



MERLIN LEGEND™

Communications System

Release 2.0

MLX Direct-Line Consoles Quick Reference

System Speed Dial		Account Codes	
List Most Often Used Codes		List Most Often Used Codes	
Name	Code	Name	Code
1.		1.	
2.		2.	
3.		3.	
4.		4.	
5.		5.	
6.		6.	
7.		7.	
8.		8.	
9.		9.	
10.		10.	
11.		11.	
12.		12.	
13.		13.	
14.		14.	
15.		15.	
16.		16.	
17.		17.	

Posted Messages			
1. Do Not Disturb	6.	11.	16.
2.	7.	12.	17.
3.	8.	13.	18.
4.	9.	14.	19.
5.	10.	15.	20.

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TELEPHONE

Dedicated Feature Buttons

Feature	Press to display feature screen or to activate features.
HFAI	Press to answer voice-announced calls.
Mute	Press to turn speakerphone MIC on/off.
Transfer	Press to send call to another phone.
Speaker	Press to turn speakerphone on/off.
Conf	Press to add a person to a conference.
Drop	Press to disconnect person from conference call.
Hold	Press to put call on hold.

Display Buttons

Home	Press to display the Home screen,
Inspct	Press to display call information or press programmed button to see what feature is programmed.
Menu	Press for extension programming or features available only from the display.
More	Press to display more information. The > displays by the More button when more information exists. Press More to advance through additional menus, when necessary (for example, when selecting features).

< Soft Button>

These buttons are associated with display labels. Button assignments change depending on display.

Line Buttons

Telephones with SA buttons

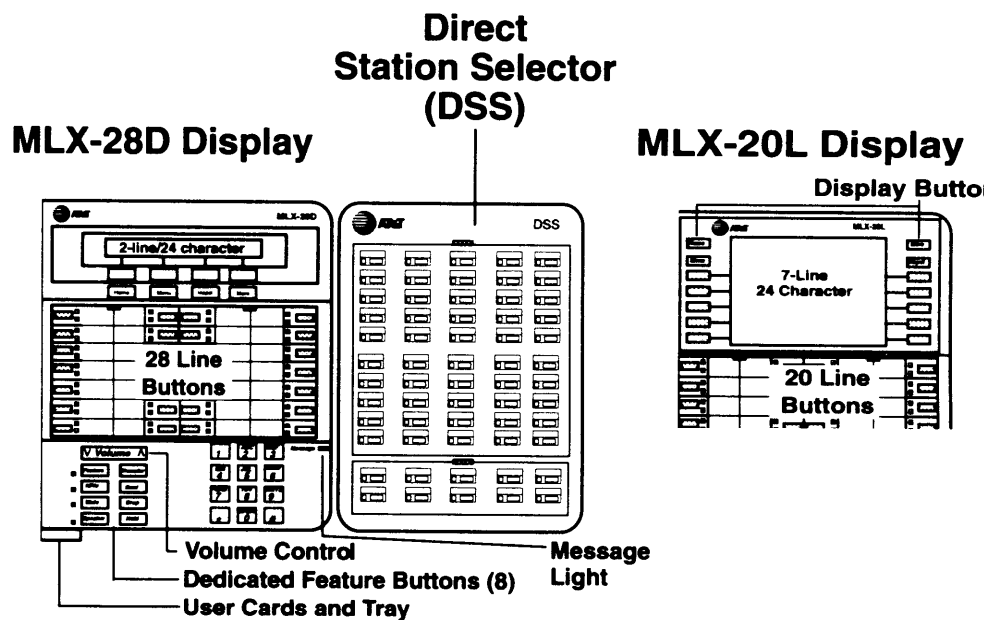
SA Ring	Use to make inside/outside calls (Co-workers hear ringing when called).
SA Voice	Use to make and receive outside calls, receive ringing and voice-announced calls, make inside voice-announced calls. (Co-workers hear your voice over the speakerphone.)
SA Orig	Use only to make calls.

Telephones with ICOM Buttons

ICOM Ring	Use to make inside calls and receive inside ringing and voice-announced calls.
ICOM Voice	Use to make inside voice-announced and receive inside ringing and voice-announced calls.
ICOM Orig	Use only to make calls.

Direct Station Selector Buttons

DSS Buttons	Use to place or direct calls with one-touch dialing. Each DSS button can represent three numbers. The number represented by the DSS button depends on the page selected.
Fixed Page Buttons	Use to reach the various phone number assigned to your DSS. Page refers to the range of numbers on the DSS, for example. Page 1 represents the 100 range, Page 2 represents the 700 range, and Page 3 represents the 800 range.
Fixed Message Status Button	Use with Page buttons to check the status of co-workers' message lights.



CALL HANDLING

Line Button Lights

Light	Meaning
Steady red	Connect to this line when you lift handset
Steady green	Line is in use, or button's feature is in use
Steady red and green	You are using this line.
Flashing green	Call on this line is incoming
Fast flashing green	Call on this line is on hold,
Slow flashing green	Co-worker put call on this line on hold,

DSS Button Lights

Light	Meaning
<i>off</i>	
• Extensions	Co-worker not on the phone and not using Do Not Disturb.
• Pool	At least one line in the pool is available.
• Line	This line is available.
• Group Page and Page All	These features are not in use.
<i>Steady</i>	
• Extensions	Co-worker on the phone or using Do Not Disturb.
• Pool	All lines in the pool are busy.
• Line	This line is in use.
• Group Page and Page All	These features are in use.
<i>Fast Flashing</i>	
• Extensions	This co-worker is calling you.
<i>Slow Flashing</i>	
• Extensions	A transferred call is returning to you.

Rings

Ring . . .	You see . . .	Display shows . . .	Call Type
1 ring	Green flashing light beside SA or ICOM / fast flashing light beside DSS button	Caller's extension number or name Inside	Inside call
2 rings	Green flashing light beside line button	Call information or blank screen	Outside call
3 rings	Green flashing light beside line button/slow flashing light beside DSS button during transfer	Tfr Ret + extension number or name	Inside call
Caller's voice	Green steady light next to SA or ICOM and steady light beside DSS button	Caller's extension number or name	Inside call

Conference

Conference can have up to three inside participants, including yourself, and up to two outside participants.

1. Dial the first number or extension.
 2. Press **Conf**.
 3. Select line button, if not selected.
 4. Dial next number or extension,
 5. Announce call and press **Conf**.
 6. Repeat Steps 2-5 for each outside participant.
 7. To end conference, hang up.
- Press **Drop** and line button to drop last participant added.
 - Press **Hold** to leave a conference temporarily.
 - Press any participant's line button to rejoin conference.

Answering/Making Calls

To answer a call:

- Use the headset, lift handset, press **Speaker**.
- For voice-announced only: Press the **Mute** button to talk over your speaker-phone.
- Use **HFAI**. **HFAI** must be on before the call comes in to talk directly into speaker-phone.

To make a call:

1. Press **ICOM** or **SA** button.
2. Lift handset, press **Speaker**, or use the headset.
3. Press DSS, or **Auto Dial** for the extension, or dial extension.

To make outside calls for co-workers:

1. Press an available line button.
2. Lift handset, press **Speaker**, or use the headset.
3. Dial phone number or press programmed outside **Auto Dial** button.
4. Announce the call.
5. Press **Transfer**.
6. Press DSS or **Auto Dial** button for co-worker's extension, or dial extension.
7. When the co-worker answers, announce the call.
8. Hang up.

FEATURES & PROGRAMMING

Transfer

For inside transfer:

1. One-touch transfer:
 - With automatic completion: press DSS or **Auto Dial** button.
 - With manual completion:
 - a. Press DSS or **Auto Dial** button.
 - b. Announce the call.
 - c. Hang up.
2. Without one-touch transfer:
 1. Press **Transfer**.
 2. Press extension, DSS, or **Auto Dial** button.
 3. Hang up or press **Speaker**.

If co-worker unavailable:

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

For outside transfer:

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

To use camp-on:

1. Press **Camp-On** or press **Feature** and select *Camp On* [Camp].

Accessing Features

Some features are available only from the display while others are accessed by pressing a programmed button or dialing a feature code. Check the following table for feature availability. Then use the appropriate access method:

- Select feature from Menu display:
 1. Press **Feature** or **Menu** button.
 2. If necessary to find feature, press **More**.
 3. Select feature.
- Dial a feature code:
 - a. Press **Feature**.
 - b. Dial the feature code.
- Press programmed button, if available.

From Menu

Alarm Clock	Messages
Directory	Delete Message
Extension	Next Message
Personal	Return Call
System	Posted Message
Messages	Timer

FEATURE CODES

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	✱ 34 ✱
cancel ant	✱ 34 + extension
cancel one †	33 + your extension
cancel from your phone	84
Last Number Dial	
Language ††	790
English	791
French	792
Spanish	
Messaging	✱ 53 + extension
cancel message †	26
delete message	25
leave message	28
next message	38 + extension
Send/Remove message	
Paging	9 + line + zone
Loudspeaker Paging	code (01 - 24)
Personal Speed Dial	
Pickup	88
group	9 + extension
inside	9 + line
outside	
Privacy	✱ 31
off	31
on	
Reminder Service	✱ 81 + extension
cancel reminder	81 + ext. + time +
set reminder	A or P
System Speed Dial	code (600-729)

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

†† For time functions, English operates on 12-hour clock (A or P), French and Spanish operate on a 24-hour clock.

FEATURES & PROGRAMMING

Programming Features and Buttons

Features that set up how your phone works are not programmed onto a line button and are flagged with a ‡ in the Programming Codes Table. Set these features using Steps 2-4 and 6-9 of the procedure for programming from the display. Features that must be programmed onto a line button are flagged by a ♦. Use all steps of the procedure for programming from the display to program these buttons.

To program features from the display:

1. Label a button.
2. Press **Menu** (on 2-line display, press **More**).
3. Select *Ext Program (Prog)*.
4. Select *Start*.
5. Press button to be programmed.
6. Select *ListFeature [List]*.
7. If necessary to find feature, press **More** or *FindFeature [Find]* and feature's first letter, then select feature.
8. Respond to prompts if necessary, then select *Enter*.
9. Press **Home**.

To program features using feature button:

1. Label button.
2. Press **Feature** and dial **00**.
3. Press button to be programmed.
4. Dial programming code. (See Programming Codes Table.)
5. Respond to display prompts, if necessary, then select *Enter*.
6. Press **Feature** and dial * **00**.

PROGRAMMING CODES					
Feature	Code	2-Line Display Abbvrs.	Feature	Code	2-Line Display Abbvrs.
Account Code Entry	* 82	<i>Acct</i>	Night Service ♦	* 39	<i>Night</i>
Auto Dial		<i>AutoD</i>	Notify		<i>Ntfy</i>
inside ♦	* 22 + extension		notify receive ♦	* 758 + extension	<i>Recv</i>
outside ♦	* 21 + number	<i>Out</i>	notify send ♦	* 757 + extension	<i>Send</i>
Callback			Paging		
automatic callback off‡	* 12	<i>CbdkA</i>	group paging	* 22 + group ext.	<i>GrpPg</i>
automatic callback on‡	* 12	<i>CbckA</i>	Park	* 86	<i>Park</i>
selective callback	* 55	<i>CbckS</i>	park zone	* 22 + zone	
Call Waiting		<i>CWait</i>	Personalized Ring‡	* 32 + ring (18)	
off‡	* 11		Personal Speed Dial	# +(01-24) + * 21	<i>PSpdl</i>
on‡	* 11			+ number	
Camp-On	* 57	<i>Camp</i>	Pickup		<i>Pkup</i>
Coverage		<i>Cover</i>	general	* 9	<i>Genrl</i>
coverage vms off ♦	* 46	<i>CvVms</i>	group	* 88	<i>PkupG</i>
group coverage ♦	* 42 + group	<i>Group</i>	inside‡	* 9 + extension	<i>Ext</i>
inside and outside‡	* 48	<i>CvIns</i>	outside‡	* 9 + line number	<i>Line</i>
off ♦	* 49	<i>Cvoff</i>	Privacy	* 31	<i>Prvcy</i>
outside only‡	* 48		Recall	* 775	<i>Recll</i>
primary individual			Reminder Service		<i>Rmind</i>
coverage ♦	* 40 + extension	<i>Prmry</i>	cancel reminder	* 81	<i>Cancl</i>
secondary individual			missed reminder ♦	* 752	
coverage ♦	* 41 + extension	<i>Secnd</i>	set reminder	* 81	<i>Set</i>
Do No Disturb ♦	* 47		Ringing Options		<i>RngOp</i>
Extension Status Off (Operator)	* 760	<i>ESOff</i>	abbreviated off‡	* 342	<i>Abbrv</i>
Extension Status 1 (Operator)	* 761	<i>ES1</i>	abbreviated on‡	* 341	<i>Abbrv</i>
Extension Status 1	* 45		delayed all lines‡	* 346	<i>Delay</i>
Extension Status 2 (Operator)	* 762	<i>ES2</i>	delayed one line‡	* 36	<i>De/ay</i>
Extension Status 2	* 44		immediate all lines‡	* 347	<i>Immed</i>
Forward	* 33	<i>Forwd</i>	immediate one line‡	* 37	<i>Immed</i>
Headset Features		<i>Hdset</i>	no ring all lines‡	* 345	<i>No</i>
Headset Auto Answer ♦	* 780	<i>Auto</i>	no ring one line‡	* 35	<i>No</i>
Headset/Handset Mute ♦	* 783	<i>Mute</i>	Saved Number Dial ♦	* 85	<i>Save#</i>
Headset Status ♦	* 782	<i>Stat</i>	Signaling ♦	* 23 + extension	<i>Sign/</i>
Last Number Dial	* 84	<i>Last#</i>	System Speed Dial	* 24 + code	<i>SpdDI</i>
Messaging			Voice Announce		<i>Voice</i>
leave message	* 25	<i>LvMsg</i>	off+	* 10	
posted message	* 751	<i>Post</i>	on‡	* 10	
send/remove message	* 38	<i>SdMsg</i>			

No Diamond means the feature can also accessed from a feature code. ‡ Denotes features that set up how your phone works; they are not used by pressing a programmed button.
 ♦ Denotes features that must be programmed onto a line button.

MESSAGING

HEADSET FEATURES

Leave Messages

To leave message on display phones:

1. Place a call.
2. Press **Feature**.
3. Dial **25**.

To cancel a message left on a display phone, use the **Send/Remove Message** button.

Send/Remove Messages

Use Send/Remove Message to turn on a message light for co-workers with non-display phones or those without voice mail.

If a message light is already on, using the **Send/Remove Message** button turns off the light (and cancels the operator message left on a display phone).

Use a **Message Status** button to check the status of a co-worker's message light.

To program a **Send/Remove Message** button:

1. Label a button.
2. Press **Menu**.
3. Select *Ext Program [Prog]*.
4. Select *Start*.
5. Press labeled button.
6. Select *ListFeature [List]*.
7. Select *Send/RmvMsg [SdMsg]*.
8. Press **Home**.

To use **Send/Remove Message** with DSS:

1. Press **Message Status** button.
2. Check red light next to DSS button for the extension.
 - To leave message light unaffected, press **Message Status** button.
 - To turn message light on or off, press **Send/Remove Message** button, or press **Feature** and dial **38** and press DSS button for the extension. Press **Message Status** to return to call handling.

To use **Send/Remove Message** with **Auto Dial**:

1. Check the red light next to the **Auto Dial** button for the extension.
2. To turn message light on or off, press **Send/Remove Message** button, or press **Feature** and dial **38** and press **Auto Dial** button for the extension.

To use **Send/Remove Message** without a DSS or **Auto Dial**:

1. Press **Send/Remove Message** button, or press **Feature** and dial **38**.
2. Dial extension.

Post Messages

1. Press **Menu**.
2. Select *Posted Msg[Post]*.
3. Select message to post (or press **More**).
4. Select *Post*.
5. Press **Home**.

Cancel Posted Message

1. Press **Menu**.
2. Select *Posted Msg[Post]*.
3. Select *Cancel[Cancel]*.
4. Press **Home**.

The following feature buttons can be programmed on your MLX telephone if you are using a headset:

- **Headset Status** to turn the headset on and off if using both headset and handset.
- **Headset Hang Up** to disconnect calls. (This button must be programmed by your system manager.)
- **Headset Auto Answer** to deliver calls to the headset automatically; eliminates need to press line buttons to answer calls.
- **Headset/Handset Mute** to temporarily turn off the microphone in your headset or handset so your voice is not heard by caller.

To turn headset off during a call on MLX telephones:

- **Headset/Handset Mute**. Press once. Press again to resume.
- **Speaker**. Press once. Call transfers from headset to speakerphone. Press again to return the call to the headset.

To use headset feature buttons on MLX telephones:

1. Unplug headset.
2. Plug headset into console.
3. Press programmed **Headset Status** button to change from handset to headset.
4. Press line button to answer calls or press programmed **Headset Auto Answer** button to activate automatic call delivery. Begin talking when you hear the tone.
5. Press programmed **Headset Hang Up** button to disconnect a call (even if outside caller hangs up).

OFTEN USED FEATURES

Camp-On

To program:

See **Programming Buttons**.

To use:

1. With manual dial:
 - Press **Transfer**.
 - Dial extension.
2. With one-touch transfer with manual completion:
 - While on call, press DSS or **Auto Dial** button for the extension.
3. Press **Feature** and select *CampOn[Camp]* or dial **57**, or press programmed button.
4. Hang up.

Last Number Dial

To program:

See **Programming Buttons**.

To use:

1. Press same type of button used to place the first call (for example, **ICOM** or **SA**).
2. Press programmed button or **Feature** and select *LastNumDial[Last#]*, or press **Feature** and dial **84**.

Saved Number Dial

To program:

See **Programming Buttons**.

To use:

1. Press programmed button before hanging up.
2. To redial call, press same type of button used to place the call (for example, **ICOM** or **SA**).
3. Press programmed button to redial.

Paging

To program speakerphone paging:

1. Label button to be programmed as *Group Page-(name)* or *Page-All*.
2. Press **Menu**.
3. Select *Ext Program[Prog]*.
4. Select *Start*.
5. Press button to be programmed.
6. Select *ListFeature[List]*.
7. Select *GroupPage[GrpPg]*.
8. Dial Group Page or Page All extension.
9. Select *Enter*.
10. Press **Home**.

To use speakerphone paging:

1. Press any **ICOM** or **SA** button.
2. Lift handset.
3. Press programmed button.
4. Make announcement.

To use loudspeaker paging from display:

1. Press any **ICOM** or **SA** button.
2. Lift handset.
3. Press **Feature**.
4. Select *Loudspkr Pg[LdsPg]*.
5. Dial code for company-defined zone, if necessary.
6. Make announcement.

To use Loudspeaker Page button:

1. Lift handset.
2. Press **Loudspeaker Page** button.
3. Dial code for company-defined zone, if necessary.
4. Make announcement.

Park

To program:

See **Programming Buttons**.

To use park and paging:

1. Park the call.

At your extension:

 - Press programmed **Park** button.
 - Press **Transfer**, dial your extension, and press **Transfer** again.
 - Press **Feature** and select *Park*.

At a Park Zone:

- Press programmed **Park (zone)** button.
 - Press **Transfer**, dial Park Zone extension, and press **Transfer** again.
 - Press DSS button for the Park Zone. If manual completion is programmed, hang up.
2. Set up page.
 - *For Speakerphone Page:* press DSS button, or press programmed **Group Page-(name)** or **Page All** button, or dial Group Page or Page All number.
 - *For Loudspeaker Page:* press programmed **Loudspeaker Page** button or press **Feature** and select *LoudspkrPg[LdsPg]*. If necessary, dial the code for the Page Zone.
 3. Announce call and extension where call is parked.

Night Service

To program:

See **Programming Buttons**.

To use:

1. Press programmed button.
2. Dial password, if required. You have 60 seconds to respond.

OFTEN USED FEATURES

Auto Dialing

To program:

1. Label a button.
2. Press **Menu**.
3. Select *Ext Program [Prog]*.
4. Select *Start*.
5. Press button to be programmed.
6. Select *ListFeature [List]*.
7. Select *AutoDial [AutoD]*.
8. Select *Inside [In]* or *Outside [Out]*.
9. Select *Enter*.
10. Dial extension or outside number (Including complete dialing sequence). See Special Characters Table.
11. Repeat Steps 5-11 to program additional numbers.
12. Press **Home**.

To use **Auto Dial** button for ringing calls:

- Press programmed Auto Dial button.

To use inside **Auto Dial** button for voice announced calls:

1. Press **ICOM Voice** or **SA Voice**.
2. Press programmed **Auto Dial** button.
3. Begin talking after the beep.

System Speed Dial

To program system speed dial:

1. Label a button.
2. Press **Menu**.
3. Select *Ext Program[Prog]*.
4. Select *Start*.
5. Press button to be programmed.
6. Select *ListFeature[List]*.
7. Select *SysSpeedDI[SpdD]*.
8. Dial the company-supplied 3-digit code.
9. Press **Home**.

To use system speed dial:

- Press programmed button, or press **Feature** and dial 3-digit company-supplied code.

Reminder

Use the **Reminder** service to automatically place ringing calls to phones in the system at preset times.

To program:

See **Programming Buttons**.

To set a reminder:

1. Press **Reminder Set** button or press **Feature** and dial **81**.
2. Press DSS or **Auto Dial** button for the extension,
3. Dial a four-digit time from 0100 to 1259.
4. Dial 2 (**A**) for a.m. or 7 (**P**) for p.m.
5. Repeat Steps 2-4 for each additional phone.
6. Hang up.

To read reminder messages on a display:

1. Press **Reminder Set** button or press **Feature** and dial **81**.
2. Press DSS or **Auto Dial** button for the extension, or dial the extension.
3. Displays appear as follows:
 - Answered reminder call:
extension: A time AM/PM
 - Missed reminder call:
extension: X time AM/PM
 - Reminder set:
extension: time AM/PM
4. Hang up.

To cancel, set and answered reminders:

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

Special Characters Table

Features that dial numbers automatically may need special characters to allow for correct dialing or system response,

Press...	See...	Means...
Drop	s	Stop. Halts dialing sequence to allow for system response,
Hold	p	Pause, Inserts 1.5 sec. pause in auto dialing. More than one consecutive pause allowed.
Conf	f	Flash. Sends switchhook flash.
##	#	<i>Extension Programming only.</i> End of Dialing. Completes dialing sequence or use to separate grouped digits.
#	#	End of Dialing, Completes dialing sequence or use to separate grouped digits.

Directory

For information and usage, see *MERLIN LEGEND™ Communications System Release 2.0* *MLX- 10D™, MLX-28D™, and MLX-20L™ Display Telephones Quick Reference.*