MULTILINE ML16S HANDSET
HELP SHEET

This HELP SHEET has been designed to provide you with a “Step-by-Step” guide to using your Multiline handset. Before you begin, please note the following:-

XTN: Represents the destination you are sending the call to. This could be an internal extension, or an outside line.

RLS: Releases a call - disconnects.

LINE / RECALL: This key enables you to make a handsfree call, and hang up on a handsfree call. To disconnect, hit RLS key.

HEADSET: This key enables you to connect to or make a call via the headset. To disconnect call, hit the HEADSET key again. (Headset primary socket at back of Handset).

HANDSET: This enables you to accept or make a call in the traditional manner. To disconnect call, replace handset to cradle.

MSSG: This key is an indicator as to Voicemail Message waiting. It can also be used to store other facility codes. (Using program mode)

VOLUME: Can be varied by using the UP (+) and DOWN (-) buttons while the phone is ringing.

BRIGHTNESS: Control for crystal display panels is at back of handset.

DSS KEYS: Direct Station Select keys are the 16 grey keys running in two rows across the top of your console.

TERMINAL Is the group of extensions you have chosen to monitor,
PROFILE: and whose extensions will each be represented by individual DSS keys.

LIGHTS: Will appear alongside DSS keys, indicating the status of that extension. These lights will be SOLID if line is busy, FLASHING if line is ringing, and BLINKING if line has a call on hold.

STORE KEYS: These can be utilised for either number selection or extra facility codes.

MUTE: Turns off the Microphone - your caller hears nothing.

FACILITY KEY PAD: The first functions are CAPITAL LETTERS, actioned by a one button push. SHIFT Key is used for functions in lower case.
MAKING A CALL

The ML16S Multiline can be either HANDSFREE or used with HEADSET, or by lifting HANDSET and dialling normally. Handsfree calls are made as follows:

Dial the number required. Check on the crystal display that the number dialled is correct, and press:

- **LINE / RECALL**

  To make the call.

  If number dialled incorrect press:

- **DELETE**

  Allows editing of number dialled.

  To finish a call, press SPEAKER again.

Calls made or received using the HEADSET are done in the same method above, using the HEADSET button.

At any time you can revert from HANDSFREE to HEADSET, or back to HANDSET by pressing the relevant method button needed.

To contact a member of your Terminal Profile is done by simply pressing the DSS KEY relating to that person..

TRANSFERRING

Should a call come in and you wish to transfer it to a member of your Terminal Profile, simply press the relevant DSS KEY, wait for the call to be answered and hang up. To Transfer a call outside of your Terminal Profile:

- **RECALL**

  Press the RECALL key

  Dial the required number, wait for the call to be answered, then hang up.
ENQUIRY

The ENQUIRY facility enables you to make an enquiry with a third person while maintaining the connection with your original caller. To make an ENQUIRY, you will already be speaking with your first caller. You then:

Press the RECALL key.

Dial the required extension or external number and make the ENQUIRY.

By pressing RECON, you will be connected back to your original caller. The RECON code enables you to “toggle” between these callers as many times as you wish.

HOLD

To place a caller on Hold:-

Hit the Shift key, followed by the:

Hold key

Press LINE / RECALL or hang up. This allows the PABX to return the call to your handset should you not retrieve it before the timeout period (in which case, your handset will ring).

To retrieve the call before the timeout, simply lift the handset and press RECON.

DIVERT
You are able to Divert your telephone to another extension. To do this,

**Divert**

Press the Divert key

Your crystal display will show “DIV”

Key in the extension number (or press the DSS key) you wish to Divert to.

Your crystal display will then show today’s time and date, followed by >XXXX, indicating that your telephone has been successfully DIVERTED to extension XXXX.

To cancel the diversion, simply:

**Divert**

Press the Divert key again.

Your crystal display will then show “DIV cancelled”.

**CONFERENCE**

The CONFERENCE facility allows you to have a conversation with up to six people (including yourself). A conference call is activated in the following way:

Initially, you will be having a conversation with someone. To invite a third person into the discussion, press.

**RECALL**

The RECALL key (this places your original caller on hold).

Dial the extension (or outside number) of the person you wish to invite into the conference. Announce the conference call, and press RECALL * 4 to connect all parties.

Repeat this procedure as required.
CAMP

The CAMP facility enables an extension user to place a “callback” on another extension which is either busy or ringing (unanswered). While hearing either the busy or ringing tone, simply:

Press the CAMP key and hang up.

As soon as the extension you have camped on is free (or has been used), your handset will give one two second “callback”. You must pick your handset up within 20 seconds of that callback to make the extension you are camped on ring.

Should you ignore the callback, your camp will be cancelled.

TEXT

The Text facility allows crystal display handset users to send pre-set text messages to other crystal display handsets. This is done by:

Pressing the Shift key, followed by:

the Text key

Your crystal display will then show “Address?” Here you must key in

the extension number you are sending the message to, followed by:

the HASH symbol
Your crystal display will then show “Key Msg Number”. You must now select the required message number from your pre-set text message listing. The message you are sending will appear on your crystal display, and may include some hyphens. Where hyphens appear, you are able to key in your own extension number or other digits.

**Example:**  
Please ring -----------

Once you have checked the message on your own crystal display, press the:

```
  #  
```

HASH symbol again

This actually sends the message to its destination. The handset you have sent the message to will make a “honking” sound to advise the user a message has been sent. You may continue sending other text messages, or simply press:

```
  Shift  
```

the Shift key, followed by

```
  Text  
```

the Text key to escape

**PARK**

The Park facility allows you to “place” any external call at a busy or free extension, thus freeing your handset to make and receive calls. When you have a call you need to park:

```
  Shift  
```

the Shift key, followed by

```
  Park  
```

press the Park key
Your crystal display will show “Park”. You then key in

   XTN

   the extension number you wish to park the call on, and hang up.

If you parked the call to a busy extension, that user will hear one “beep”, indicating that a call has been parked on their line.

The RECON button enables the user the “toggle” between these calls.

If a call is parked on a free extension, the person wishing to retrieve the call will need to lift the handset and press * 1 to retrieve the call.

**PROGRAMME**

There are four facilities available within the PROGRAMME option. These facilities are:-

1. Altering the RINGING PITCH of your handset
2. Activating the MESSAGE LOGGED facility
3. Setting ALERTS on particular DSS keys
4. SAVING personal numbers on your handset.

To activate and exit the PROGRAMME facility:

   PROG

   Press the PROGRAMME key

You will notice a “P” on the right hand side of the crystal display on your handset, indicating that you have successfully accessed the programme facility. When exiting, this “P” will disappear.
RINGING PITCH

To alter ringing pitch of your handset, simply access the programme facility, then use your UP and DOWN arrows to activate the sound. Exit the programme facility when the desired pitch is heard.

MESSAGE LOGGED

The MESSAGE LOGGED facility enables your handset to register any internal calls which rang at your handset, but were not answered at your handset. Should this occur, your handset will display messages like: BILL at 12:00

UP and DOWN arrows allow you to scroll through multiple messages.

By pressing the:

SPEAKER key, your handset will automatically call the number of the person appearing on your display. Therefore, while ever messages appear on your display, these will be rung each time you dial out handsfree.

The DELETE key removes messages individually from your display.

To activate the MESSAGE LOGGED facility, access the programme facility, then:

press the SHIFT key, followed by the

TEXT key

Your display will show “Missed Calls Logged”, or “Missed Calls Ignored”. Your UP and DOWN arrows will allow you to toggle between these messages. Simply exit the programme facility when the desired message is displayed.
ALERTS

The ALERT facility is an audio alert to other extensions in your Terminal Profile. To activate alerts on other extensions, access the programme facility, then:

Press the DSS key you wish to set the alert on:

Your display will show the number of the DSS key you are activating (Eg: DSS 10) followed by either “Alert Off”, “Alert Idle” (ie: only when your handset is free), or “Always Alert”. UP and DOWN arrows allow you to toggle through these options.

Should you select “Alert Off” or “Alert Idle”, simply exit the programme facility when the required option appears on your display. If you wish to “Always Alert”, you will need to specify the number of seconds delay before the alert sounds. This delay can be from 0 - 8 seconds. Simply key in the number of seconds you desire. Your display will show, for example, “Alert Delay 4 seconds”.

Simply exit the programme facility when the desired number of seconds has been registered.

SAVING PERSONAL NUMBERS

Each DSS key has the ability to have two numbers saved against it. Obviously, the “one-touch” function of each DSS key is reserved for members of your Terminal Profile. These number are saved via the software of your PABX. However, should you have any free DSS keys, you are able to save personal numbers from your handset as a “one-touch” function against these keys.

Generally, however, personal numbers are saved on the second level of each DSS key (ie: by pressing the SHIFT key, then the DSS key).

This is done by accessing the programme facility, then

Pressing the SHIFT key, followed by
the DSS key you wish to save the number against.

A row of hyphens will appear on your display. (Should digits appear, a number has already been saved against this key. If you wish to remove it, simply use your DELETE key to erase each digit).

Key in the number you wish to save. Remember that you will need to enter a “0” first should you be saving an external number. By exiting the programme facility, this number will be saved. To dial that number, simply press the SHIFT key, followed by the relevant DSS key, and your handset will automatically make a handsfree call for you.

**OTHER CODES**

<table>
<thead>
<tr>
<th>Code</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIVERT, RING NO REPLY</td>
<td># 0 * XTN</td>
</tr>
<tr>
<td>CANCEL DIVERT RNR</td>
<td># # 0 #</td>
</tr>
<tr>
<td>DIVERT ON BUSY</td>
<td># 0 # XTN</td>
</tr>
<tr>
<td>CANCEL DIVERT ON BUSY</td>
<td># # 0 #</td>
</tr>
<tr>
<td>RANDOM GROUP PICK UP</td>
<td>** * 3</td>
</tr>
<tr>
<td>SPECIFIC CALL PICK UP</td>
<td>* 3 XTN</td>
</tr>
<tr>
<td>SYSTEM ABBREVIATED DIALLING</td>
<td># 6 XXX</td>
</tr>
<tr>
<td>(SAB)</td>
<td></td>
</tr>
<tr>
<td>CONVERT TO MF TONES*</td>
<td>RECALL ** 9</td>
</tr>
</tbody>
</table>

* Used when communicating with other electronic messaging systems.