



MERLIN LEGEND™
Communications System
Release 2.0

MLX Queued Call Console Quick Reference

System Speed Dial

List Most Often Used Codes

Name	Code
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
17.	

Account Codes

List Most Often Used Codes

Name	Code
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
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.

TELEPHONE

Dedicated Feature Buttons

Feature	Press to view the Feature screen and to select features.
HFAI	(Hands Free Answer on Intercom) is not used on a QCC.
Mute	Press to turn speaker-phone microphone on/off.
Transfer	Press to direct calls to other users. Using the Start button rather than the Transfer button is recommended.
Speaker	Press to turn speaker-phone on/off.
Conf	Press to setup multiple-party calls.
Drop	Press to disconnect last person added on a conference call.
Hold	Press to put call on hold.

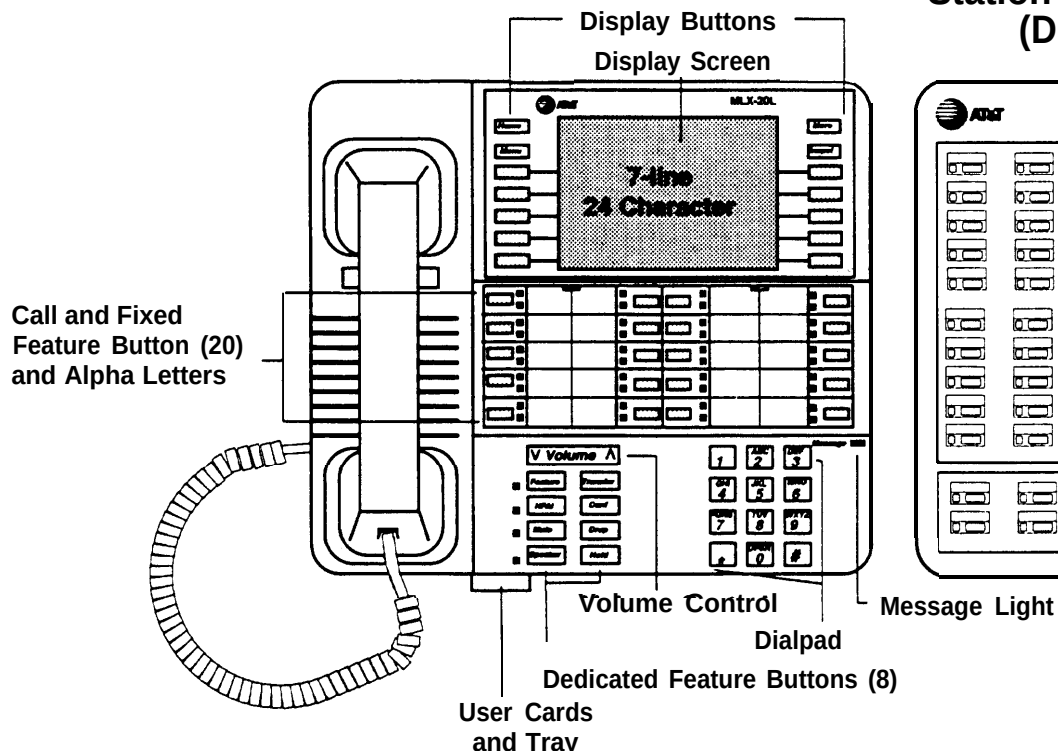
Direct Station Selector

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 numbers 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.

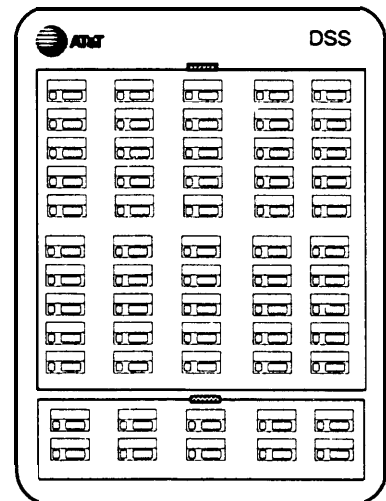
Display Buttons

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.

MLX-20L Display



Direct Station Selector (DSS)



MESSAGING

Leave/Send Messages

You can send a message either using Leave Message on your display or **Send/Remove Message** button on your console.

To use leave message:

1. Place a call to an extension.
2. Select *Leave Msg* from Home screen.
3. Read status of message.

Send/Remove Messages

Use Send/Remove Message to turn on a message light for co-workers with nondisplay 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 use **Send/Remove Message** button:

1. Press programmed **Send/Remove Message** button from the Home screen.
2. Dial extension.

To send messages using DSS:

1. Press **Message Status** button on the DSS.
2. Check the light next to the DSS button for extension.
3. If light is red:
 - Press the **Message Status** button to return to call handling.
4. If light is green:
 - Press the **Send/Remove Message** button.
 - Press the DSS button.
 - Press the **Message Status** button to return to call handling.

To turn message lights off on DSS:

1. Press **Message Status** button on the DSS.
2. Check the light next to the DSS button for the extension.
3. If the red light is on:
 - Press **Send/Remove Message** button.
 - Press DSS button.

To respond to messages from co-workers:

1. Press **Menu**.
2. Select *Messages*.
3. Respond to the message:
 - Select *Return Call* to return call.
 - Select *Delete Msg* to delete message.
 - Select *Next Msg* to see next message.

Post Messages

1. Press **Menu**.
2. Select *Posted Msg*.
3. Press the soft button next to the message you want to post.
4. Select *Post*.
5. Press **Home**.

Cancel Posted Message

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

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.

CALL HANDLING

DSS Button Lights

Light	Meaning
<i>Off</i>	
•Extensions	Telephone is not in use and Do Not Disturb is not activated.
•Pool	At least one trunk in the pool is available.
•Trunk	Trunk is available.
•Park Zone	Park Zone is not in use.
•Group Page and Page All	These features are not in use.
•Calling Group	The number of calls in the calling group queue is less than the number your system manager programmed.
<i>Steady</i>	
•Extensions	This co-worker is on the phone or using Do Not Disturb, the handset is lifted, or the speakerphone is on.
•Pool	All trunks in the pool are busy.
•Trunk	This trunk is in use.
•Park Zone	A call is parked on this button.
•Group Page and Page All	This feature is in use.
•Calling Group	The number of calls in the calling group queue is equal to or more than the number your system manager programmed.
<i>Fast Flashing</i>	
•Extensions	This co-worker is calling you, or a parked call, or a call you put on hold is returning to you.
•Trunk	A directed, parked, or held call on this trunk is returning to you.
<i>Slow Flashing</i>	
•Extensions	A call you directed to this extension is returning to you.
•Trunk	A call is ringing on this trunk at your console or somewhere else in the system.

Answering calls

1. Press call button.
2. Lift the handset, press **Speaker**, or use headset.

Making Calls

1. Lift the handset, press **Speaker**, or use the handset.
2. *For inside calls:*
Press the DSS button or dial the extension.
For outside calls:
Dial the dial-out code, or pool access code and the phone number.

Line Button Lights

Light	Meaning
<i>Steady red</i>	
Call button	You are automatically connected to this call button when you lift the handset or press Speaker .
Alarm buttons	Something is wrong with the system.
Headset/Mute button	The Headset/Handset Mute feature is on.
<i>Steady green</i>	
Fixed feature button	The feature on this button is active.
<i>Steady red and green</i>	
Call button	You are on this call button.
<i>Flashing green</i>	
Call button	An incoming call is on this button.
Night Service button	You must enter the password to turn Night Service on/off.
<i>Fast flashing green</i>	
Call Source, Destination buttons	You put a call on hold on this button.

Conference

Using **Join**:

(Up to three participants, including yourself.)

1. Press **Start**.
2. Dial number, extension or press DSS.
3. Press **Join**.
4. Press **Release** to drop out of the 3-way conference, leaving 2-way conference.
5. Press **Forced Release** to end conference.

Using **Conf**:

(Up to five participants, including yourself.)

1. Press DSS or dial first extension or number.
2. Press **Conf**.
3. Press call button.
4. Dial next extension, press DSS, or dial number.
5. Announce call, press **Conf**.
6. Repeat Steps 2-5 for each person.

To drop or leave:

- Press **Drop** and call button for conference to drop last person.
- Press **Hold** to leave 4- or 5-way conference.
- Press call button to rejoin conference.
- Press **Forced Release** to end conference.

Hold

For call buttons:

- Press **Hold**.

FEATURES

Directing Calls (Transfer)

For announced calls
with/without DSS:

1. Press **Start**.
Caller is put on hold at **Source** button.
2. Dial extension or number
(If busy, see "Camp-On"
below).
3. Announce call:
 - Use **Source** to return to caller.
 - Use **Destination** to return to called person if you used **Source** button.
 - Use **Cancel** to cancel your call and return to original caller.
 - Use **Join** for 3-way conference.
4. Press **Release**, or hang up to complete the transfer or **Forced Release** to disconnect all parties.

For unannounced calls:

- With DSS and automatic completion:
 - Press DSS.
- With DSS and manual completion:
 1. Press DSS.
 2. Press **Release**.
- Without DSS:
 1. Press **Start**.
 2. Dial extension.
 3. Press **Release**.

Selecting Features

Two ways to select features:

1. Select feature from display:
 - a. Press **Home** or **Menu** to display Home or Menu screen or **Feature** button to display Feature screen.
 - b. Press unlabeled display button next to feature abbreviation.
2. Press fixed feature button.

Following table shows features available from Home, Feature and Menu screens and associated display abbreviations.

Feature	Button	Display Abbreviation
Account Code	Feature, Home	<i>Account Code</i>
Alarm Clock	Menu	<i>Alarm Clock</i>
Barge In	Feature	<i>Barge In</i>
Camp On	Feature, Home	<i>Camp On</i>
Cancel Follow Me	Feature	<i>CancelFollow</i>
Directory	Home, Menu	<i>Directory</i>
Extension Directory	Menu	<i>Ext Dir</i>
Personal Directory	Home, Menu	<i>Personal Dir</i>
System Directory	Menu	<i>System Dir</i>
Follow Me	Feature	<i>FollowMe</i>
Group Pickup	Feature, Home	<i>Pickup Grp</i>
Individual Pickup	Feature, Home	<i>Pickup</i>
Messages	Menu	<i>Messages</i>
Delete Message	—	<i>Delete Msg</i>
Next Message	—	<i>Next Msg</i>
Return Call	—	<i>Return Call</i>
Messaging		
Leave Message	Feature, Home	<i>Leave Msg</i>
Loudspeaker Paging	Feature, Home	<i>Loudspkr Pg</i>
Pickup	Feature, Home	<i>Pickup</i>
Posted Message	Menu	<i>Posted Msg</i>
Timer	Menu	<i>Timer</i>

Camp-On

Select *CampOn* from the Home screen to queue a directed call to an extension. The extension will ring after it becomes available (for example, no longer busy).

DIRECTORY

Personal Directory

Stores up to 50 entries.

To enter a listing:

1. Press **Menu**.
2. Select *Directory*.
3. Select *Personal Dir.*
4. Select *Enter New*.
5. Type name, up to 11 char. (A-F are shown on display; G-Z letters are shown under the faceplate).
6. Enter Punctuation, if needed, by selecting *Punctuation*, select characters, then select *Punctuation* again.
7. Select *Enter*.
8. Use dialpad to type number.
9. Select *Enter*.
10. Respond to number display prompt, then select *Enter*.
11. Press **Home**.

To assign listings to Home screen:

1. Press **Menu**.
2. Select *Directory*.
3. Select *Personal Dir.*
4. Select *Put On Home*.
5. Select range of letters.
6. Select entry to display in directory.
7. Select Home screen location.
8. Select *Again* for another entry.
9. Press **Home**.

To dial listing on Home screen:

1. Press **Home**.
2. Select *Directory*.
3. Press appropriate button.
4. Select listing to dial a number.
5. Speed dial the call.

To dial listing not on Home screen:

1. Press **Home**.
2. Select *Directory*.
3. Select *Next Page* twice.
4. Press button next to letter range. You may want to verify listing:
 - A. Select *Show number*.
 - B. Select listing (both name and number are displayed).
 - C. Select *Show number* again to exit.
5. Press appropriate line button.
6. Press appropriate button to dial number.

To delete listings:

1. Press **Menu**.
2. Select *Directory*.
3. Select *Personal Dir.*
4. Select *Delete Entry*.
5. Select range of letters.
6. Select entry to be deleted.
7. Select *Delete* to delete entry (Cancel exits without change.)
8. Press **Home**.

To change personal directory listings:

1. Press **Menu**.
2. Select *Directory*.
3. Select *Personal Dir.*
4. Select *Edit Dir.*
5. Select range of letters.
6. Select entry to be changed.

Extension and System Directory

Verify with your system manager that these directories were programmed by your company. If not, System Speed Dial entries may be available.

1. Press **Menu**.
2. Select *Directory*.
3. Select *Ext Dir* for extension directory or *Sys Dir* for system directory.
4. Select appropriate range of letters. (If no entries are available, you hear a beep.)

To view or select other entries within the selected letter range:

 - Select *Prev Page* for previous page.
 - Select *Next Page* for next page.

You may want to verify listing:

- a. Press button next to letter range.
- b. Select *Show number*.
- c. Select listing (both name and number are displayed).
- d. Select *Show number* again to exit.

5. Press button next to name to dial number.

7. Choose item to be changed:

Replace Name changes name, *Replace Num* changes number, *Replace Tag* displays/conceals number on/from display, *Exit* cancels changes.

8. Enter new information, press *Enter*.
9. Select *Exit*.
10. Press **Home**.

TELEPHONE

Call Buttons

Use call buttons (labeled 1-5) to make and receive inside and outside calls.

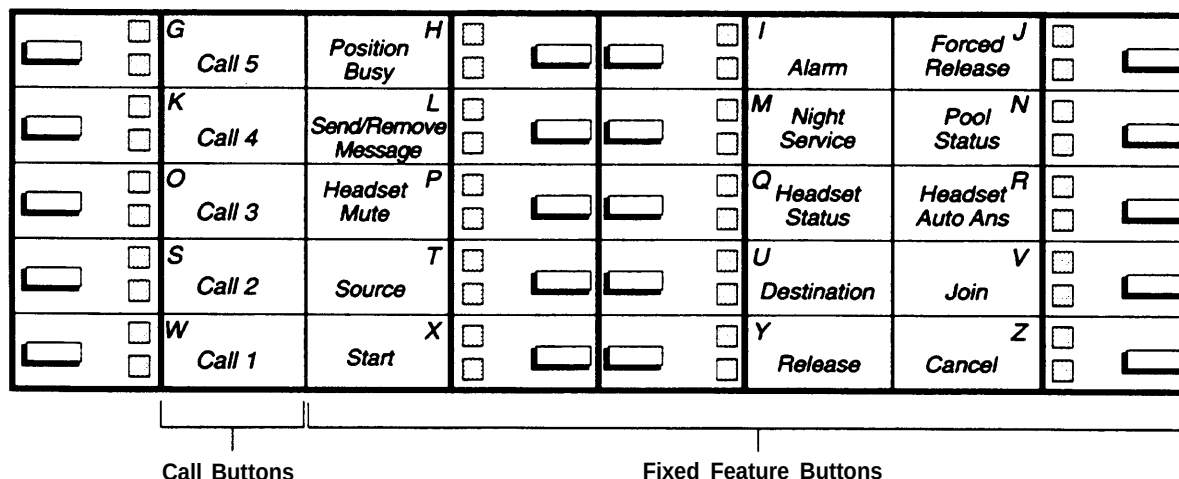
Alpha Letters

Use the letter G through Z on the corner of each call and fixed feature button to enter names into your Personal Directory. Letters A through F appear on the display.

Fixed Feature Buttons

Use fixed feature buttons for special operator functions and basic call handling:

Start	Begins directing the call and puts the caller on hold at the Source button.	Position Busy	Temporarily sends outside calls directed to your console to a designated backup extension or extensions. You continue to receive calls to your extension and calls from co-workers who are using forwarding features.
Source	Connects you with the caller after you've begun directing the call.	Night Service	Turns on after-hours phone operation.
Destination	Connects you with the person being called (when you are directing a call).	Alarm	Indicates that a problem has occurred with the system.
Release	Completes a call and frees you for the next call. Also, releases you from a 3-way conference.	Cancel	Cancels a call-directing attempt and reconnects you to the original caller held at the Source button. The system moves the call to a call button.
Headset Auto Ans	(Headset Auto Answer) When you use a headset, automatically connects you to the next call each time a new call arrives at your console.	Join	Connects you, the original caller (Source), and the co-worker being called (Destination) in a 3-way conference.
Headset Mute	(Headset/Handset Mute) Temporarily turns off the headset microphone to allow you to talk to someone privately. It also turns off the handset microphone.	Pool Status	Shows you the status of the outside line groups in your system.
Headset Status	Allows you to switch between the handset and the headset.	Forced/Release	Drops all callers (including you) from a call and frees you for another call.
Send/Remove Message	Turns co-workers' message lights on and off.		



OFTEN USED FEATURES

Inspect

Use inspect to view call information or review console's features.

1. Press **Inspct.**
2. Select button you want to inspect:
 - Press the call button for the held call.
 - Press the call button for conference call.
 - Press the call or fixed feature button to be checked.
 - Press the **Pool Status** button to view trunk pools.
 - Press a **Page** button (**Page 1, Page 2, Page 3**) on the DSS (to view the first number in the range of numbers for that DSS page button).
 - Press the DSS button for an extension to view extension information.
 - Press the **Alarm** button to see the status of system alarms.
 - Press **Home** to leave the inspect mode

Pickup

To use individual pickup:

1. Select *Pickup* from the Home screen or press **Feature** and select *Pickup* from the Feature screen.
2. Dial the extension number, press the DSS button for the extension, or dial the trunk number of the call you want to answer.

To use group pickup:

1. Administer *Pickup Grp.*
2. Select *Pickup* from the Home screen or press **Feature** and select *Pickup Grp* from the Feature screen.

Follow Me

To use follow me to pick up a co-worker's extension:

1. Press call button
2. Press **Feature.**
3. Select *Follow Me.*
4. Dial the extension or press a DSS button.

To cancel:

1. Press call button.
2. Press **Feature.**
3. Select *CancelFollow.*
4. Dial the extension, press DSS button or use Extension Directory.

To cancel all extensions at once:

1. Press a call button.
2. Press **Feature.**
3. Select *CancelFollow.*
4. Dial * .

Paging

To use speakerphone paging:

1. Press call button.
2. Lift handset or use headset.
3. Dial Group Page or Page All extension number or press DSS button.
4. Make announcement.

To use loudspeaker paging:

1. Press call button.
2. Lift handset or press headset.
3. Select *Loudspkr Pg* from the Home screen or press **Feature** and select *Loudspkr Pg* from the Feature screen.
4. Enter the Loudspeaker Page access code.
5. Dial assigned code for zone to be paged, if needed. Make announcement.

Park

Use this feature to hold the call when call recipient can't be located. Park the call on a company-defined Park Zone and use the paging feature to announce the call. This feature times out at a time set by system programming.

To use:

- While on the call, press the DSS button programmed with the company-defined Park Zone.

To direct a parked call:

1. Press a call button.
2. Lift the handset or use the headset.
3. For Speakerphone Paging:
 - Dial the **Group Page** or **Page-All** number or press the DSS button.
4. For Loudspeaker Paging:
 - Select *Loudspkr Pg* from the Home screen or press **Feature** and select *Loudspkr Pg* from the Feature screen.
 - Dial the Loudspeaker Page access code.
 - Dial the assigned code for the Page Zone, if needed. Announce the call and extension where the call is parked.

Night Service

- Toggle **Night Service** button to turn feature on and off. Green light indicates feature is on.
- When toggling feature on, enter password, if required.