AVAYA

How to Use Your

ETR or MLS Phone

with MERLIN LEGEND®

**Understanding
Your Phone**

**Basic Phone
Functions**

Using Features

**Feature & Programming
Codes**

Understanding Your Phone

LINE BUTTONS

All Telephones

`NNN-XXXX` *Make/receive outside calls only.*

Telephones with ICOM Buttons

`ICOM Ring` *Make/receive inside ringing calls and receive inside voice-announced calls.*

`ICOM Voice` *Make inside voice-announced calls and receive inside ringing and voice-announced calls.*

`ICOM Originate Only` *Make (not receive) inside calls only.*

Telephones with System Access (SA) Buttons

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.

`SA Ring` *Make/receive inside/outside ringing calls and receive inside voice-announced calls.*

`SA Voice` *Make/receive outside calls; receive inside ringing and voice-announced calls; make inside voice-announced calls.*

`SA Originate` *Make (not receive) inside and outside calls only.*

LINE BUTTONS	**Telephones with System Access (SA) Buttons** *continued* `Shared SA SSA` *Make/answer calls for co-workers or join conversations. 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.*
LINE BUTTON LIGHTS	■ Steady red *The line you are using or will use when you lift the handset or press* `Spkr` *.* ■ Steady green *The line is in use, or the feature programmed onto the line button is on.* ✳ Flashing green *An incoming call is ringing on this line button or a call you transferred is returning to this line button.* ✳ Fast-flashing green *You have put a call on hold on this line button.* ✛ Slow-flashing green *Someone else has put a call on hold on this line button.*

Understanding Your Phone

TONES

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 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.

Call Waiting (1 or 2 beeps)
You have an inside (1 beep) or an outside (2 beeps) call waiting.

RINGS

1 long ring
Inside call.

1 short ring and 1 long ring
Outside call.

1 long ring and 3 short rings
Outside call transferred, returning transferred call, or returning Callback call.

Basic Phone Functions

MAKE A CALL	If you are using a headset, you must lift the handset to make or answer a call and replace the handset to hang up. **To make an outside call:** • *Press the line button, then press* `Spkr`*, or lift the handset.* If required, dial the outside line code, usually `9`. **To make an inside call:** • *Press an* `SA` *or* `ICOM` *button.* • *Press* `Spkr` *or lift the handset.* • *Dial the extension.*
ANSWER A CALL	**To answer an outside or inside call:** • *Press* `Spkr` *or lift the handset.* **To enable Hands-Free Answer on Intercom:** • *Press* `Mic/HFAI` *which allows you to respond to voice-signaled (not ringing) intercom calls without having to lift the handset or press any buttons.*
USE THE HOLD FEATURE	• *Press* `Hold`. • *To retrieve a call from hold, while on the handset or speaker, press the line button next to the fast-flashing* ■ **Green Light** *(a call you put on hold) or the slow-flashing* ■ **Green Light** *(a call put on hold at another extension).* While a call is on hold, your phone beeps once each minute. The ETR display briefly shows **Call on Hold.**

Basic Phone Functions

TRANSFER A CALL TO AN EXTENSION	**Using the dialpad:** 1 *Press* `Transfr` *.* *The system selects an* `ICOM` *or* `SA` *button, and puts the call on hold.* 2 *Dial the extension or outside number.* 3 *Announce the call.* 4 *Hang up.* To cancel or return to the call on hold, press the button next to the flashing ■ **Green Light**. **One-touch manual transfer:** 1 *Press the programmed* `AutoDial` *button.* 2 *Announce the call.* 3 *Hang up.* **One-touch auto transfers if available:** • *Press the programmed* `AutoDial` *button.*
TRANSFER A CALL TO A VOICE MAILBOX	1 *Press* `Feature` *then the programmed* `Direct Voice Mail` *button, or select* DCVM *from the display.* 2 *Dial the extension number.* 3 *Hang up.*

Basic Phone Functions

MAKE A CONFERENCE CALL	**While connected to the first party:** 1 *Press* `Conf` *.* 2 *Connect with the next party.* 3 *Press* `Conf` *again. Calls are now conferenced.* Repeat steps to add up to a total of 2 outside and 2 inside connections. **To drop a participant:** 1 *Press the programmed* `ETR Drop` *button.* 2 *Press the line button used to connect the party.* **To put the conference on hold:** • *Press* `Hold` *.* **To return to the conference:** • *Press any line button used to connect a participant.* Do not press the programmed `ETR Drop` button while the call is on hold. **To end the conference:** • *Hang up.*
JOIN A CALL IN PROGRESS	*A steady* ■ **Green Light** *on a line button indicates a call in progress on another extension.* 1 *Press the button next to the* ■ **Green Light** *.* 2 *Lift the handset or press* `Spkr` *.*

Basic Phone Functions

FORWARD YOUR CALLS	**At your phone:** 1 *Press* `Feature` `3` `3` *or the programmed* `Forward` *button.* 2 *Dial the destination extension number or, if allowed, the dial-out code, outside number, and #.* **At the destination extension:** 1 *Press* `Feature` `3` `4` *.* 2 *Dial the covering extension.*
CANCEL FORWARDED CALLS	**At your phone, to cancel...** • **Your own calls forwarding**, press `Feature` `3` `3` and your extension. • **All extensions forwarding to yours,** press `Feature` `*` `3` `4` `*` . • **One extension forwarding to yours,** press `Feature` `*` `3` `4` and the forwarding extension number.
ADJUST THE VOLUME	• *Adjust the ringer volume by pressing* `+` *to increase or* `–` *to decrease while the phone is idle and the handset is in its cradle.* • *Adjust the speaker volume (while using speaker) or handset volume (while using handset) by pressing* `+` *to increase or* `–` *to decrease.*
ADJUST THE DISPLAY CONTRAST	*For ETR/MLS phones except MLS-12D and MLS-34D.* • *Adjust display contrast by pressing* `*` *then* `+` *to increase or* `–` *to decrease.*

Using Features

USE A FEATURE CODE	**To use a feature:** • *Press the programmed button; or press* `Feature` *and then the feature code (see the following pages) .* Features that dial numbers automatically may need special characters to allow for correct dialing or system response. • `Hold` *Inserts 1-5 sec.* **pause** *in dial sequence. Multiple consecutive pauses allowed.* **P** *displays.* • `Conf` *Sends switchhook* **flash.** *Must be first entry in sequence.* **F** *displays.* • `#` *Used to signal* **end of dialing** *sequence or to separate grouped digits.* # *displays.*
PROGRAM A FEATURE BUTTON	**To program features, extensions and phone numbers:** **1** *Label the button.* **2** *Press* `Feature` `0` `0` *.* **3** *Press the appropriate button.* **4** *Dial the programming code (see the following pages). If additional numbers such as extensions are needed, dial them too.* **5** *To program another button, repeat steps 1, 3, and 4; or exit by pressing* `Feature` `*` `0` `0` *.*

Feature & Programming Codes

◆ *Display phones only.*
■ *Available only by using feature code.*
▼ *Must be programmed onto a line button.*

● *Use line button to program (turn on/off). Setting not programmed onto line button.*
▲ *See your system manager for details.*

	Press Feature *, then...*	*or Program a Button:*
ACCOUNT CODE	8 2 + *code* + #	✳ 8 2
AUTHORIZATION CODE	8 0 + *code* + #	✳ 8 0
AUTO DIAL Inside Outside		✳ 2 2 + *extension* ▼ ✳ 2 1 + *number* ▼
CALLBACK Automatic Callback On Automatic Callback Off Selective Callback	5 5	✳ 1 2 ● ▲ ✳ ✳ 1 2 ● ▲ ✳ 5 5
CALL WAITING	Pick up call waiting call: 8 7 ■	on: ✳ 1 1 ● off: ✳ ✳ 1 1 ●
CAMP-ON	5 7	✳ 5 7 ▲
COVERAGE Coverage Inside On Coverage Inside Off Primary Cover Secondary Cover Group Cover Coverage Off Coverage VMS Off		✳ 4 8 ● ✳ ✳ 4 8 ● **Buttons for covering calls:** ▼ ✳ 4 0 + *sender's ext.* ✳ 4 1 + *sender's ext.* ✳ 4 2 + *sender's ext.* **Buttons for sending calls:** ▼ ✳ 4 9 ✳ 4 6 (outside calls only)

Feature & Programming Codes

	Press **Feature** *, then...*	*or Program a Button:*
DIRECT VOICE MAIL	**5** **6**	**✱** **5** **6**
DO NOT DISTURB		**✱** **4** **7** ▼
FOLLOW ME	**3** **4** + *extension*	
FORWARD Inside Outside	**3** **3** + *extension* **3** **3** + *dial-out code* + *number* **#**	**✱** **3** **3**
FORWARD AND FOLLOW ME	cancel from all extensions: **✱** **3** **4** **✱** cancel from one extension: **✱** **3** **4** + *extension* cancel from your phone: **3** **3** + *your extension*	■ ■
LAST NUMBER DIAL	**8** **4**	**✱** **8** **4**
LANGUAGE	English: **7** **9** **0** French: **7** **9** **1** Spanish: **7** **9** **2**	
MESSAGING	*See your System Manager.*	*See your System Manager.*

Feature & Programming Codes

	Press Feature, then...	or Program a Button:
PAGING GROUP OR ALL		✱ 2 2 + *group extension*
PAGING LOUD-SPEAKER	9 + *line number + zone*	✱ 9 + *line number*
PARK		✱ 8 6
PICKUP General Group Inside Outside	8 8 9 + *extension* 9 + *line number*	✱ 9 ✱ 8 8 ✱ 9 + *extension* ✱ 9 + *line number*
PRIVACY	on: 3 1 off: ✱ 3 1	✱ 3 1
REMINDERS Set Reminder Cancel Reminder	8 1 + *time* + 2 *or* 7 ✱ 8 1	✱ 8 1 ✱ ✱ 8 1
RINGING OPTIONS Abbreviated On Abbreviated Off Delayed All Lines Delayed One Line Immediate All Lines Immediate One Line	●	 ✱ 3 4 1 ✱ 3 4 2 ✱ 3 4 6 ✱ 3 6 ✱ 3 4 7 ✱ 3 7

Feature & Programming Codes

RINGING OPTIONS		or Program a Button:
RINGING OPTIONS	(cont.)	
No Ring All Lines		✳ 3 4 5
No Ring One Line		✳ 3 5
Personalized Ring		✳ 3 2 + *ring(* 1 – 8 *)*
Shared SA Ring On		✳ 1 5
Shared SA Ring Off		✳ ✳ 1 5
SAVED NUMBER DIAL	▼	✳ 8 5
SIGNALING AND NOTIFY	▼	
Signaling		✳ 2 3 + *extension*
Notify Receive		✳ 7 5 8 + *extension*
Notify Send		✳ 7 5 7 + *extension*

SPEED DIAL

System — *Three-digit code pre-set by system administrator.*

Personal

Press Feature, then...

1) *Select an* **SA** , **ICOM** *or or line button*

2) **Feature** + *programmed two-digit code*

or Program a Button:

1) **Feature** ✳ 0 0

2) # + *two-digit code between 01 and 24*

3) ✳ 2 1

4) *dial-out code and telephone number*

5) *Repeat steps 2 & 3 for more numbers; or exit:* **Feature** 0 0