



MERLIN LEGEND®
Communications System
Releases 3.1 and 4.0
MDC 9000, MDW 9000, MDW 9010
Telephones User's Guide

Contents

Your MDC 9000 or MDW 9000/9010 Telephone 1
Describes the buttons and display

Understanding Your Telephone 2
Line Button Types, Tones, Rings, Line Buttons, Using a Feature Button 3

Feature Finder 4-5
Use to choose the right feature for the activity you want to perform.

Headsets 6
Headpiece, Using Headsets

Call Handling 7
Making & Answering Calls, Conference, Hold, Transfer

Messaging 8-9
Leaving Messages, Receiving Messages 8
Posting Messages, Signaling & Notify 9

Using Features 10
Feature Button, Feature Codes

Often-Used Features 11-19
Account Codes, Authorization Codes 11
Auto Dial 12
Callback, Call Waiting 13
Camp-On, Coverage, Direct Voice Mail 14
Do Not Disturb, Forward & Follow Me 15
Last Number Dial, Paging 16
Park & Pickup, Personal Speed Dial 17
Pickup, Privacy, Recall 18
Reminders, Saved Number Dial, System Speed Dial 19

Troubleshooting 20-21
Solving Common Problems

Programming Buttons & Settings 22-23
Programming Buttons, Programming Settings, Special Characters 22
Programming Codes 23

Pull-Out Card
Remove this and use it to keep track of speed dial codes, group numbers,
and other information about your phone and system.

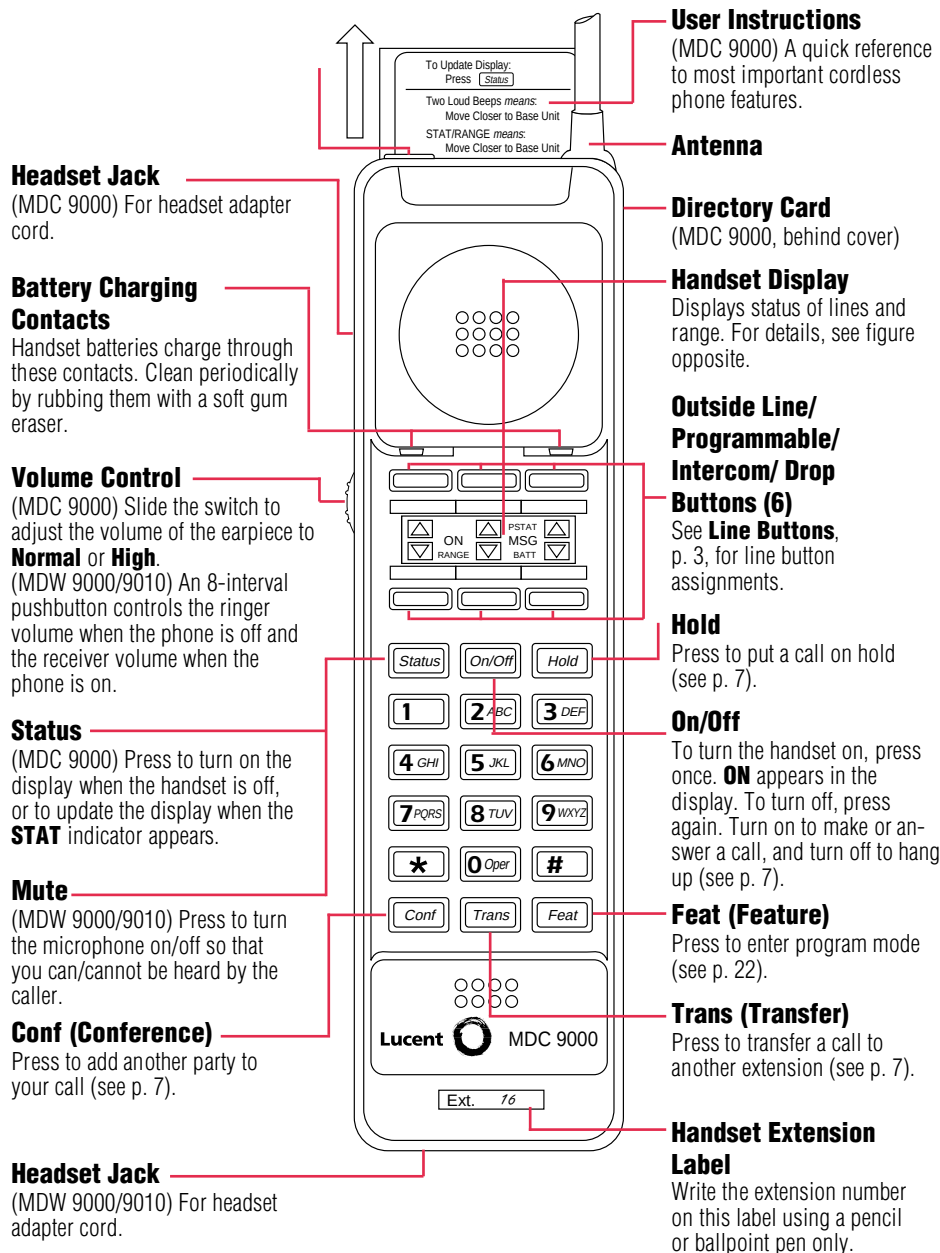


Security Alert

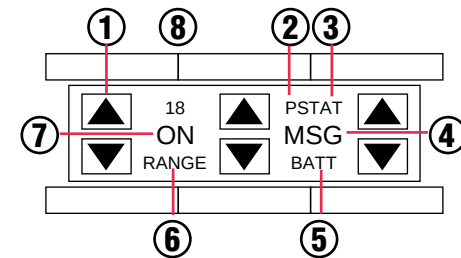
Your Responsibility for Your System's Security

Toll fraud, the unauthorized use of your telecommunications system by an unauthorized party (for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf) can result in substantial additional charges for your telecommunications services. You are responsible for the security of your system. There may be a risk of toll fraud associated with your telecommunications system. Your system administrator should read all installation, instruction, and system administration documents provided with this product to fully understand the features that can introduce the risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Your MDC 9000 or MDW 9000/9010 Telephone



Handset Display-



- 1 — Line Status Indicators** show status of outside and inside lines. Arrow or rectangle "points" to the line button it represents and flashes in different patterns to show activity on the line (see box below).
- 2 — P** appears when in program mode.
- 3 — STAT** (MDC 9000 only) appears steady-on when handset is out of range. Remains until all line status indicators are updated.
MUTE (MDW 9000/9010 only) appears when the handset microphone is off.
- 4 — MSG** appears when you have received a voice mail message.

- 5 — BATT** appears when there are only a few minutes of conversation time left. Handset gives 2 short beeps. Place handset on the base to recharge.
- 6 — RANGE** appears (and handset beeps twice) if **Status** (off only) or **On/Off** button is depressed when handset is out of the base's range. To make or receive calls, move handset closer to base.
- 7 — ON** appears when the handset is turned on after you pressed **On/Off**.
- 8 — 18** (MDW 9010 only) indicates Local Test Mode; **1** through **10** are used in Wireless Test Mode.

Line Status Indicators

Arrows (

▼ indicates the line you're using.

Flash Long on, long off indicates a ringing call.

Wink Long on, short off indicates a call on hold.

Understanding Your Telephone

Line Button Types

See Line Buttons , p. 3, for the location and definition of line buttons on your handset.	
Telephones with All Telephones	Telephones with System Access (SA) Buttons
NNN-XXXX Make/receive outside calls only.	SA buttons give you access to inside or outside lines for making and/or receiving calls. To make an outside call on an SA button, first dial the dial-out code (usually 9) that your system manager supplies. No dial-out code is necessary when you call another extension.
Telephones with ICOM Buttons	
ICOM Ring Make/receive inside ringing calls.	SA Ring Make/receive inside/outside ringing calls.
ICOM Voice Make inside voice-announced calls and receive inside ringing calls.	SA Voice Make/receive outside calls; receive inside ringing calls; make inside voice-announced calls.
ICOM Originate Only Make (not receive) inside calls only.	SA Originate Only Make (not receive) inside and outside calls.
	Shared SA (SSA) Make/receive calls for co-workers or join conversations. The line is shared with another co-worker(s). One person has an SA button that is shared with one or more others who have SSA buttons corresponding to it. See Rings for information about how calls ring at these buttons.
	Pool Make/receive outside calls only. Use the dial-out code supplied by your system manager.

CAUTION:
To clean your phone, unplug it from the wall jack (if applicable) and use a *slightly* dampened cloth. To prevent permanent damage, do not immerse the phone in water or any liquid, and do not use liquid or aerosol cleaners directly on the telephone.

Tones

Tone		Meaning
	Dial tone (steady)	You can make a call.
	Busy (slow repeating tone)	The phone you are calling is busy.
	Fast busy (fast repeating tone)	No lines are available.
	Error (alternating high-low tones)	You dialed a number or used a feature incorrectly.
	Confirmation (double break in dial tone followed by steady tone)	You used a feature correctly.
	Callback (5 short beeps)	This call is receiving Callback treatment (see p. 13).
	Call Waiting (1 or 2 beeps)	You have an inside (1 beep) or an outside (2 beeps) call waiting (see p. 13).

Rings

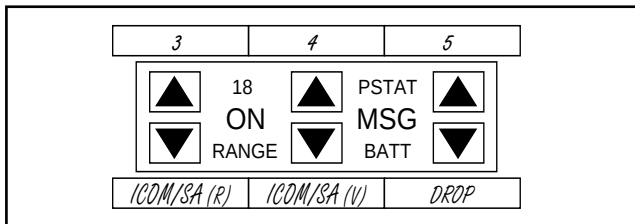
The table below helps you identify the different types of ringing. You can also personalize ringing at your telephone or adjust ring timing for the line buttons where calls arrive. **Programming Buttons & Settings**, p. 22, tells you how to change the settings. Listed below are your options:

- **Personalized Ring.** (MDW 9000/9010 only) Allows you to give calls ringing at your phone one of eight distinctive rings.
- **Abbreviated Ringing.** When you are on a call and another call arrives at your phone, you can use this feature to give the second call a short ring.
- **Immediate Ring.** Calls ring immediately on line buttons set this way.
- **Delay Ring.** This setting causes calls to ring at your phone after a delay. If your calls are being covered, this allows time for another person to answer a call before you do.
- **No Ring.** Calls do not ring (except for returning transferred and Callback calls). Calls on lines set for No Ring do not receive coverage (p. 14).
- **Send Ring.** Usually, when a call comes in on an **SA** button, it rings there immediately and rings at corresponding **SSA** buttons after a delay, giving the person with the **SA** button time to answer before the call is picked up by someone with a corresponding **SSA** button. When busy on another call, the person with the **SA** button can use the Send Ring setting to make calls arriving at other **SA** buttons ring *immediately* on corresponding **SSA** buttons.

Ring		Meaning
	1 long ring	Inside call or returning Callback call (see p. 13) on MDC 9000
	1 short ring and 1 long ring	Outside call
	2 short rings and 1 long ring	Outside call is transferred to you, returning transferred call, or returning Callback call (see p. 13) on MDW 9000/9010

Line Buttons

The lower buttons are programmed as shown below. 3, 4, and 5 are programmable line buttons that you can program with features (p. 22). One may be programmed as a **Feature** button (p. 10) if you enter account codes (p. 11) during calls.



The Voice Announce setting should be turned off because the handset does not have a speaker function. The system manager can turn Voice Announce off at your extension through system programming.

To turn Voice Announce off with your handset:

1. Turn the phone on and press the imprinted **Feat** button; then dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial ****10**.
4. Press the imprinted **Feat** button; then dial **00** to exit program mode.

You cannot be assigned to a paging group.

Ringing options should be used with caution.

Using a Feature Button

To use many system features, you can either program a **Feature** button or dial **#** before entering a feature code. You only need a programmed **Feature** button in order to enter account codes (p. 11) during calls. For details about programming a **Feature** button, see p. 10. If a **Feature** button is programmed, there will be two Feature buttons on the handset:

- The programmed **Feature** button. If you choose to program a **Feature** button, use the top right line button for this purpose (button 5, above).
- The factory-set imprinted **Feat** button (see p. 1) on the handset, located beneath the dialpad. This imprinted **Feat** button is used to program buttons and settings (see p. 22).

Throughout this book, we refer to the programmed **Feature** button. The telephone **Feat** button used to enter program mode is the imprinted **Feat** button.

Feature Finder

This table shows where to look for information about performing specific telephone activities. Any features that do not have detailed instructions can be used by following the directions in **Using Features** (p. 10) or programmed by following the instructions in **Programming Buttons & Settings** (p. 22).

Calling	
If you want to ...	Then
Dial numbers with the touch of a button.	See Auto Dial , p. 12.
Program codes for numbers you dial often.	See Personal Speed Dial , p. 17.
Quickly dial numbers your company has programmed.	See System Speed Dial , p. 19.
Make a voice-announced call to 1 or more co-workers.	Use an ICOM Voice or SA Voice button (Line Button Types , p. 2) and see also Paging , p. 16.
Broadcast over the company's loudspeaker system.	See Paging , p. 16.
Make and answer calls with no hands.	For information about a headset, see p. 6.
Automatically redial a number you dialed before.	See Last Number Dial , p. 16, and Saved Number Dial , p. 19.
Connect to an extension or outside line when it's free (phones with SA buttons only).	See Callback , p. 13.
Enter an account code before or during a call.	See Account Codes , p. 11.
Know if someone is calling you when all your other lines are in use.	See Call Waiting , p. 13.
Disconnect the call you're on without hanging up.	See Recall , p. 18.
Set up a conference with as many as 4 others.	See Conference , p. 7.
Transfer a call.	See Transfer , p. 7, and Park & Pickup , p. 17.
Reach a voice mailbox without calling the person.	See Direct Voice Mail , p. 14.
Make a call from another extension, using your own calling privileges.	See Authorization Codes , p. 11.
Put a call on hold.	See Hold , p. 7.
Customizing Your Phone	
Program a feature on an unused line button.	See Programming Buttons & Settings , p. 22.
Adjust volume of the earpiece or ringer.	See p. 1.
Give your phone its own distinctive ring (MDW 9000/9010 only).	See Rings , p. 2.
Delay or remove the ring from an outside, SA , or ICOM line button.	See Rings , p. 2, and Coverage , p. 14.

Feature Finder

Covering Calls	
If you want to ...	Then
Have a co-worker answer your calls. Answer all of a co-worker's calls from your telephone. Stop your calls from being covered by others.	See Coverage , p. 14, and Line Button Types , p. 2.
Stop your outside calls from going to your company's voice mail system (or send calls to voice mail).	See Coverage , p. 14.
Forward your calls to another telephone. Answer your calls from another extension.	See Forward & Follow Me , p. 15.
Answer a call ringing at a co-worker's extension. Answer a call on a line that's not on your phone.	See Pickup , p. 18.
Put a call on hold at a busy extension until your co-worker is ready for it or complete a transfer to an extension that doesn't answer.	If your phone system doesn't have voice mail, see Camp-On , p. 14.
Hold a call when you're trying to transfer it and your co-worker doesn't answer; page your co-worker while the call waits.	See Park & Pickup , p. 17.
Messaging	
Let a co-worker know you called. Find out if you have a voice mail message, fax, or other message. Signal a co-worker to contact you. Choose a message to leave for co-workers who have display phones.	See Messaging , pp. 8–9.
Reach a voice mailbox without calling the person.	See Direct Voice Mail , p. 14.
Privacy	
Prevent interruptions by blocking calls to your phone.	See Do Not Disturb , p. 15.
Prevent co-workers from joining your calls.	See Privacy , p. 18.
Timekeeping	
Remind yourself of appointments.	See Reminders , p. 19.

Headsets

Headpiece

Your Lucent Technologies cordless or wireless phone is equipped with a single-prong headset jack on the left, near the volume control switch (MDC 9000), or on the bottom, near the extension label (MDW 9000/9010).

Your headset assists in call answering and provides hands-free operation.

The headpiece provides sound in one ear. It has an adjustable headband and soft ear cushion. The noise-canceling microphone reduces background noise by up to 75%.

Important: The range of the handset is diminished when you are using the headset. Therefore, you may need to move closer to the base, or move the base closer to your operating area.

Using Headsets

When using a headset, the 12-inch (30-cm) headset adapter cord is required. The “quick disconnect” plug on the headset adapter cord attaches to the headset. The headset adapter miniplug is then inserted into the headset jack on the handset.

If desired, the headset adapter cord can be removed from the handset without the call being dropped. You can then use the handset as you normally would.

Note: Calls cannot be heard on the handset when the headset adapter cord is connected to the headset jack. The handset microphone is also disabled.

Answering Calls with a Headset

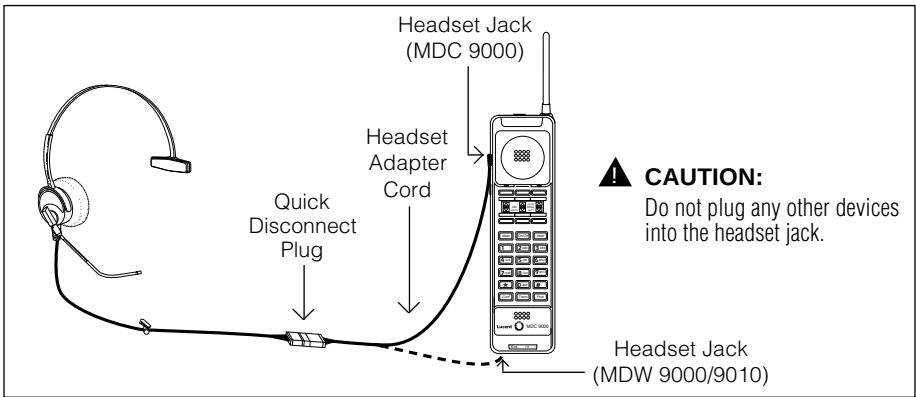
For convenience when using the holster, the headset **On/Off** button near the antenna should be used. This button will become active only when the headset adapter cord is plugged into the headset jack. It is identical in function to the **On/Off** button to the left of the **Hold** button.

When you receive a call, you hear ringing coming from the handset; you do not hear a tone from the headset itself. To answer a call, activate the headset **On/Off** button near the antenna, or if you prefer, the **On/Off** button to the left of the **Hold** button (if the handset is not in the holster).

Placing Calls with a Headset

To place a call with a headset:

1. Remove the handset from the holster.
2. Press the **On/Off** button to access an available line.
3. Dial the number as described in **Making & Answering Calls**, p. 7.



Call Handling

Making & Answering Calls

First, review pp. 1–2 to find out about the buttons, tones, and rings on your telephone. If you have a headset, see p. 6. In this guide, instructions for using features may not include all the possible ways you can make a call.

To make a call, press the **On/Off** button. A line button is automatically selected for you. To make a call on a specific line (for example, an **SA** or **ICOM** line for a voice-announced call), select an idle line button and press it before pressing the **On/Off** button.

To answer a call, press the **On/Off** button.

Conference

A conference call can have up to three inside participants, including yourself and up to two outside participants.

1. Dial the first outside number or extension. Announce the call.
2. Press the **Conf** button to put the call on hold.
3. Select an **ICOM**, **SA**, or numbered line button.
4. Dial the next number or extension.
5. Announce the call and press **Conf**.
6. Repeat Steps 2–5 for each participant.
 - Press the **Drop** button and line button to drop any participant added.
 - Press the **Hold** button to temporarily leave the conference. Then press any participant's line button to rejoin the conference.
7. To end the conference, hang up.



SECURITY ALERT:

If the system selects an **SA Voice** button when you add a conference participant, you hear a beep instead of ringing after you dial the extension. If the call is not answered and you press the **Conf** button to complete the call, your conversation with other conference participants is broadcast on the extension's speakerphone. To prevent this, be sure to drop an unanswered extension that you've called on an **SA Voice** button.

Hold

When you have a call or conference on hold, your phone beeps once each minute.

1. Press the **Hold** button to put a call on hold. (Do not press **Drop** to end a conference while the call is on hold.)
2. To return to the call or conference, press the winking **ICOM**, **SA**, or line button that is holding the call.

Transfer

To transfer:

1. Press the **Trans** button. The system selects an **ICOM** or **SA** button and puts the call on hold.
2. Dial the extension or the outside number.
3. Announce the call if desired.
4. Press the **Trans** button or hang up. To cancel the transfer or return to the call on hold, press the winking **ICOM**, **SA**, or line button.

To one-touch manual transfer:

1. Press the programmed **Auto Dial** button (p. 12) for the number where you want to transfer the call.
2. Announce the call.
3. Press the **Trans** button or hang up. To cancel the transfer or return to the call on hold, press the flashing button.

To one-touch auto transfer if available:

Press the programmed **Auto Dial** button.

Messaging

Your phone system has several features that allow you to leave messages for others in your office. If you use Leave Message or Posted Messages, the person(s) for whom you are leaving a message must have a display phone. If you wish to leave a message for a person who does not have a display telephone, use voice mail and the Direct Voice Mail feature (p. 14), if available, or ask the system operator to take a message for the person. Here are some guidelines for different messaging features:

- **Leave Message.** This feature simply lets a co-worker know you have called. The message shows your name and the date and time of your call. If you leave one message and then another, the second message replaces the first.
- **Posted Messages.** If you post a message at your telephone, inside callers with display phones see the posted message you have selected. As many as 20 messages may be available for posting.

If a message is waiting for you, MSG appears on your display when you turn on your phone. The descriptions below explain how to read, cancel, and delete messages you have sent or received.

If your company has voice mail, ask your system manager for details about using the voice mail system. For information about having your phone covered by the voice mail system, see **Coverage**, p. 14.

If you frequently communicate with a small number of people, there are two features you can use, both of which require programming on a button. These are Signaling and Notify, described on p. 9.

Leaving Messages

To program:

See **Programming Buttons & Settings**, p. 22.

To leave a message at a busy or unanswered extension you are calling:

- Press the **Leave Message** button you have programmed, **OR** Press **#** or the programmed **Feature** button and dial **25**.
- To leave a voice mail message (if your company has such a system), press **#** or the programmed **Feature** button and dial **56** (see p. 14 for details).

To leave a message without calling:

1. Press **#** or the programmed **Feature** button and dial **53**.
2. Dial the extension.

To cancel a message:

1. Press **#** or the programmed **Feature** button and dial ***53**.
2. Dial the extension.

Receiving Messages

If MSG appears on your display when you turn your phone on, you have a message from the system operator. Depending on how your system is set up, you may also have a voice mail message or a fax.

Call your system operator for the message or ask your system manager how to retrieve a voice mail message.

To remove the message indicator, press **#** or the programmed **Feature** button and dial **54**.

Messaging

Posting Messages

To program:

See **Programming Buttons & Settings**, p. 22.

To post messages, you must program a **Posted Messages** button. A posted message appears on the display of any inside caller who tries to reach you, as long as that person has a display phone. There may be as many as 20 messages available to you for posting. Message 1 is always *DO NOT DISTURB* *; 9 other messages, listed below, come with the system, but these can be changed by your system manager. The remaining 10 messages are created by your system manager, whom you should ask for details.

Code	Message	Code	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

To post a message:

Press the programmed **Posted Messages** button and dial the code for the message (01–20).

To cancel a posted message:

Press the programmed **Posted Messages** button and dial **00**.

* If you use the Do Not Disturb feature (p. 15) and have a programmed **Posted Messages** button, the appropriate message is posted. When you turn off the Do Not Disturb feature, the posted message is canceled too. However, posting or canceling the message does not activate or deactivate the feature.

Signaling & Notify

To program:

See **Programming Buttons & Settings**, p. 22.

Signaling. Program a button that will cause a co-worker's phone to beep. The other person can then call you in response to the beep. You must program a different line button for each extension you wish to contact. To beep the recipient's phone, just press the button, and the other phone beeps for as long as you hold down the button. A programmed **Signaling** button also acts as an **Auto Dial** button (see p. 12). To dial the extension, press the **On/Off** button; then press the **Signaling** button.

Notify. This feature simply lights a line button on the recipient's phone, providing a silent message light that alerts the other party to call you. To use this feature, you must program a **Notify Send** button (labeled, for example, **Notify Mary**) on your phone and the recipient must program a **Notify Receive** button (labeled, for example, **Call Jim**) on his or her phone. Communication is one-way only, and buttons must be programmed for each extension you notify.

Using Features

There are two ways to activate a feature:

- Directly, as explained below
- By pressing a line button you programmed with the feature (see **Programming Buttons & Settings**, p. 22)

Feature Button

You do not need to program a **Feature** button unless you enter account codes (p. 11) during calls. See **Using a Feature Button**, p. 3.

*To program a line button to be used as your **Feature** button:*

1. Label a button as **Feature**.
2. Turn the phone on and press the imprinted **Feat** button; then dial **00**.
3. Press the button you labeled.
4. Dial ***20**.
5. Press the imprinted **Feat** button; then dial **00**.

To use a feature you have not programmed on a button:

1. Press **#** or the programmed **Feature** button.
2. Dial the feature code (see the **Feature Codes** list below).

Feature Codes

Account Code	82 + code + #	Messaging	
Authorization Code	80 + code + #	cancel message ■	* 53 + extension
Callback	55	leave message	25
Callback Cancel	* 55	leave message without calling ■	53 + extension
Call Waiting		turn off Message light manually	54
pick up call waiting call ■	87	Paging loudspeaker	9 + line number + zone
Camp-On	57	Personal Speed Dial ■	code (01–24)
Direct Voice Mail	56 + extension	Pickup	
Follow Me	34 + extension	group	88
Forward		inside	9 + extension
inside	33 + extension	outside	9 + line number
outside	33 + dial-out code + number + #	Privacy	
Forward and Follow Me		off	* 31
cancel from all extensions ■	* 34 *	on	31
cancel from one extension ■	* 34 + extension	Reminders	
cancel from your phone	33 + your extension	set reminder	81 + time + 2 or 7
Last Number Dial	84	cancel reminder	* 81
		System Speed Dial	code (600–729)

■ Available only by using feature code.

Often-Used Features

Account Codes

To program:

See **Programming Buttons & Settings**, p. 22.

In some companies, you enter an account code before or during a call, to indicate client billing information. You may be required to enter an account code for all outside calls, or an account code may be optional for incoming and outgoing calls. Check with your system manager for account code operation and account codes.

You can program a button for this feature and label it **Acct.** See also **Auto Dial**, p. 12, to program an account code on an outside **Auto Dial** button.

To enter an account code:

1. Turn the phone on and press the button you have programmed, **OR** Press **#** or the programmed **Feature** button and dial **82**.
2. Dial the account code and **#**.
3. If necessary, press an outside line, **Pool**, or **SA** button.
4. Dial the number (including the dial-out code, if required).

To enter or change an account code during a call (the other party cannot hear your entry), you must use a programmed **Feature** button (p. 10); follow Steps 1 and 2. If an account code is entered for an incoming call before it arrives, you cannot change that code during the call.

Authorization Codes

To program:

See **Programming Buttons & Settings**, p. 22.

If your system manager has given you an authorization code, you can pick up someone else's telephone, enter your authorization code, and make an outside call with your own calling privileges. You must activate the feature and enter your code for each call you make, even when you are adding people to a conference. It is not necessary to use your authorization code for inside calls. Using an authorization code does not affect the button assignments on your own phone or the phone where you enter the code.



Security Alert

Compromise of authorization codes could lead to toll fraud or unauthorized charges.

Memorize your authorization code, and do not share it with anyone.

The way you activate the Authorization Code feature depends upon the type of telephone you are using to make the call.

- If the telephone has a programmed **Authorization Code** button, press it. The system selects a line and automatically activates the **Speaker** button (an available line button is selected for you); then continue with Step 3 below.
- On an **MLX display telephone**, press the **Feature** button, then select **AuthCode [Auth]** from the display or dial **80**; then continue with Step 3 below.

To enter an authorization code at any type of phone (except a QCC):

1. Lift the handset or press the **Speaker** button. (You may first select an **ICOM**, **SA**, or **SSA** button.)
2. Dial **#80**.
3. Dial your authorization code, followed by **#**.
4. Dial the dial-out code (usually a **9**) for an outside call and then dial the phone number.
5. To make another call, repeat Steps 1–4.

Often-Used Features

Auto Dial

This feature must be programmed on a line button; it dials an inside or outside number. There are two types of **Auto Dial** buttons, inside and outside. Use inside **Auto Dial** buttons to:

- Dial other extensions or groups.
- Page groups (see **Paging**, p. 16).

Use outside **Auto Dial** buttons to:

- Dial outside phone numbers (with dial-out codes but without account codes).
- Enter account codes automatically (when programming, include the # at the end).
- Dial long-distance company access codes.
- Dial emergency numbers.

Note that you can also use other features to automate dialing: Last Number Dial (p. 16), Personal Speed Dial (p. 17), Saved Number Dial (p. 19), and System Speed Dial (p. 19). When programming Auto Dial, use the **Special Characters** table on p. 22, if necessary. Include the complete dialing sequence for the call.

To program on a button:

1. Label a button.
2. Turn the phone on and press the imprinted **Feat** button; then dial **00**.
3. Press the labeled button.
4. Dial ***22** for an inside number,
OR
Dial ***21** for an outside number.
5. Dial the extension, group page number, or outside line (with dial-out code).
6. Repeat Steps 1 and 3–5 to program additional buttons.
7. Press the imprinted **Feat** button; then dial **00**.

*To use an **Auto Dial** button.*

1. To make a ringing call, turn the phone on and press the programmed **Auto Dial** button,
OR
To make an inside voice-announced call, turn the phone on, press an **ICOM Voice** or **SA Voice** button, and then press the programmed inside **Auto Dial** button.
2. The call is dialed automatically. If it's a voice-announced call, talk after the beep.

Often-Used Features

Callback

To program:

See **Programming Buttons & Settings**, p. 22.

You can use Callback when an outside line or inside extension is busy. Your phone must have at least one **SA** button.

Use Callback to reach:

- Busy outside lines on **Pool** or **SA** buttons, when you dial the dial-out code and hear the fast busy signal
- Busy extensions, when you dial and hear the busy signal

To use Callback when you hear the busy (extension) or fast busy (outside line) signal:

1. Turn the phone on and press the button you have programmed, **OR** Press **#** or the programmed **Feature** button and dial **55**.
2. If you are trying to reach an outside line, dial the outside telephone number.
3. After you hear 5 short beeps, press the **On/Off** button to hang up. When the line or extension is free, you hear 2 short rings and a long ring at an MDW 9000/9010 and 1 long ring at an MDC 9000.

4. Press the **On/Off** button. You hear dial tone and the system dials the call.

To cancel a Callback request:

1. Turn the phone on and press the same line button you pressed when you tried to make the call.
2. Press the **Drop** button.
3. Press the same line button again.

Call Waiting

If Call Waiting is on, you hear a call-waiting tone when a call comes in and **SA** and **ICOM** buttons are in use. This feature works only on **SA** and **ICOM** buttons, not on line buttons labeled with a phone number. When a call is waiting, you hear a single beep (inside call) or 2 beeps (outside call).

To complete a call and answer a waiting call:

1. When you hear the call-waiting tone, press the **On/Off** button to hang up.
2. When the phone rings, press the **On/Off** button to answer the call.

To put a call on hold and pick up a waiting call:

1. Press the **Hold** button.
2. Press an **ICOM Originate Only** or **SA Originate Only** button. (You must have one of these buttons available to pick up the call.)
3. Press **#** or the programmed **Feature** button and dial **87**.

4. To return to the call on hold, press the button with the fast-flashing triangle.

To turn Call Waiting on or off:

1. Turn the phone on and press the imprinted **Feat** button; then dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial ***11** to turn Call Waiting on, **OR** Dial ****11** to turn Call Waiting off.
4. Press the imprinted **Feat** button; then dial **00**.

Often-Used Features

Camp-On

To program:

See **Programming Buttons & Settings**, p. 22.

Use this feature to hold a call at a busy extension; the call rings when the extension is available.

To camp on a busy extension so the call will ring at the extension when available:

Turn the phone on and press the programmed **Camp-On** button,

OR

Press **#** or the programmed **Feature** button and dial **57**.

Note: Do not use Camp-On if your system is equipped with a voice mail system.

Coverage

To program:

See **Programming Buttons & Settings**, p. 22.

Coverage allows calls to your extension to ring elsewhere, so that they can be handled by someone else. If your system has voice mail, your calls can also be covered that way. There are three types of coverage:

- **Primary Coverage.** If your calls are covered this way, they ring immediately at the covering phone.
- **Secondary Coverage.** The covering phone rings after a delay of 2 rings, giving you a chance to answer first.
- **Group Coverage.** Calls for a group of people (coverage group) may be covered by one or more people. Your system manager can tell you how this works at your office.

Covering phones are programmed with **Cover** buttons used to answer calls for others. Delay Ring on the covering phone can add a longer delay before your calls ring there. If line buttons on your phone are set to No Ring, however, calls on those lines are not covered. (See **Rings**, p. 2.)

To control coverage inside calls, use these programmable settings: Coverage Inside On allows all your inside calls to ring elsewhere; Coverage Inside Off turns inside coverage off.

You can also use programmed buttons for these Coverage features:

- Use a **Coverage VMS** button to prevent or allow coverage of your outside calls by a voice mail system. These calls may still be covered by a person at another extension.
- Use a **Coverage Off** button to turn off or on all coverage of your calls.

Direct Voice Mail

To program:

See **Programming Buttons & Settings**, p. 22.

Direct Voice Mail allows an inside caller to call directly or transfer a call directly to another user's voice mail. You can also use the feature *after* you have dialed the extension; just do Step 1 below.

To call directly to another user's voice mail or transfer a call directly to another user's voice mail:

1. Turn the phone on and press the programmed **Direct Voice Mail** button, **OR** Turn the phone on, press **#** or the programmed **Feature** button, and dial **56**.
2. Dial the extension whose voice mail you want to call or transfer to; you can use a programmed **Auto Dial** button (p. 12).

Note: If you are transferring a call to an extension that does not have voice mail, you hear an error tone, and the call returns to you after an interval.

Often-Used Features

Do Not Disturb

Must be programmed on a button. To program:

See **Programming Buttons & Settings**, p. 22.

This feature prevents calls from ringing at your extension, although outside calls still flash at line buttons. If you have coverage, your calls are covered. If you have a programmed **Posted Messages** button (p. 9), inside callers with display phones see *Do Not Disturb* when they attempt to call you. Otherwise, they hear a busy signal. A system operator or the person providing individual coverage for you can still call you. Callback calls and returning transfers ring at your phone.

To use:

Press the programmed button to turn on or off.

Forward & Follow Me

To program:

See **Programming Buttons & Settings**, p. 22.

Forward and Follow Me both send your calls to another phone, either when you are busy and need your calls covered or when you are not working at your own desk. Turn either off from your extension or the one you are visiting.

- If you want your calls handled at another extension or at an outside number, turn on Forward from your extension.
- If you are working away from your own phone, turn on Follow Me at the phone where you are.

If Delayed Call Forwarding is turned on through centralized telephone programming, calls ring at the forwarding extension for the programmed number of rings (0–9) before being forwarded. To change the Delayed Call Forwarding setting, contact your system manager.

To forward calls to another extension:

1. Turn the phone on and press the button you have programmed, **OR**
Press **#** or the programmed **Feature** button and dial **33**.
2. Dial the extension.

To forward calls to an outside number (if enabled):

1. Turn the phone on and press the button you have programmed, **OR**
Press **#** or the programmed **Feature** button and dial **33**.
2. Dial the dial-out code, outside number, and **#**.

To set up Follow Me and receive calls at another extension:

1. Turn the phone on, press **#** or the programmed **Feature** button, and dial **34**.
2. Dial your extension.

To cancel Forward and Follow Me, turn phone on and:

- To cancel forwarding or following of your own calls: at your extension, press **#** or the programmed **Feature** button, dial **33** and your extension.
- To cancel all extensions forwarded or followed to yours: at your extension, press **#** or the programmed **Feature** button, dial ***34***.
- To cancel one extension forwarded or followed to yours: at your extension, press **#** or the programmed **Feature** button, dial ***34** and that extension.

Often-Used Features

Last Number Dial

To program:

See **Programming Buttons & Settings**, p. 22.

This feature automatically redials the last number you called. You should program **Last Number Dial** on a button.

To use:

1. Turn the phone on and press the type of button used to place the first call (for example, **ICOM** or **SA**).
2. Press the **Last Number Dial** button you programmed,
OR
Press **#** or the programmed **Feature** button and dial **84**.

Paging

To program:

See **Programming Buttons & Settings**, p. 22.

You can page an individual at his or her phone by using an **ICOM Voice** or **SA Voice** button (see **Line Button Types**, p. 2). Or, you may be able to page all speakerphones or groups of speakerphones, depending upon how your system is set up. If your company has a loudspeaker paging system, use it to page the whole company or just people in a certain paging zone.

To program or use Speakerphone Paging, check with your system manager for Group Paging or Page All numbers, then:

1. Turn the phone on and press any **ICOM** or **SA** button.
2. Dial the Group Paging or Page All number,
OR
Press the button you programmed for Group Paging or Page All.
3. After the beep, make the announcement and hang up.

Ask your system manager whether Loudspeaker Paging is available and if there is a list of paging zones. To use:

1. Turn the phone on and press any **ICOM** or **SA** button.
2. Press **#** or the programmed **Feature** button.
3. Dial **9**, the loudspeaker line number, and zone (if necessary).
4. Make the announcement and hang up.

To use when a button is programmed:

1. Turn the phone on and press the programmed button.
2. Dial the zone, if necessary.
3. Make the announcement and hang up.

Often-Used Features

Park & Pickup

To program:

See **Programming Buttons & Settings**, p. 22.

Park puts a call on a special kind of hold so that it can be answered from any phone in the system. While a call is parked, use Paging to summon the co-worker who should answer. The person picks up the call using Pickup (p. 18) and dialing your extension.

To use Park and Paging:

1. Park the call.

- Press the **Park** button you programmed,
OR
- Press the **Trans** button, dial your extension, and press **Trans** again.

2. Set up the page.

- *For Speakerphone Paging:*

a) Press the appropriate **Group Page** or **Page All** button,

OR

Press any **ICOM** or **SA** button and dial the Group Page or Page All extension.

b) Announce the call and give your extension.

- *For Loudspeaker Paging:*

a) Press the programmed **Loudspeaker Paging** button,
OR

Press **#** or the programmed **Feature** button, dial **9** and the loudspeaker paging number. If necessary, dial the zone.

b) Announce the call and the extension where the call is parked.

3. Hang up.

To pick up a parked call:

1. Press the **On/Off** button.

2. Press the programmed **Pickup** button, **OR**
Press **#** or the programmed **Feature** button and dial **9**.

3. Dial the extension where the call is parked.

Personal Speed Dial

Use this feature to program 2-digit codes that you can dial in place of frequently used numbers. Include the complete dialing sequence and press and release the **Hold** button to enter a dialing pause. You can program up to 24 numbers using 2-digit codes. You cannot program an account code together with a phone number in a Personal Speed Dial code.

To program Personal Speed Dial codes:

1. Turn the phone on and press the imprinted **Feat** button; then dial **00**.
2. Dial **#** and the 2-digit code (01–24); then dial ***21**.
3. Dial the phone number or account code. Dial the entire sequence, including dial-out code. If you need special characters, see p. 22.
4. Repeat Steps 2 and 3 for additional codes.
5. Press the imprinted **Feat** button; then dial **00**.

To use:

1. Select a line button.
2. Press **#** or the programmed **Feature** button.
3. Dial the 2-digit code (01–24).

Often-Used Features

Pickup

Pickup lets you pick up calls that are not ringing at your phone. Using Pickup, you can answer a parked call (see **Park & Pickup**, p. 17), a call ringing at a specific extension, or a call ringing on a specific line. If you are part of a pickup group, you can pick up a call ringing anywhere in the group. Program a general **Pickup** button that activates the feature or a specific **Pickup** button to take a group call (example: **Pickup Sales**) or a call at a specific line or extension (example: **Pickup Maria**).

Ask your manager if you are a member of a Pickup group and get the Pickup group number.

To program:

1. Label a button.
2. Turn the phone on and press the imprinted **Feat** button; then dial **00**.
3. Press the labeled button.
4. For Individual Pickup, dial ***9**; if the button is for a specific line or extension, dial it, **OR** For Group Pickup, dial ***88**.
5. Press the imprinted **Feat** button; then dial **00**.

To use, turn the phone on and:

- Press the programmed button, **OR** Press **#** or the programmed **Feature** button and dial **9**.
For a line or extension that is not programmed on the button, dial the extension or line number.
- For Group Pickup, press **#** or the programmed **Feature** button and dial **88**.

Privacy

To program:

See **Programming Buttons & Settings**, p. 22.

Privacy prevents co-workers who share a line with you from joining your calls. Turn the feature on before or during a call; it remains on until you turn it off. A call on hold is not protected by Privacy. You should program Privacy on a button, so that you will have a green light to remind you when the feature is on.

Recall

To program:

See **Programming Buttons & Settings**, p. 22.

To use the **Recall** feature you must have a programmed **Recall** button on your telephone. It allows you to disconnect from one call and get a new inside or outside dial tone for a new call, without hanging up. In some systems, the **Recall** button allows you to use certain system features, such as Transfer or Hold. Recall works on inside and outside lines on **ICOM**, **SA**, or personal line buttons, but it is not available for all types of outside lines. Ask your system manager how Recall works on your company's telephone system.

Often-Used Features

Reminders

To program:

See **Programming Buttons & Settings**, p. 22.

The Reminders feature allows you to set a time when your phone will ring like an alarm clock. Once your phone rings as an alarm, the reminder is canceled. You can set only one alarm at a time and it must be for the day you set it.

To set a reminder:

1. Turn the phone on and press the **Reminder Set** button you have programmed,
OR
Press **#** or the programmed **Feature** button and dial **81**.
2. Dial a 4-digit time from 0100 to 1259.
3. Dial **2** (letter **A** on dialpad) for a.m. or **7** (letter **P** on dialpad) for p.m.

To cancel a reminder:

Press the **Reminder Set** button you have programmed,
OR
Press **#** or the programmed **Feature** button and dial ***81**.

Saved Number Dial

Must be programmed on a button. To program:

See **Programming Buttons & Settings**, p. 22.

Use this feature to redial a busy or unavailable number you want to try later.

To use:

1. Before pressing the **On/Off** button to hang up, press the **Saved Number Dial** button you have programmed.
2. To redial call, press the same type of button used to place the call (for example, **ICOM**, **Pool**, or **SA**).
3. Press the programmed **Saved Number Dial** button to redial.

System Speed Dial

To program:

See **Programming Buttons & Settings**, p. 22.

Your system manager creates System Speed Dial codes (600–729) for numbers that people in your company dial often. You can dial these directly (turn the phone on, press **#** or the programmed **Feature** button, and dial the code) or program often-used codes on line buttons.

Troubleshooting

If you have a problem with your cordless or wireless phone, you may be able to solve it by following procedures listed here.

Symptom	Possible Cause	Possible Solution
RANGE indicator appears on the handset display.	The handset is out of range of the base or radio module.	Move closer to the base or radio module.
No ring on an incoming call, or the handset makes hissing sounds†, or the handset beeps††.	Out of range Base antenna is not in the upright position System is programmed so the line does not ring at the extension. Wrong handset placed in the base†	Move closer to the base or radio module. Rotate the antenna to an upright position. Reprogram extension. See Program- ming Settings , p. 22, or your system manager. Place the correct handset in the base for at least 10 seconds.
Range for calls is lower than expected.	Environmental limitations Headset use is limiting the range†.	Relocate the base or radio module. Turn off or unplug any nearby equipment. Eliminate any possible interfering devices (e.g., microwaves). Move closer to the base or radio module.
While walking and talking, the handset beeps, RANGE appears on the display, and your calls seems to be disconnected††.	You are out of range. Your call has not been disconnected. It has been placed on hold.	Move back towards the radio module and re-establish the call. See Hold , p. 7.
STAT indicator appears on the handset display†.	The handset is too far from the base for the display to be updated automatically.	Move closer to the base, OR Press Status to update the display.
BATT indicator appears on the handset display.	The battery is not charged sufficiently.	Charge battery: Replace the handset on base†. Place the handset in the battery charger and see that the Charge light is lit††.
After the On/Off button is pressed, dial tone is not heard.	The battery pack is not inserted correctly in the handset The battery is not charged sufficiently. The handset is out of range of the radio module†. There is electrical interference.	Insert the battery pack correctly into the handset. Charge the battery. Move closer to the radio module. Remove the interference or move the handset to another location.
You can hear the party on the other end, but they cannot hear you.	The Mute button was pressed inadvertently††.	If Mute appears in the display, press the Mute button on the handset to turn off the Mute feature (see p. 1).

† MDC 9000 cordless telephone only.

†† MDW 9000/9010 wireless telephone only.

Troubleshooting

Symptom	Possible Cause	Possible Solution
Handset does not respond to repeated button presses.	There was a recent occurrence of lightning or a power failure.	Remove the battery from the handset for 10 seconds, then replace it††. Remove the handset from the base and then replace it for 10 seconds†. Unplug the line cord from the base for one minute, then reconnect it†. Check to see if the radio module is receiving power††. Unplug the base from the AC outlet for one minute, plug it back into the outlet, and place the handset on the base for 10 seconds†.
Background noise while on a call.	Radio frequency interference.	Relocate the base†.
In a multiple handset installation (2–6 handsets), all handsets seem to have developed interference problems at the same time††.	There was a recent occurrence of lightning or a power failure.	Unplug the power supply to the radio base station. Wait for 10 seconds. Reconnect the power supply to the outlet.

† MDC 9000 cordless telephone only.

†† MDW 9000/9010 wireless telephone only.

Programming Buttons & Settings

If you use a feature often, you can program it onto a line button for easy access. If you use a feature occasionally, see **Using Features** p. 9. Some features, marked with ♦ on the **Programming Codes** list on the next page, *must* be programmed on a line button and can't be activated by feature codes. Other features (marked with • on the **Programming Codes** list) are settings that affect the way your phone works. Some settings, such as Personalized Ring, affect all the lines on your phone. During programming, you still have to select a line button, but it can be *any* line button the feature affects. Others, such as Delay Ring for a single line, are settings that affect a specific line and require you to press it during programming (these features are noted on the **Programming Codes** list). Settings remain active until you program them again.

Programming Buttons

To program a feature on an unused line button:

1. Label a button for the feature.
2. Press the imprinted **Feat** button, then dial **00**.
3. Press the button you labeled.
4. Dial the programming code (see **Programming Codes**).
5. Repeat Steps 3 and 4 to program other buttons. (Label the buttons first.)
6. Press the imprinted **Feat** button, then dial **00**.

Programming Settings

To program a setting:

1. Press the imprinted **Feat** button, then dial **00**.
2. Press any **ICOM** or **SA** button, **OR**
If the setting affects a specific line, press that button.
3. Dial the programming code (see **Programming Codes**).
4. Repeat Steps 2 and 3 to program other settings.
5. Press the imprinted **Feat** button, then dial **00**.

Special Characters

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 dial sequence. Multiple consecutive pauses allowed.
Conf	f	Flash. Sends switchhook flash. Must be first entry in sequence.
#	#	End of Dialing. Used to signal end of dialing sequence or to separate grouped digits.

Programming Buttons & Settings

Programming Codes

Account Code	* 82	Personal Speed Dial	# + (01-24) +
Authorization Code	* 80		* 21 + phone
Auto Dial♦			number + #
inside	* 22 + extension		# + (01-24) +
outside	* 21 + number		* 21 + dial-out
Callback			code + ##
automatic callback off●▲	** 12	Pickup	
automatic callback on●▲	* 12	general	* 9
selective callback	* 55	group	* 88
cancel Callback	* 55	inside	* 9 + extension
Call Waiting●		outside	* 9 + line number
off	** 11	Privacy	* 31
on	* 11	Recall	* 775
Camp-On	* 57	Reminder Service	
Coverage		set reminder	* 81
Coverage inside on●	* 48	cancel reminder	** 81
Coverage inside off●	** 48	Ringing Options●	
Buttons for covering calls♦		abbreviated on	* 341
Primary Cover	* 40 + sender's extension number	abbreviated off	* 342
Secondary Cover	* 41 + sender's extension number	delayed all lines	* 346
Group Cover	* 42 + sender's extension number	delayed one line	* 36
Buttons for sending calls♦		immediate all lines	* 347
Coverage Off	* 49	immediate one line	* 37
Coverage VMS Off (outside calls only)	* 46	no ring all lines	* 345
Direct Voice Mail	* 56	no ring one line	* 35
Do Not Disturb♦	* 47	personalized ring (MDW only)	* 32 + ring (1-8)
Forward	* 33	send ring on	* 15
Last Number Dial	* 84	send ring off	** 15
Messaging		Saved Number Dial♦	* 85
leave message	* 25	Signaling and Notify♦	
posted message♦	* 751	signaling	* 23 + extension
Paging group or all	* 22 + group extension	notify receive	* 758 + extension
Paging loudspeaker	* 9 + line number	notify send	* 757 + extension
Park	* 86	System Speed Dial	* 24 + code (600-729)
		Voice Announce	
		on	* 10
		off	** 10

♦ Must be programmed onto a line button.

• Sets up how your phone works. Use a line button to program (turn on or off). The setting is not programmed onto a line button.

▲ See your system manager for details.

Feature Codes

Account Code	82 + code + #	Messaging	
Authorization Code	80 + code + #	cancel message ■	* 53 + extension
Callback	55	leave message	25
Callback Cancel	* 55	leave message without calling ■	53 + extension
Call Waiting		turn off Message light manually	54
pick up call waiting call ■	87	Paging loudspeaker	9 + line number + zone
Camp-On	57	Personal Speed Dial ■	code (01–24)
Direct Voice Mail	56 + extension	Pickup	
Follow Me	34 + extension	group	88
Forward		inside	9 + extension
inside	33 + extension	outside	9 + line number
outside	33 + dial-out code + number + #	Privacy	
Forward and Follow Me		off	* 31
cancel from all extensions ■	* 34 *	on	31
cancel from one extension ■	* 34 + extension	Reminders	
cancel from your phone	33 + your extension	set reminder	81 + time + 2 or 7
Last Number Dial	84	cancel reminder	* 81
		System Speed Dial	code (600–729)

■ Available only by using feature code.

Special Characters

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 dial sequence. Multiple consecutive pauses allowed.
Conf	f	Flash. Sends switchhook flash. Must be first entry in sequence.
#	#	End of Dialing. Used to signal end of dialing sequence or to separate grouped digits.

OFTEN-USED SYSTEM SPEED DIAL CODES

Called Party	Code	Called Party	Code

POSTED MESSAGES

Message	Code	Message	Code
DO NOT DISTURB	01		11
	02		12
	03		13
	04		14
	05		15
	06		16
	07		17
	08		18
	09		19
	10		20

PAGING NUMBERS

Paging Group/Page All	No.	Loudspeaker Paging	No.
		Line	
		Zone:	
		Zone:	
		Zone:	
		Zone:	
		Zone:	
		Zone:	

COVERAGE/PICKUP/CALLING GROUPS

Group Name	No.	Group Name	No.

PERSONAL SPEED DIAL CODES

Called Party	Code	Called Party	Code
	01		13
	02		14
	03		15
	04		16
	05		17
	06		18
	07		19
	08		20
	09		21
	10		22
	11		23
	12		24