MERLIN™

COMMUNICATIONS SYSTEM

ATTENDANT'S GUIDE:
MODEL 1030 AND 3070
WITH FEATURE MODULE 1

Table of Contents

Key To Symbols

The following symbols are used throughout this document to illustrate the steps for using your **MERLIN** communications system attendant console. After you are familiar with the steps, the symbols should serve as a quick reminder. (Buttons are shaded and labeled to look like the actual buttons on your console. A shaded light indicates that it is lit.)

Lift handset
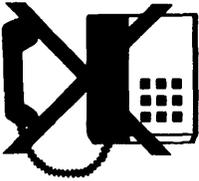
Don't lift handset
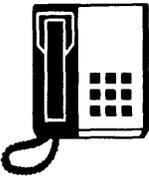
Hang up your handset

Dial (an outside number, intercom or feature code)

Conference

Send Message

Touch a feature button

555-1234

(outside line)

Intercom Ring

(intercom line)

Touch a line button

Joan 31

Touch an Intercom Auto Dial button (with large systems, your buttons have only numbers on them)

10-20-30
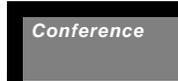
Touch a Shift button (large systems only — select the button controlling the group that includes the intercom number you want)

T
P

Slide the T/P switch to the P position

T
P
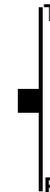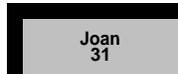
Return the T/P switch to the center position

Since each symbol represents one action, a sequence of two or more symbols illustrates a procedure. For example,

+ **Intercom Ring** **+**

means, lift your handset, touch the **Intercom-Ring** button, and dial the number.

ATTENDANT CONSOLE
FOR A SMALL SYSTEM

Keep track of calls easily with a separate button and lights for each line:
- Red light indicates the line you are on
- Green light indicates if line is free, busy, or on hold:
  - Steady green = the line is busy
  - Fast flashing = you put the call on hold
  - Slower flashing = someone else put the call on hold

Touch **Intercom-Voice** to announce calls before you transfer them or to give a short message. Use **Intercom-Ring** to have a two-way conversation with someone in your business. (See p. 14.)

Set up **Conference** calls that connect up to two outside and two inside lines at once. (See p. 15.)

Drop one line from a conference call leaving other lines connected. (See p. 15.)

The green light beside the **Message** button goes on if another attendant takes a message for you.

Touch **Recall** to disconnect a call without hanging up the handset. With Centrex or PBX service, use **Recall** instead of a switchhook flash.

Intercom Auto Dial buttons help transfer calls quickly. The lights beside each button tell you:
- Steady green = the person is on a call
- Fast flashing green = the person is calling you
- Steady red = the person's message light is on

Transfer calls to people either with or without a voice announcement. Unanswered calls return to you automatically. (See p. 10.)

Use **Hold** to screen calls or hold one call while you answer another. (See p. 11.)

Program a button to give you one-touch dialing for an outside number you call frequently. (See p. 14.)

Activate alerting devices such as bells or lights, that let people know a call has come in when you are not on duty. (See p. 16.)

Touch **Send Message** to turn on the message light at the voice terminal of the person for whom you have a message. (See p. 13.)

Program a **Page** button for loudspeaker paging of up to three separate areas of your business. Use with the Call Park feature to pass on a call to someone whose exact location you do not know. (See p. 12.)

Program **Cover** buttons to provide backup coverage for another attendant, a personal line that does not appear on your telephone, or anyone who needs intercom and transferred calls answered. (See p. 9.)
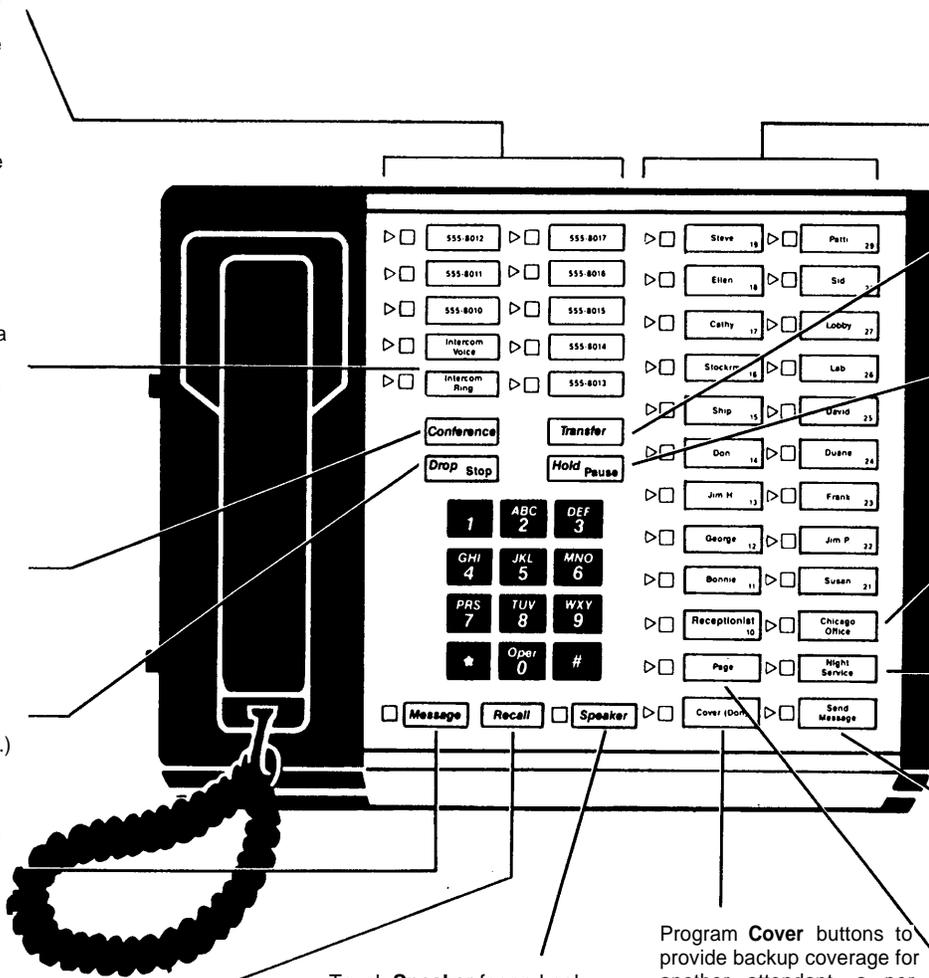
Touch **Speaker** for on-hook dialing, group listening, and on-hook monitoring for the other person's return when you are put on hold. (See p. 16.)

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ATTENDANT CONSOLE
FOR A LARGE SYSTEM

The large attendant console provides the same features as the smaller console pictured on the opposite page, but it gives you more line and Intercom Auto Dial buttons.

Line buttons. Any buttons you don't need for a line can be programmed with a custom feature. (See p. 18.)

Intercom Auto Dial buttons. The light beside each button tells you:
- Steady green = the person is on call
- Fast flashing green = the person is calling you

Buttons in this column represent intercom numbers 30-39 or 60-69, depending on which Shift button you touch.

Buttons in this column represent intercom numbers 20-29 or 50-59, depending on which Shift button you touch.

Buttons in this column represent intercom numbers 10-19, 40-49, or 70-79, depending on which Shift button you touch.

Touch this Shift button to use Intercom Auto Dial buttons for intercom numbers 10-39, or to see if the green lights show any of these telephones are in use. (See p. 7.)

Touch this Shift button to use Intercom Auto Dial buttons for intercom numbers 40-69, or to see if the green lights show any of these telephones are in use. (See p. 7.)
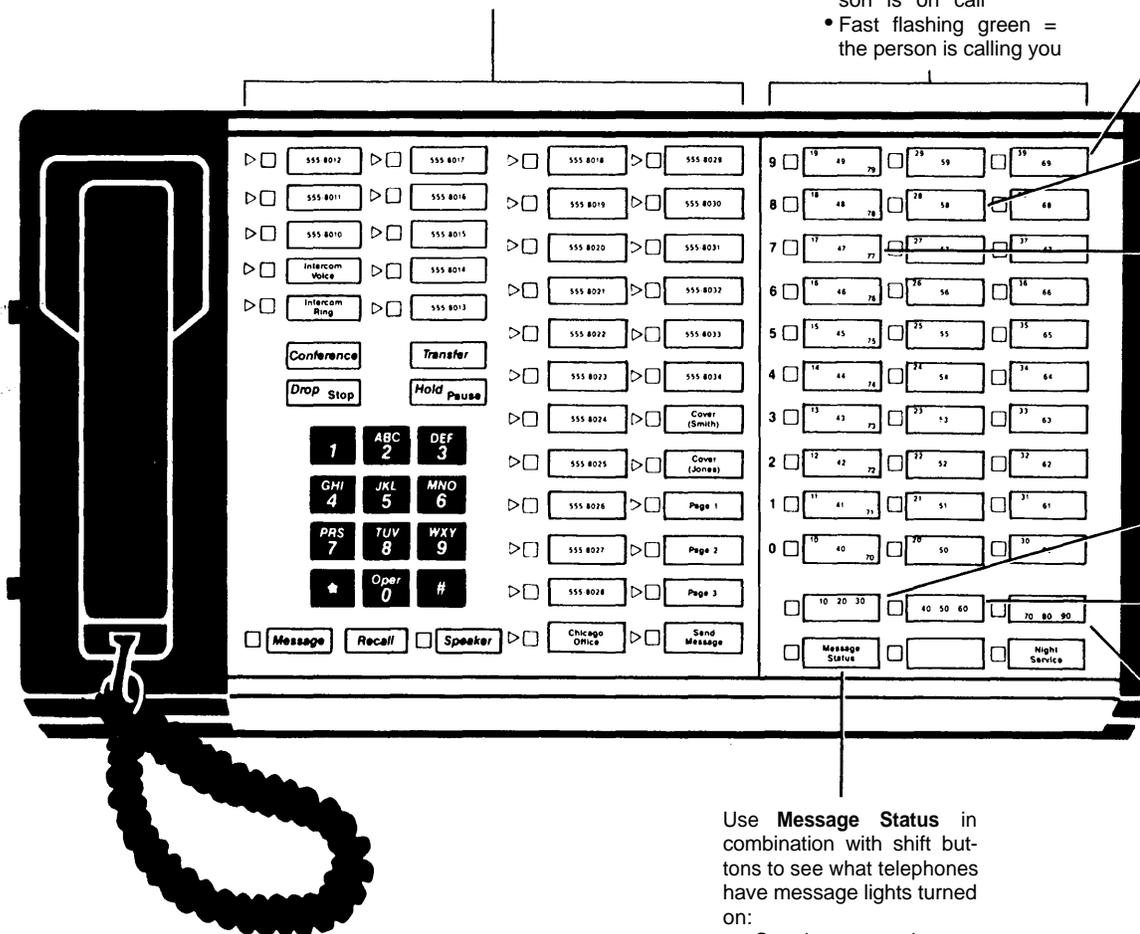
Touch this Shift button to use Intercom Auto Dial buttons for intercom numbers 70-79, or to see if the green lights show any of these telephones are in use. (See p. 7.)

Use **Message Status** in combination with shift buttons to see what telephones have message lights turned on:
- Steady green = the person's message light is on (See p. 13.)

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Before You Start...

As the system attendant or receptionist, it is your job to use the **MERLIN** system in such a way that it works effectively for the people in your office. This manual contains the information you need to use **MERLIN** system features to your best advantage. Read the manual carefully before starting to work at your console.

Two **MERLIN** system features used frequently in your work are the Intercom Auto Dial buttons and the Shift buttons. It is essential that you understand these features thoroughly in order to operate your system efficiently.

INTERCOM AUTO DIAL

The Intercom Auto Dial feature lets you contact the people in your business and helps you transfer calls to them quickly as well, simply by touching a button instead of dialing a number. Each person's voice terminal **(MERLIN** system telephone) has a unique intercom code, similar to an extension number. Intercom codes, ranging from 10 through 29 if you have a small system, or 10 through 79 if you have a large system, are automatically assigned to the Intercom Auto Dial buttons on your console. You should have a button for everyone in your office, or at least for every person who receives calls frequently. (See page 19 for instructions on programming Intercom Auto Dial buttons.)

The green light next to each intercom Auto Dial button gives you information about the status of the line, so when a call comes in for someone, you can tell whether or not that person is using the phone. If the green light for a particular intercom number is lit, the line is busy. If the green light flashes rapidly, the person is calling you on the intercom.

You can also use an Intercom Auto Dial button to signal someone briefly. Leave the handset on the hook and touch the Intercom Auto Dial button one or more times. Each time you touch the button, a "beep" sounds at the other person's voice terminal.
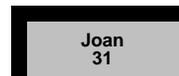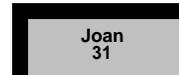
SHIFT BUTTONS (Large Systems Only)

The console for a large system has three Shift buttons that make it possible for you to attend as many as 70 voice terminals by using only the 30 intercom Auto Dial buttons on the console. When you touch one of the Shift buttons, you change the intercom numbers assigned to each Intercom Auto Dial button. Use the left Shift button to select intercom numbers 10 through 39, the center Shift button to select intercom numbers 40 through 69, and the right Shift button to select intercom numbers 70 through 79.

If you want to call a particular intercom number, you must first touch the Shift button that provides access to the group of intercom numbers that includes the one you want. For example, if you want to call intercom number 31, touch the left Shift button. The light next to the Shift button comes on, and the Intercom Auto Dial buttons now represent intercom numbers 10 through 39. If intercom 31 or any other telephone in that group is busy, the green light next to its Intercom Auto Dial button comes on. The console continues to display the line status for intercom numbers 10 through 39 until you shift to another group.

> **Important:** Whenever you use the Intercom Auto Dial buttons on a large system console, make sure the light is on next to the Shift button that selects the intercom number you want to call.

Answering Calls

The **MERLIN** system makes it easy to answer calls. Even though you may have many lines appearing on your voice terminal, you can readily tell which line has the incoming call because the green light beside the line button flashes on and off. Just lift your handset, and you are automatically connected to the ringing line.

If two calls come in at once, the red light next to the line button tells you which line you will get when you lift the handset. If you want to answer the other line instead, select it manually by touching its line button. For example, when someone in your company is expecting an important call on a personal line and that line rings at the same time another line rings, you will want to answer the personal line first.

In addition to giving you line status lights and automatically selecting the ringing line when you pick up the handset, the **MERLIN** system offers a number of other features that help you answer calls.

DISTINCTIVE RINGING

Different ringing patterns indicate the origin of a call:

> one long ring = outside
> two short rings followed by one long ring = intercom
> one short ring followed by one long ring = transferred

LINE RINGING OPTIONS

You can program any line to ring immediately, to ring only if a call has not been answered elsewhere after three rings, or not to ring at all. Most lines should be programmed to ring at your console immediately, but if you need to answer calls on a line only when someone else doesn't answer them, program the line for delayed ringing. (See page 21 for instructions on programming Line Ringing.)

If someone else is also responsible for answering calls when you are busy, it may be advisable to program that person's console for delayed ringing. If you and one or more attendants are usually kept busy answering calls, however, all consoles should have all lines programmed to ring immediately.

CALL COVERAGE

The Call Coverage feature lets you answer intercom and transferred calls, as well as calls for people who have personal lines that do not appear on your console. You and the person you cover for must decide whether the person's calls should ring at your console immediately, after a delay, or not at all. If you program a **Cover** button so the person's calls don't ring at your console, you must rely on seeing the green light flash next to the **Cover** button. (See page 18 for programming information.)

The **Cover** button is similar to a line button. If a line on your console rings and the green light next to the **Cover** button flashes, lift the handset to answer the call. If you've programmed the button so the calls to be covered don't ring (you'll still see the green light flash), lift your handset and touch **Cover** to answer.

ANSWERING WHILE ON A CALL – THE HOLD FEATURE

To answer a second call when you are already on a line, touch **Hold** (the green light next to the held call's line button flashes rapidly), and touch the line button where the second call is ringing (the flashing green light becomes steady). If you touch the line button where the second call is ringing *without touching **Hold** first,* the original call will be disconnected.

To return to the call you put on hold, simply touch its line button (the rapidly flashing green light makes it clear which button to touch). Calls that other people in your office have put on hold show on your console, too, but the green light next to these lines flashes more slowly.

Transferring Calls

Once you've answered a call, your task is usually to pass it on to the right person. There are several ways to do this: using Transfer, Transfer with Voice Announcement, Hold and Intercom to screen calls, or Call Park with Loudspeaker Paging.
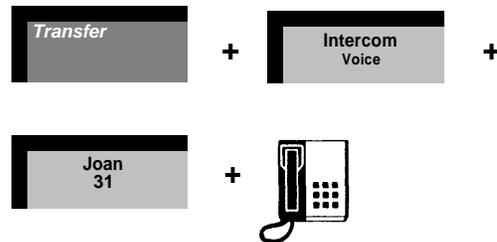
TRANSFER

This is the quickest way of transferring a call. Without hanging up or touching any other button, touch **Transfer** (puts the call on hold), touch the appropriate Shift button (large systems only), touch the Intercom Auto Dial button for the person to whom you are transferring the call, and hang up. If no one answers the call, it returns to your console, ringing in the manner distinctive to a transferred call.
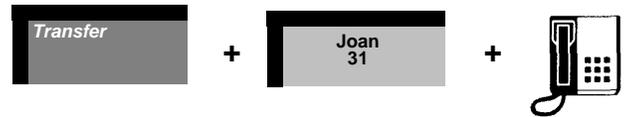
NOTE: To transfer a call to someone for whom you do not have an Intercom Auto Dial button, simply dial the person's intercom number after touching **Transfer.**

TRANSFER WITH VOICE ANNOUNCEMENT

If people in your office prefer to know who is calling them before they answer the phone, use the Voice Announcement feature. To do this, touch **Transfer,** touch **Intercom-Voice,** touch the appropriate Shift button (large systems only), touch an Intercom Auto Dial button, announce the call, and hang up. If no one answers the call, it returns to your console, ringing in the manner distinctive to a transferred call.

NOTE: To transfer a call to someone for whom you do not have an Intercom Auto Dial button, dial the person's intercom number after touching **Intercom-Voice.**

SCREENING CALLS

Using **Hold** and **Intercom-Voice** (or **Intercom-Ring)** to screen calls before passing them on makes it possible for you to find out if a person wants to accept an incoming call. This method differs from Transfer in that the call does not ring at the person's phone. To screen calls, touch**Hold,** touch **Intercom-Ring,** touch the appropriate Shift button (large systems only), touch the appropriate Intercom Auto Dial button, ask the person if he or she will accept the call, wait for a response, and hang up.

| Hold _Pause_	+	Intercom Voice	+

Joan 31	+	📞

If you have the type of system in which all people have the same lines on their telephones, the person takes the call by touching the button for the line on which the call is held. So when you announce the call, you must also announce its line number. If you do not have this type of system, touch the line button to take the call off hold, then use the Transfer feature to pass the call on.

NOTE: To call someone for whom you do not have an Intercom Auto Dial button, dial the person's intercom number after touching **Intercom-Voice.**

CALL PARK WITH LOUDSPEAKER PAGING

You may not always be able to use the Transfer feature to pass calls on. For example, if a call comes in for a person who may be in any one of several locations, you won't know where to transfer the call. By using the Call Park and Loudspeaker Paging features together (see page 12 for information on Loudspeaker Paging), you can notify the person to pick up the call from any **MERLIN** system telephone. Call Park is a special kind of hold that lets you "park" a call by transferring it to yourself. The person taking the call can pick it up from any telephone in your system by using the Call Pickup feature, which means dialing *7 plus your intercom number.

To park the call until you can reach the person, touch **Transfer** and touch your own Intercom Auto Dial button. Then page the person with a message such as, "Ms. Jones, dial star seven and then dial ten."

Transfer	+	Attendant 10
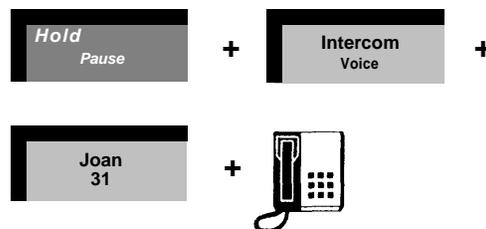
Loudspeaker Paging

By using the Intercom feature, you can connect to an optional loudspeaker paging system, which may have up to three separate zones. For example, a paging system in a medical group shared by several doctors could be set up with one zone covering only those locations specific to a particular doctor, such as a consulting office, lab, and examining room. The same could be done for other people in the group. Then, you can page one person without bothering anyone else.

To page someone, lift your handset, touch **Intercom-Voice,** and dial one of the codes listed below. Make your announcement by speaking through your handset.

Paging codes:

All Zones	80
Zone 1	81
Zone 2	82
Zone 3	83

You may also program buttons for these zones (Page-All, Page 1, and so on) so that you can touch a single button to page instead of dialing a code. (See page 18 for programming instructions.)

Send Message

As a system attendant, you may have to take messages for people who are away from their desks. Whenever you take a message for a person, turn on the message light at the person's voice terminal. If someone works with you as an attendant, make sure you leave messages in a central location so they can be found easily when people call for their messages. The Send Message procedure differs for small and large systems.

SMALL SYSTEMS

If you have a small system console and you want to turn on a message light at someone's voice terminal, touch **Send Message** and the appropriate Intercom Auto Dial button. The red light next to the Intercom Auto Dial button comes on to tell you that the person's message light is now on. If the red light is already on, you know not to use the **Send Message** button when you take a second message. In fact, by repeating the procedure, you will turn the person's message light off. If someone's message light is on and you want to turn it off, touch **Send Message** and then touch the Intercom Auto Dial button.

Send Message	+	Joan 31

LARGE SYSTEMS

If you have a large system console and you want to see whether or not a person's message light is already on, touch **Message Status** and the Shift button that controls the intercom number you want to check. A green light next to the Intercom Auto Dial button means that the person's message light is on. If the green light is not lit, touch **Send Message** and touch the person's Intercom Auto Dial button. Touch **Message Status** again so that you can use the lights to check line status.

Message Status	+	10-20-30

Send Message	+	Joan 31	+	Message Status
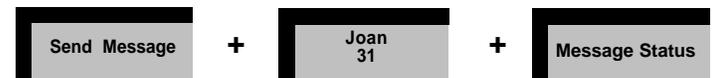
Keep in mind that when the green light next to the **Message Status** button is on, you can see which voice terminals have message lights on. When the green light is off, you can determine which lines are busy and use the buttons for placing intercom calls and for transferring calls.

Placing Calls

INTERCOM CALLS WITH VOICE ANNOUNCEMENT

To make a brief announcement to someone in your system, lift the handset, touch **Intercom-Voice,** touch the appropriate Shift button (large systems only), touch the Intercom Auto Dial button for the person you want to call, and speak into your handset. Your voice will be heard through the person's speaker. Since intercom calls don't interrupt existing outside calls, this feature is particularly useful when you need to inform someone of an urgent incoming call and he or she is already on another line.

NOTE: To call someone for whom you do not have and Intercom Auto Dial button, simply dial the person's intercom number after touching **Intercom-Voice.**

INTERCOM CALLS WITH RINGING SIGNAL

To converse with someone in your office, lift the handset, touch **Intercom-Ring,** touch the appropriate Shift button (large systems only), and touch the Intercom Auto Dial button for that person. Your call will ring at the person's voice terminal and he or she will have to pick up the handset to speak with you.

NOTE: To call someone for whom you do not have an Intercom Auto Dial button, simply dial the person's intercom number after touching **Intercom-Ring.**

OUTSIDE CALLS

To place an outside call, lift the handset and dial the number. The **MERLIN** system automatically selects a free line for you. You can select a different line by touching the appropriate line button.
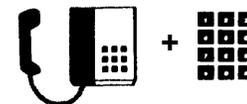
OUTSIDE AUTO DIAL

If you have any extra buttons that you don't need for lines, you may want to program Outside Auto Dial buttons for numbers that you call often. When you touch an Outside Auto Dial button, the **MERLIN** system selects an outside line, turns on the speaker, and dials the number for you. When the other person answers, lift the handset to speak. If no one answers, touch **Speaker** to cancel the call. (See page 19 for instructions on programming Outside Auto Dial buttons.)

Setting Up Conference Calls

If someone asks you to set up a conference call, you have two options: you may either keep the person who requested the call on the line or you may add the person to the conference call last. Keep in mind that the maximum number of people who can engage in a conference call is five (two inside, two outside, and the person requesting the call).

With the person already on the line, touch **Conference,** touch a free line button, and dial the other person's number. To add more people to the conference call, simply touch **Conference** and a free line button each time.

To add in the person who requested the call after the conference connections are established (or to add in other **MERLIN** system users), touch **Conference,** touch **Intercom-Voice** (or **Intercom-Ring),** touch the appropriate Shift button (large systems only), and touch the Intercom Auto Dial button for the person you are adding. Once the connections are completed, touch **Hold** to remove yourself from the call. The lines used in the conference show busy lights at your console until the people hang up.

NOTE: To add someone for whom you do not have an Intercom Auto Dial button, dial the intercom number after touching **Intercom-Voice** (or **Intercom-Ring).**

If you put a call on hold while you are establishing conference connections, you can add in the held call by touching **Conference** and the held call's line button.

DROP

Use the Drop feature if you get a busy signal or no answer when trying to add connections to a conference call. To disconnect a line without affecting other connections, touch **Drop** and the button for the line you are unable to connect. You can also use **Drop** to disconnect any caller from a conference call.

CONNECTING OUTSIDE CALLERS TO OUTSIDE LINES

There may be times when you have to connect an incoming call to someone who is not at the office. For instance, a caller may want to talk with someone in your company who is visiting another business location or who is working at home that day. You can "transfer" the call to the person by establishing a conference connection.

With the caller on the line, touch **Conference,** touch a free line button, and dial the number of the person who is away from the office. Once they are connected, touch **Hold** to remove yourself from the call.

Other Useful Features

USING THE SPEAKER

On-Hook Dialing
Instead of lifting your handset to place a call, you may use your console's built-in speaker. Touch **Speaker,** dial the number and lift your handset when the person answers. If the line is busy or you get no answer, touch **Speaker** to cancel the call.

Monitoring a Call on Hold
If someone puts you on hold, you can monitor the call while you go about your work. Touch **Speaker** and hang up the handset. When you hear the person come back on the line, just lift your handset and continue the conversation.

Group Listening
If you are on a call that you want others in the room to hear, touch **Speaker.** Although everyone can hear the person on the line, you must use your handset to speak to that person.

HEADSET ADAPTER
If you have a heavy call-handling load, you may prefer to use a headset with the optional Headset Adapter rather than lifting and holding your handset throughout the day. To place or answer a call using the Headset Adapter, simply touch **On,** leaving your handset on the hook. To end calls, touch **Off.** If you want to speak with someone in your office while you're on another call, mute the Headset Adapter's microphone by holding down the **Quiet** button. When you are ready to resume your call, release the **Quiet** button.

NIGHT SERVICE
During regular business hours, you — and perhaps others — answer incoming calls. After hours when no attendant is available, however, your business may use the Night Service feature to turn on extra alerting devices so that others will hear and answer incoming calls. For example, when no **MERLIN** system attendant is on duty, a loud bell or flashing light may be needed in some areas of your business to let people working there know that a call is ringing. Extra alerting devices are an optional part of the **MERLIN** system.

Anyone can take a night service call from any telephone in the system by using the Call Pickup feature, which means dialing *7 plus the intercom number of your console.

To activate the Night Service feature, touch **Night Service.** The green light goes on next to this button to remind you that extra alerting devices will sound or light whenever a call comes in. Touch **Night Service** again to turn off the extra alerting devices (the green light goes off).
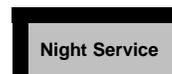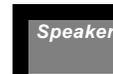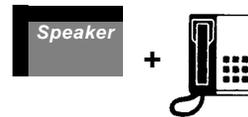
Custom Features

The **MERLIN** system offers numerous other custom features that you may find useful. You can program these for your console if there are any extra buttons you don't need to represent lines. **See page 18 to program these features.** If you want to have any lines removed from your console, however, ask your system administrator.

LAST NUMBER REDIAL

To redial the outside number you dialed most recently, touch **Last Number.**

> **Last Number**

SAVED NUMBER REDIAL

You can save a number for later redialing by touching **Saved Number** before you hang up. Other calls you make will not affect the saved number. To redial, touch **Saved Number.**

> **Saved Number**

PRIVACY

The Privacy feature prevents anyone from joining your calls. Activate the feature by touching **Privacy** (green light comes on). A **Privacy** button is needed only if others share a particular line with you.

> **Privacy**

TOUCH-TONE ENABLE

If your system has lines that carry rotary signals, you can switch over to Touch-Tone service in the middle of a call to use computerized services, such as credit card authorizations, that require tone signals. Dial the first part of the number as usual (you hear rotary clicks). Then touch **Touch-Tone Enable,** and dial whatever additional numbers you need (you hear tone signals).

> **Touch-Tone Enable**

Programming Your Console

Although most of your buttons must be used to represent lines or inter-com numbers, you can customize your console to meet your special working needs. With short, simple procedures, you can program buttons for convenient, one-touch access to features, and even customize the ringing sound of your telephone. Keep in mind, however, that you cannot reassign the **Send Message** or **Night Service** buttons or any of the permanently labeled dark grey buttons such as **Conference, Hold,** or **Speaker.** Also, if you have a console for a large system, you cannot reassign any of the Intercom Auto Dial buttons.

ASSIGNING CUSTOM FEATURES TO BUTTONS

You can assign a custom feature to any spare line button on your console by using the following simple programming procedure.

- Label the button(s) you want to program.
- Slide the T/P (Test/Programming) switch toward you to the P (Programming) position. The console rings every five seconds to remind you that you are programming and that you cannot place or receive calls.
- Touch the button you want to program.
- Dial the appropriate feature code (see table on next page).
- Dial additional numbers (if required).
- Program any other buttons you want to use for custom features.
- Return the T/P switch to the center position.

Feature Programming Chart

Feature Name	Feature Programming Code	Button Label	Refer to Page	Notes
Call Coverage	✶ 4 and intercom number	Cover and name	9	See also Secondary Coverage.
Intercom Auto Dial	✶ 6 and intercom number	name or location	6	Stores frequently called intercom numbers. The system assigns these to your console automatically, but in small systems you can change them.
Last Number Redial	✶ 73	Last Number	17	
Loudspeaker Paging			12	Used with optional loudspeaker equipment.
All Zones	✶ 680	Page-All		
Zone 1	✶ 681	Page and location		
Zone 2	✶ 682	Page and location		
Zone 3	✶ 683	Page and location		
Outside Auto Dial	✶ 90 and outside number	name or location	14	Stores frequently called outside numbers.
Privacy	✶ 72	Privacy	17	Needed if you share a line with others.
Saved Number Redial	✶ 74	Saved Number	17	
Secondary Coverage	✶ 5 and intercom number	Cover and name		Used to back up a person who has a Cover button for someone's telephone.
TouchTone Enable	✶ 76	Touch-Tone Enable	17	

CHANGING AN OUTSIDE AUTO DIAL NUMBER

There is a shortcut for reprogramming the number stored with an Outside Auto Dial button. Slide the T/P switch to the P position, touch the Outside Auto Dial button whose number you want to change, and dial the new number. Return the T/P switch to the center position.

SPECIAL CHARACTERS WITH AUTO DIAL

An Outside Auto Dial button can store up to 16 digits. For some types of calls, however, you need to program an automatic pause, stop, or switch-hook flash with the number. For example, if your **MERLIN** system works in combination with a PBX system that does not immediately return a dial tone after dialing 9 to get an outside line, you must program a pause after the 9 on your Outside Auto Dial button. Or, when you program an Outside Auto Dial button to dial a long-distance service sequence or call in a credit card authorization code, you may need to program an automatic stop.

- To program a pause into an auto dialing sequence, touch **Hold** (pause).
- To program a stop into an auto dialing sequence, touch **Drop** (stop).
- To program a switchhook flash at the beginning of an auto dialing sequence for Centrex/PBX codes, touch **Recall,** and then touch **Hold** (pause).

AUTOMATIC LINE SELECTION

This feature controls the order in which the system selects a free line when you make a call. If the first line in the selection sequence is busy, the system automatically connects you to the line next in the sequence so you don't have to touch a line button to get a line. You can specify up to eight of your line buttons for Automatic Line Selection, and you can specify the order in which the system should select them. Slide the T/P switch to the P position; dial ****,** touch the line buttons in the desired order, and return the T/P switch to the center position.

PROGRAMMABLE LINE RINGING

To program Line Ringing, slide the T/P switch to the P position. Touch the line button successively until the red light indicates the type of ringing you want.

- red on = ring
- red flash = delayed ring
- red off = no ring

Return the T/P switch to the center position.

NOTE: This programming does *not* affect intercom calls or calls transferred to you. Such calls will always ring or be announced at your console.

PERSONALIZED RINGING

If your console's ringing is often confused with the ringing of other phones, you can choose another sound from eight different ringing options.

To program personalized ringing, slide the T/P switch to the P position. You will hear the ringing sound that your console makes when someone calls. Touch **Speaker** repeatedly until you hear a ringing sound that you like. Return the T/P switch to the center position.

VOICE ANNOUNCEMENT DISABLE

Ordinarily, people can talk to you through your speaker when they call you on the intercom. You can prevent voice signaling and have all intercom calls ring instead by using the Voice Announcement Disable feature.

To program this feature on your console, slide the T/P switch to the P position, and touch **Intercom-Voice:**

- green light on = voice announcement allowed
- green light off = voice announcement prevented

Return the T/P switch to the center position.

Attendant's Quick Reference

If you want to . . . .

USE THE SHIFT BUTTONS *(Large Systems Only)*

For access to intercom numbers 10 to 39
- Touch the left Shift button
- Touch the Intercom Auto Dial button for the telephone you want

For access to intercom numbers 40 to 69
- Touch the middle Shift button
- Touch the Intercom Auto Dial button for the telephone you want

For access to intercom numbers 70 to 79
- Touch the right Shift button
- Touch the Intercom Auto Dial button for the telephone you want

TRANSFER A CALL WITH INTERCOM-RING
- Touch **Transfer**
- Touch appropriate Shift button (large systems only)
- Touch Intercom Auto Dial button (or dial intercom number)
- Hang up
- If person doesn't answer, call returns to you

TRANSFER A CALL WITH INTERCOM-VOICE
- Touch **Transfer**
- Touch **Intercom-Voice**
- Touch appropriate Shift button (large systems only)
- Touch Intercom Auto Dial button (or dial intercom number)
- Announce call, and hang up
- If person doesn't take the call, it returns to you

SCREEN A CALL
- Touch **Hold**
- Touch **Intercom-Ring** or **Intercom-Voice**
- Touch appropriate Shift button (large systems only)
- Touch Intercom Auto Dial button (or dial intercom number)
- Check to see if person will take call
  No?
    - Touch call's line button
    - Advise caller
    - Hang up
  Yes?
  If call's line button appears on person's phone —
    - He or she can take call by touching the call's line button

Otherwise —
- Touch call's line button
- Touch **Transfer**
- Touch appropriate Shift button (large systems only)
- Touch Intercom Auto Dial button (or dial intercom number)
- Hang up

PARK A CALL TO PAGE SOMEONE
- Touch **Transfer**
- Touch the left Shift button (large systems only)
- Touch your own Intercom Auto Dial button (or dial your intercom number)
- Touch **Intercom-Voice**
- Touch **Page**
- Page person to pick up call by dialing *7 plus your intercom number.

CONNECT AN OUTSIDE CALL TO ANOTHER OUTSIDE LINE
- Touch **Conference**
- Touch free line button (or special purpose line)
- Dial number
  Connection made?
    - Touch **Hold** to remove yourself
    - Hang up
  Not made?
    - Touch **Drop**
    - Inform caller, and hang up.

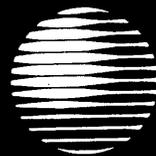**NOTIFY SOMEONE YOU TOOK A MESSAGE**

Small Systems
- Check red light beside person's Intercom Auto Dial button
  - Red light on? Do nothing (message light already on)
  - Red light off?
    - Touch **Send Message**
    - Touch Intercom Auto Dial button

Large Systems
- Touch **Message Status**
- Touch appropriate Shift button
  - Green light on? Do nothing (message light already on)
  - Green light off?
    - Touch **Send Message**
    - Touch Intercom Auto Dial button
- Touch **Message Status** again to return to normal operation

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