted Message you've chosen appears on his or her display. You do not need a display console to post messages.

Co-workers can also post messages from their phones—when you dial their extensions, the message shows on your display.

You can post 1 of 20 programmed messages. The 10 messages shown below are provided by your company (they may have been changed by the system manager or additional messages may have been programmed).

Code	Posted Message	Code	Posted Message
01	DO NOT DISTURB	06	IN CONFERENCE
02	OUT TO LUNCH	07	WITH A CLIENT
03	AT HOME	08	WITH A CUSTOMER
04	OUT SICK	09	AWAY FROM DESK
05	IN A MEETING	10	OUT ALL DAY

- Must be programmed system-wide.
- Must have programmed line button on console.
- Must have listing of messages.

To Program a Posted Message Button

1. Label button to be programmed as ***Posted Message***.
2. Slide T/P switch to P.
3. Press button you labeled ***Posted Message***.
4. Dial ***751**.
5. Slide the T/P switch to center.

To Post a Message

1. Press programmed ***Posted Message*** button.
Green light next to button flashes.
2. Dial **code** of message you want (01-20).
Green light next to the button stops flashing and remains on.

To Cancel a Posted Message

1. Press programmed ***Posted Message*** button.
Green light next to the button flashes.
2. Dial **00**.
Green light next to the button goes off.

Night Service

Night Service is used to cover phones after-hours by sending incoming calls to a specific phone, such as the security office, or by having them ring a night bell or other alert. To prevent unauthorized after-hours use of phones, Night Service can be set up so that you have to enter a password to make an outside call.

Night Service can be programmed to automatically turn on and off at preset times. If your system is not programmed this way, you must turn Night Service on when you leave for the night and off when you start your day.

- Must be programmed system-wide.
- May require passwords.
- May be set up for automatic on/off.
- Must have programmed line button on console.

To Program a Night Service Button

1. Label button to be programmed as ***Night Service***.
2. Slide T/P switch to P.
3. Press button you labeled ***Night Service***.
4. Dial ***39**.
5. Slide T/P switch to center.

To Use Night Service

1. Press programmed **Night Service** button.
If you do not need a password, the green light next to the button goes on to indicate Night Service is on and off to indicate Night Service is off. If a password is required, the green light flashes.
2. Dial **password**, if required. See Note.

Note: You must complete the password within 60 seconds or start the procedure again. If you make a mistake when entering a password, the light next to the Night Service button returns to its previous state.

Paging

Paging is using your console to broadcast an announcement. You can page over your co-workers' speakerphones or over the building's loudspeaker system, if one is available.

- **Speakerphone Paging** is heard on all the speakerphones throughout the system or, if programmed that way, by selected groups such as departments or work areas. Extension numbers can be assigned for paging all speakerphones (Page All) or for paging just the . speakerphones in certain groups (Group Page).
 - **Loudspeaker Paging** is heard by everyone in the building or in an area (called a "zone"), depending on how the loudspeaker system is set up. Loudspeaker paging may require the feature code for Pickup followed by the line number. Your console's **Loudspeaker Page** button may be already programmed.
- Paging features must be programmed system-wide.
 - Speakerphone Paging extension numbers and/or Loudspeaker Paging line numbers and access codes are required.

To Program Speakerphone Paging Buttons

1. Label button as **Group Page-(name)** or **Page All**.
2. Slide T/P switch to P.
3. Press button you labeled **Group Page-(name)** or **Page All**.
4. Dial ***22** and **Group Page-(name)** or **Page All** extension.
5. Slide T/P switch to center.

To Use Speakerphone Paging

1. Press **ICOM Ring** or **SA Ring** button.
2. Lift handset or use headset. See Note.
3. Press programmed **Group Page-(name)** or **Page All** button or dial **Group Page-(name)** or **Page All** extension.
4. Make announcement.

Notes:

- Using the speakerphone can create a feedback tone.
- Co-workers who are using their speakerphones do not hear a Speakerphone Page.

To Use Loudspeaker Paging

1. Lift handset or use headset. See Notes.
2. Press **Loudspeaker Page** button, or press programmed **Feature** button and dial **9** and **line number** (801-880). See Notes.
3. Dial **code** for zone to be paged.
4. Make announcement.

Notes:

- If the loudspeaker system has more than one zone, you will hear a beep or a dial tone after step 2. Dial the code supplied by your system manager for the zone you want to page.
- Using the speakerphone can create a feedback tone.
- Press # if you don't have a programmed **Feature** button.

Park

When transferring a call, you may find that your co-worker can't be located. Use Park to hold the call and use Paging to announce the call over your co-workers' speakerphone or over the building's loudspeaker system. (For more information, see Paging in this chapter.)

When you park a call, you put it on hold so it can be answered from any phone in the system. Calls can be parked at your extension or at a specific Park zone. (You cannot park a call at a Park zone where another call is parked.)

Your co-worker can then pick up the call from the nearest phone by using Pickup and dialing the extension you announced. If the call is not picked up after a set time, it returns to your console.

You can use Park with a programmed **Park** or **Park Zone** button. You can also use Transfer to park a call.

- Park zone and Paging features must be programmed system-wide.
- Must have Park zones (maximum 8), Speakerphone Paging group numbers and/or Loudspeaker Paging access codes and line number.

To Program a Park Button

1. Label button to be programmed as ***Park***.
2. Slide T/P switch to P.
3. Press button you labeled ***Park***.
4. Dial ***86**.
5. Slide T/P switch to center.

To Program a Park Button for a Specific Park Zone

1. Label line button to be programmed as ***Park-(zone)***.
2. Slide T/P switch to P.
3. Press button you labeled ***Park-(zone)***.
4. Dial ***22** and **Park zone extension**.
5. Slide T/P switch to center.

To Use Park and Paging

1. Park the call.
 - To park the call at your extension:
Press programmed ***Park*** button, or press **Transfer**, dial your **extension**, and press **Transfer** again.
 - To park the call at a Park zone:
Press programmed ***Park-(zone)*** button, or press **Transfer**, dial **Park zone extension**, and press **Transfer** again.
2. Set up page.
 - For Speakerphone Page, press programmed ***Group Page-(name)*** or ***Page All*** button, or dial **Group Page** or **Page All number**.
 - For Loudspeaker Page, press ***Loudspeaker Page*** button, or press ***Feature*** button, dial **9** and the **line number** (801-880) and, if necessary, the **code** for the page zone.
3. Announce call and extension where call is parked.

Reminder Service

Use Reminder Service to automatically place calls to phones in the system at preset times—for example, to remind people of meetings or appointments or to provide guests in hotels and motels with a wake-up call.

Your co-workers can set and cancel their own reminders, or you can set and cancel reminders for them. You can set a reminder to ring several phones at the same time.

When you set a reminder, a call is placed to the phone at the preset time. If the call is not answered within 30 seconds, the phone stops ringing and the reminder is identified as a “missed” reminder. Missed reminders also occur when the extension is busy. A set reminder will ring at the same time every day until you cancel it. Your system can be set to automatically cancel all reminders at a certain time each day.

You can program line buttons as **Reminder Set** and **Reminder Cancel** or use feature codes to set and cancel reminders.

On a display console, you can also program a **Missed Reminder** button. When a reminder call is missed, the green light next to the **Missed Reminder** button flashes. Pressing this button displays a message that tells you the time, the name, and the extension of the missed reminder.

To clear a Missed Reminder message, use the programmed **Reminder Cancel** button or dial the feature code. You can also program a **Next Message** button and use it when you have more than one missed reminder to cancel. You cannot set or cancel a reminder when the Missed Reminder light is steady.

- System time must be set before Reminder Service can be activated.
- System may be programmed to cancel all reminders at a preset time every day.

To Program Reminder Service Buttons

1. Label button to be programmed as
 - **Reminder Set**
 - **Reminder Cancel**
 - **Next Message** (display consoles only)
 - **Missed Reminder** (display consoles only)
2. Slide T/P switch to P.
3. Press one of the buttons to be programmed.
4. Dial:
 - ***81** for **Reminder Set**
 - ****81** for **Reminder Cancel**
 - ***28** for **Next Message**
 - ***752** for **Missed Reminder**
5. Repeat steps 3 and 4 to program remaining buttons.
6. Slide T/P switch to center.

To Set a Reminder

1. Press programmed **Reminder Set** button, or press programmed **Feature** button and dial **81**. See Note.
2. Press **DSS** or **Auto Dial** button for the extension, or dial **extension**.
3. Dial a **four-digit time** from 1200 to 1159.
4. Dial **2** (A) for AM or **7** (P) for PM.
The light goes on next to the Reminder Set button.
5. Repeat steps 2-4 for each additional phone.
6. Hang up, press **Speakerphone**, use headset, or press **Reminder Set** button.

Note: Press # if you don't have a programmed **Feature** button.

To Read Reminder Messages on the Display

1. Press programmed **Reminder Set** button, or press programmed **Feature** button and dial **81**. See Note.
2. Press **DSS** or **Auto Dial** button for the extension, or dial **extension**.
3. Look at display:
 - If reminder call was answered, you see (**extension: A time AM/PM**).
 - If reminder call was missed, you see (**extension: X time AM/PM**).
 - If reminder is set, you see (**extension: time AM/PM**).
4. Hang up, press **Speakerphone**, use headset, or press **Reminder Set** button.

Note: Press # if you don't have a programmed **Feature** button.

To Cancel Set and Answered Reminders

1. Press programmed **Reminder Cancel** button or press programmed **Feature** button and dial ***81**. See Note.
2. Press **DSS** or **Auto Dial** button for the extension, or dial **extension**.

Note: Press # if you don't have a programmed **Feature** button.

To Clear a Missed Reminder

1. Press programmed **Missed Reminder** button.
Display shows time of missed call along with name and extension.
2. Press programmed **Reminder Cancel** button, or press programmed **Feature** button and dial ***81**. See Note.
3. If there is more than one missed reminder, press programmed **Next Message** button or press programmed **Feature** button and dial **28**. See Note.
4. Repeat steps 2 and 3 until display reads **No Missed Rmdr.**
5. Press programmed **Missed Reminder** button.

Note: Press # if you don't have a programmed **Feature** button.

System Speed Dial

Three-digit System Speed Dial codes can be assigned to numbers you and your co-workers call often. Use these codes to dial outside numbers. To program line buttons with System Speed Dial codes; just press the buttons to dial the codes.

- Must be programmed system-wide.
- Must have listing of codes and numbers associated with them from system manager.

To Program System Speed Dial Buttons

1. Label button to be programmed with name or other identifier.
2. Slide T/P switch to P.
3. Press button you labeled.
4. Dial ***24**.
5. Dial 3-digit **System Speed Dial code**.
6. Slide T/P switch to center.

To Use System Speed Dial

1. Lift handset, press **Speakerphone**, or use the headset.
2. Press programmed **System Speed Dial** button, or press programmed **Feature** button and dial 3-digit **System Speed Dial code**. See Note.

Call is placed automatically.

Note: Press # if you don't have a programmed **Feature** button.

Timer

Use the built-in timer to time calls, meetings, or breaks. When activated, the timer appears next to the date, counts to 59 minutes and 59 seconds, then resets to zero and continues counting.

Must have display console.

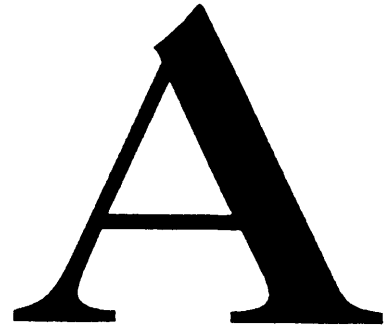
To Use the Timer on BIS-22D and BIS-34D Consoles

1. Press **Time/Timer**.
2. Press **Start** to reset timer.
The timer is reset to 00:00 and starts counting.
3. When finished timing, press **Stop**.
The timer stops counting.
4. Press **Time/Timer** to return to call handling.

To Use the Timer on MERLIN II System Display Consoles

1. Press **Clock Functions** button.
2. Select **Timer** from display.
3. Select **Start** from display.
4. Select **Reset** from display to reset timer.
Timer is reset to 00:00 and starts counting.
5. Select **Stop** from display to stop timer.
6. Select **Exit** from display.
7. Press **Clock Functions** button to return to call handling.

Programming Special Characters



When you program Auto Dial buttons, you are storing a sequence of numbers to be dialed automatically. Some sequences need special characters—for example, press **##** to signal the end of a dialing sequence, or press **Hold** to insert pauses after a dial-out code.

The chart beginning on the next page provides a description of special characters.

Ask your system manager which special characters are needed and when to use them.

Note: The column labeled "You See" applies to display consoles only.

Press	You see	For	Description
Drop	s	Stop	Inserts a Stop within a sequence of automatically dialed numbers. For example, if you enter a credit card number, authorization code, or password that needs a response from the system, you insert a Stop to allow time for a response and then enter the next numbers in the sequence. Or, an outside Auto Dial button might be programmed with a password, then a Stop, followed by a phone number. To use Auto Dial with a Stop in the sequence: press the button to dial the password, listen for the dialing and connection, and press the button again to dial the phone number.

Press	You see	For	Description
Confer- ence	f	Flash	Sends a switchhook flash needed for some custom calling features. The flash must be the first entry in the sequence of programmed numbers.
Hold	p	Pause	Inserts a brief pause (1.5 seconds) to allow a computer to respond after a set of numbers has been dialed. For example, press Hold between programming a long-distance phone number and a calling card number. You can insert as many pauses as needed.

Press	You see	For	Description
##	##	End of Dialing	Speeds call processing by the system. Use at the end of a programmed sequence of numbers to indicate you have finished dialing or to separate one group of dialed digits from another.

Feature Codes

B

Feature codes are used to activate features that are not programmed on line buttons. To use a feature code, press the programmed **Feature** button and dial the code for the feature you want to use. If you don't have a programmed **Feature** button, press # instead. See Chapter 4 for instructions for programming a **Feature** button and using feature codes.

Not all features can be activated by a code. Some features, like Do Not Disturb, require programming onto a line button so the light next to the button can provide a visual reminder when the feature is in effect.

This appendix lists the features you can use with feature codes. The features **explained in this book** are checked (✓) For more on features you can use that are **not** explained in this book, see the *Analog Multiline Telephones User's Guide*.

Feature	Code
✓ Account Code Entry	82 + code
Callback—Selective	55
Call Waiting—pickup †	87
✓ Camp-On	57
✓ Extension Status Off (Operator)	760 + extension
✓ Extension Status 1	45
✓ Extension Status 1 (Operator)	761 + extension
✓ Extension Status 2	44
✓ Extension Status 2 (Operator)	762 + extension
Follow Me †	34 + extension
Forward	33 + extension or phone number
Forward and Follow Me cancel all †	*34*
cancel one †	*34 + extension
cancel from your phone	33 + your extension
Last Number Dial	84
Messaging	
cancel message †	*53 + extension
delete message	26
Leave Message	25
next message	28
return call	27
scroll	29
✓ Send/Remove message	38 + extension

† Feature **must** be activated with a feature code.

✓ Feature is explained in this book.

Feature	Code
✓ Paging	
✓ Loudspeaker Paging	9 + line + zone
Personal Speed Dial †	code (01-24)
Pickup	
group	88
inside	9 + extension
outside	9 + line
Privacy	
off	* 3 1
on	31
Reminder Service	
✓ cancel reminder	*81 + extension
✓ set reminder	81 + ext. + time + A or P
✓ System Speed Dial	code (600-729)

† Feature **must** be activated with a feature code.

✓ Feature is explained in this book.

Programming Codes

C

Use the programming codes in this appendix to program features onto unlabeled line buttons for one-touch feature use or to turn features on and off. You can use any unlabeled line button to program features. See Chapter 4 for instructions for programming features.

The following chart includes programmable features you and co-workers can use. The features **explained in this book** are checked (✓). For information on the features that are **not** explained in this book, see the *Analog Multiline Telephones User's Guide*.

Programming Codes

Feature	Code
✓ Account Code Entry	* 8 2
Auto Answer All †	* 7 5 4
Auto Dial	
✓ inside †	*22 + extension
✓ outside †	*21 + number
Callback	
automatic callback off ‡	* * 1 2
automatic callback on ‡	* 1 2
selective callback	* 5 5
Call Waiting	
off ‡	* * 1 1
on ‡	* 1 1
✓ Camp-On	* 5 7
Coverage	
group †	*42 + group
inside and outside ‡	* 4 8
off †	* 4 9
outside only †	* * 4 8
primary individual †	*40 + extension
secondary individual †	*41 + extension
Do Not Disturb †	* 4 7

✓ Feature is explained in this guide.

† Feature must be programmed on line button.

‡ Denotes features that setup how your phone works;
a programmed button is not needed to use them.

Feature	Code
✓ Extension Status Off (Operator)	* 7 6 0
✓ Extension Status 1 (Operator)	* 7 6 1
Extension Status 1	* 4 5
✓ Extension Status 2 (Operator)	* 7 6 2
Extension Status 2	* 4 4
✓ Feature button †	* 2 0
Forward	* 3 3
Last Number Dial	* 8 4
Messaging	
delete message	* 2 6
Leave Message	* 2 5
next message	* 2 8
✓ Posted Message †	* 7 5 1
return call	* 2 7
scroll	* 2 9
✓ Send/Remove message †	* 3 8
✓ Night Service †	* 3 9
Notify	
notify receive †	*758 + extension
notify send †	*757 + extension
Paging	
✓ group paging	*22 + group ext.
✓ Park	* 8 6
✓ Park zone	*22 + zone

✓ Feature is explained in this guide.

† Feature must be programmed on line button.

‡ Denotes features that setup how your phone works;
a programmed button is not needed to use them.

Feature	Code
Personalized Ring ‡	*32 + ring (1-8)
Personal Speed Dial	# + (01-24) + *21 + number
Pickup	
general pickup	* 9
group pickup	* 8 8
inside	*9 + extension
outside	*9 + line number
Privacy	* 3 1
Reminder Service	
✓ cancel reminder	* * 8 1
✓ missed reminder †	* 7 5 2
✓ next message	* 2 8
✓ set reminder	* 8 1
Ringing Options	
Abbreviated off ‡	* 3 4 2
Abbreviated on ‡	* 3 4 1
delayed all lines ‡	* 3 4 6
delayed one line ‡	* 3 6
immediate all lines ‡	* 3 4 7
immediate one line ‡	* 3 7
no ring all lines ‡	* 3 4 5
no ring one line ‡	* 3 5

✓ Feature is explained in this guide.

† Feature must be programmed on line button.

‡ Denotes features that setup how your phone works;
a programmed button is not needed to use them.

Feature	Code
Saved Number Dial †	* 8 5
Signaling †	*23 + extension
✓ System Speed Dial	*24 + code
Voice Announce	
off ‡	* * 1 0
on ‡	* 1 0

✓ Feature is explained in this guide.

† Feature must be programmed on line button.

‡ Denotes features that setup how your phone works;
a programmed button is not needed to use them.

System Specifics

D

Use the following list to verify that you have the codes and special instructions you need to use your console's features.

If several operators use the same console, your system manager should complete this list.

Account Code Entry

- ☐ No
☐ Yes, codes _____

- _____
☐ Required
☐ Optional

Calling Groups

- ☐ No
☐ Yes

DSS extensions

Shift 1 range _____ to _____
Shift 2 range _____ to _____
Shift 3 range _____ to _____

Extension Status

- ☐ No
☐ Yes

Loudspeaker Paging

- ☐ No
☐ Yes, code _____

Night Service

- ☐ No
☐ Yes

Automatic On/Off

- ☐ No
☐ Yes

Password

- ☐ No
☐ Yes, _____

Operator Alarm

- ☐ No
☐ Yes, report to _____

One-Touch Transfer

- ☐ No
☐ Yes

Automatic Completion

- ☐ No
☐ Yes

Park

- ☐ No
☐ Yes, codes _____

Posted Message

- ☐ No
☐ Yes

Reminder Service - Automatic Cancel

- ☐ No
☐ Yes, time of day _____

Send/Remove Message

- ☐ No
☐ Yes

Speakerphone Paging

- ☐ No
☐ Yes, extensions _____

System Speed Dial

- ☐ No
☐ Yes

Index/Glossary

A

account code

A code used by your company to associate incoming and outgoing calls with corresponding accounts, employees, projects, and clients.

4-5, 4-6, 4-7

Account Code Entry

A feature you use to enter account codes. **4-5**

Alarm

The button light that goes on to signal something is wrong with the system. **4-8**

Alarm Clock

A feature that sets a display phone to signal (beep) at a certain time to remind you of an appointment or meeting. **4-9**

analog multiline telephone

A style of phone that is compatible with the system and includes the BIS-10, BIS-22, BIS-22D, BIS-34, and BIS-34D phones, and the MERLIN II System Display Console with DSS. The BIS-10 and BIS-22 cannot be used as operator consoles. **1-4, 1-5, 1-6, 1-7, 1-8, 1-9**

announced transfer

A call that you announce to your co-worker before the call is transferred. **2-9, 2-11, 2-12**

answering machine

Equipment you can connect to your phone to record messages from callers and leave messages for callers when you are not available to answer the phone. **1-3**

Auto Dial

A feature you use to automatically dial an inside or outside number by pressing a programmed button. **2-2, 2-8, 4-11**

automatic completion

See *One-Touch Transfer*.

B

Barge-In

A feature you use to reach a co-worker who is on the phone or using Do Not Disturb. **2-2, 4-13**

BIS-22D, BIS-34, BIS-34D

Analog multiline phones with built-in speakerphones (BIS) that can be setup as direct-line consoles (DLC). **1-4, 1-5, 1-6**

C

Calendar

A feature you can set and reset to show the time, day, and date on your display and to show the time on messages you send to co-workers. **4-14**

Camp-On

A feature that holds a transferred call at a busy extension and puts the call through automatically when the extension is free.

2-2, 4-15

Clock Functions button

A button you use to set the alarm timer, date, and time on a MERLIN II System Display Console. **1-9**

Conference

A feature you use to set up a single call with up to four other people.

2-15

Conference Button

A button you press to set up a conference call. **1-7, 1-9, 2-15**

Contrast control

A dial you use to adjust the brightness (contrast) of the display on the MERLIN II System Display Console. **1-9**

D

dedicated feature buttons

The imprinted feature buttons on your console, for example, Transfer and Hold. **1-4 — 1-9**

dial-out code

A code (usually a 9) you must dial when using an SA (System Access) button to make an outside call. **1-11**

dialpad

The numbered buttons and the asterisk (*) and pound sign (#) on your console. **1-4 — 1-9**

direct-line console (DLC)

A console setup for operators on which outside lines are assigned to individual line buttons. **1-1**

Direct Station Selector (DSS)

An adjunct with buttons that you use to place calls to extensions and check their status. The DSS is built in to the MERLIN II System Display Console. **1-3, 1-9, 1-13**

Direct Station Selector (DSS) Buttons

The buttons on a MERLIN II System Display Console that you use to place calls to extensions and check their status. **1-3, 1-9, 1-13**

Display Buttons

Five buttons below the display on the MERLIN II System Display Console that you use to set clock functions. **1-9**

display screen

The area on your console where you view calling information and prompts for using features. **1-7 — 1-9, 1-20**

distinctive rings

Three different ways your console rings to identify an inside, outside, transferred, or returning call. **2-4**

Drop button

A button you use to disconnect a participant from a conference call or to cancel a Callback call. **1-7, 1-9**

E

Extension Status

A feature for businesses like hotels and health care facilities to show the status of occupied and unoccupied rooms and to restrict callers from making outside calls. **4-17**

F

fax machine

Equipment that can be connected to a console to produce an exact likeness of a document and send it instantaneously to similar equipment at another location. **1-3**

Feature button

A programmed button that you press to use features via their feature code. **4-1, 4-2, B-1**

feature code

A 1-, 2-, or 3-digit code you dial to use features. **4-1, 4-2, B-1**

Feature Finder

A table in this book that helps you find features by function even if you don't know them by name. **3-1**

H

handset

The hand-held part of the console that you pick up, talk into, and listen from. A handset is also called a “receiver.” **1-7 — 1-9**

headset

An ultralight earpiece and microphone for hands-free phone use. **1-3, 1-10, 2-5**

headset adapter

A device you plug into your console that enables you to receive calls through your headset. **1-10**

HFAI button

(Hands Free Answer on Intercom.) A button you press to set up your console so you can answer voice-announced calls without picking up the handset. (Not available on the MERLIN II System Display Console.) **1-7**

Hold button

A button you press to put a call on hold. **1-7, 1-9**

I

ICOM (Intercom) buttons

Three buttons you use to make only inside calls. **1-11, 1-12, 2-4**

ICOM Ring — used to make or receive inside ringing calls. **1-12**

ICOM Voice — used to make or receive voice-announced inside calls. **1-12**

ICOM Originate Only — used only to make inside calls. This button can be used for either voice-announced or ringing calls. **1-12**

inside calls

Calls to and from co-workers: **2-4, 2-7**

ringing — inside calls that ring. **2-7**

voice-announced — inside calls that do not ring but are heard over speakerphones instead. **2-7**

L

line buttons

The rows of buttons above and/or to the right of your dialpad, which you or your company can program with lines or features. **1-2, 1-7, 1-9**

Loudspeaker Paging

See *Paging*.

M

Manual Completion

See *One-Touch Transfer*.

MERLIN II System Display Console

An analog direct-line operator console with 34 line buttons, a built-in Direct Station Selector (DSS), and a display. **1-8**

Message button

A button you press to view messages on a display console and turn off the message light on a non-display console. **1-7, 1-9**

message light

A light that goes on when you have a fax or a voice-mail message. The message light also goes on when you have a message on your display from a co-worker. **1-7, 1-9, 1-18**

Message Status button

A button on the MERLIN II System Display Console that you press to see which users' phones have message lights on. **1-19, 4-21, 4-23**

Messaging

A feature you use to turn co-workers' message lights on and off and to send and cancel display messages to co-workers. You can also use Messaging to let co-workers with display phones know when you are unavailable. **4-20**

Mic button

A button on the BIS 22-D console that you press to mute your speakerphone so you can speak privately with someone in your office without your caller hearing you. **1-7**

Microphone button

A button on the BIS-34 and BIS 34-D that you press to mute your speakerphone so you can speak privately with someone in your office without your caller hearing you. **1-7**

missed reminder

A reminder call that goes unanswered or is sent to a busy extension. **4-34, 4-35, 4-37**

Missed Reminder button

A programmed button that you use to display a missed reminder message on your console that tells you the name, extension, and time of the missed reminder. **4-34, 4-35, 4-37**

modem

Equipment you can connect to your phone to convert digital data to analog data to send it over phone lines. The analog data is converted back to the original digital data by another modem at the other end of the line. **1-3**

N

Next Message

A programmed button that you use to view the next message or a missed reminder on your display. **4-35**

Night Service

A feature programmed by your company to provide coverage for calls received after business hours. **4-27**

O

One-Touch Transfer

A feature that puts a call on hold and transfers it to an extension. **2-9, 2-10**

One-Touch Transfer with automatic completion — A feature you use to automatically transfer a call to an inside phone by pressing an Auto Dial button or a DSS button. **2-9, 2-10**

One-Touch Transfer with manual completion — A feature you use to transfer a call to an inside phone by pressing an Auto Dial button or DSS button and then hanging up or pressing Transfer. **2-9, 2-11**

operator feature buttons

Buttons programmed for the operator features your company uses, including Night Service, Send/Remove Message, and Alarm. **1-12, 4-8, 4-22, 4-27**

outside call

A call to or from a phone outside the system. **2-4, 2-8**

P

Paging

A feature you use to broadcast announcements through your co-workers' speakerphones or over a loudspeaker system. **2-2, 4-29**

Loudspeaker Paging — A feature you use to broadcast announcements over a loudspeaker system. **4-29, 4-30**

Speakerphone Paging — A feature you use to broadcast announcements through your co-workers' speakerphones. You can use Speakerphone Paging with Page All to page all speakerphones and with Group Paging to page certain groups of speakerphones. **4-29, 4-30**

Park

A feature you use to put a call on hold so it can be picked up from any extension. **2-2, 4-32**

park zone

A specific extension where a call is parked. **4-32, 4-33**

Pool button

A line button you use to make and receive outside calls on SA (System Access) button consoles. The Pool button appears only on SA button consoles. **1-11**

Posted Message

A Messaging feature you use to post a message on co-workers' phones when you are unable to answer your console. **4-25**

programming code

A 1-, 2-, or 3-digit code, preceded by an asterisk (*), that you use to program features on your console. **4-2, C-1**

R

Recall button

A button you use to disconnect from one outside call and get a dial tone to dial another number without hanging up your handset or pressing the Speakerphone button. **1-7, 1-9**

Reminder Cancel button

A programmed button that you press to cancel previously set reminder times. **4-34, 4-35, 4-37**

Reminder Service

A feature you use to automatically ring your console or co-workers' phones at specific times. **4-34**

Reminder Set button

A programmed button that you press to set reminder times. **4-34, 4-35, 4-36**

Ringing Volume control

A sliding control used for adjusting the ringer's volume levels. **1-7, 1-9**

S

SA (System Access) buttons

Three buttons you use to make inside and outside calls. **1-11, 1-12, 2-13**

SA Ring — used to make and receive inside and outside calls. **1-12**

SA Voice — used to make voice-announced inside calls, receive inside voice-announced and ringing calls, and make and receive outside calls. **1-12**

SA Originate Only — used only to make inside and outside calls. **1-12**

Send/Remove Message

An operator feature you use to turn on the message lights on co-worker's phones to notify them of messages and to send and cancel display messages to co-workers. **2-2, 4-21**

Shift buttons

Buttons you press to access the three different “pages” of extensions programmable on the MERLIN II System Display Console DSS (Direct Station Selector) buttons. **1-9, 1-15, 1-16**

Speaker button

A button on the MERLIN II System Display Console that you press to listen to a call without lifting the handset. **1-9**

Speakerphone

A part of your BIS-22D, BIS-34, or BIS-34D console that combines a microphone and a speaker so you can make and receive calls without using the handset. **1-7**

Speakerphone button

A button on the BIS-34 and BIS-34D console that you press to talk on a call without lifting the handset. **1-7**

Speakerphone Paging

See *Paging*.

Speakerphone Volume Control

A control on BIS-22D, BIS-34, and BIS-34D consoles for adjusting the volume of the speaker. **1-7**

Speakerphone button

A button on the BIS-22D console that you press to talk on a call without lifting the handset. **1-7**

special character

A pause, stop, or end-of-dialing signal you need to include when you program some dialing sequences such as an Auto Dial button. **A-1**

system manager

A co-worker who helps plan and program the system and is responsible for managing it. **vii**

System Speed Dial

A feature you use to dial 3-digit codes programmed for outside numbers you and your co-workers call often. **2-2, 4-38**

System Speed Dial button

A button you program for one-touch dialing of a System Speed Dial code. **4-38**

T

Timekeeping buttons

Four buttons on the BIS-34D that you use for timekeeping functions on your display. **1-7**

Timer

A built-in mechanism for timing calls or other events on your console. **4-39**

T/P Switch

A switch you use to test and program your console. **1-7, 1-9**

Transfer

A feature you use to send calls to inside and outside phones. **2-9 — 2-13**

Transfer button

A button you press to transfer calls to other phones. **1-7, 1-9**

V

Volume control

A sliding control on the MERLIN II System Display Console used for controlling the volume of the ring and the speaker. **1-9**

W

WATS (wide area telephone service)

A service that allows you to make calls to or from certain areas for a flat-rate charge based on expected usage. **1-11**

555-610-131

Graphics © AT&T 1988

