



# PARTNER™ Plus Communications System

Release 2  
System Planner

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# Form A1 Instructions:

Salesperson completes Items 1–10. Sales Support Rep completes 11-13.

1. Enter the name of the customer (billing name).
2. Enter the address where the system is to be installed.
3. Enter the name and telephone number of the person at the installation site who is to be contacted with questions about the installation.
4. Enter the name and phone number of the person (and alternate) to be trained.
5. Enter salesperson information.
6. Enter the features the customer is most interested in (most important first).

## 7. Outside Telephone Lines

Telephone No.	Enter phone number of each outside line.
New?	If ordering a new line and number is unknown, enter x.
Description	Describe line (800, Local, FX, etc.).
Rotary?	If line is rotary dial, enter x.
8. Check if applicable.	Fill in blanks where necessary.
9. Check if applicable.	Fill in blanks where necessary.
PBX/Centrex	If system is behind PBX or Centrex, enter x.
PBX/Centrex dial-out code	If the system is behind PBX or Centrex, enter x and the digit the customer must dial to get an outside line.
Recall Timer Duration	If the system is behind Centrex, enter x.
Transfer Return Rings	By default, a transferred call returns to the originator (or a programmed Transfer Return extension) if not picked up within 4 rings. Possible settings are 0–9 rings (0 rings = “no return”). If the customer wants a setting other than 4, enter x and the preferred number of rings.
Outside Conference Restriction	If the customer wants to prevent <i>all</i> users from conferencing together more than one outside party, enter x.
No toll-call prefix	If dialing a “0” or “1” to make toll calls is NOT required, enter x.
System Password	If the customer wants a 4-digit system password, enter x. Whoever knows the password can place any type of call at any time, regardless of dialing restrictions placed on the extension.

## Night Service

If the customer wants Night Service, enter x. When the person at Ext. 10 turns on Night Service, phones in the Night Service Group ring immediately (overriding normal ring options). In addition, if a system password has been programmed, system users cannot place outside calls, except Emergency Telephone numbers and Marked System Speed Dial numbers.

## Emergency Telephone Number List

If the customer wants a list of emergency phone numbers, enter x. They can be dialed at any time by any extension with access to an outside line, regardless of restrictions placed on the phone.

## Facsimile Extensions

If the customer has any fax machines, enter x and identify their extensions.

## Hotline Extensions

If the customer will have any hotline phones, for each phone enter the extension and its destination extension (the extension that will ring when the hotline phone is used). The hotline phone must be a standard touch-tone or rotary phone, and should have no outside lines assigned to it. We recommend hotline phones *not* be connected to extensions 10, 16, 22, or 28 because these are power failure transfer extensions.

## Doorphone Extensions

If the customer will have doorphones (2 maximum), enter x’s where appropriate, then identify extensions to ring. Any extension with a phone can be rung, but the doorphone itself cannot be on Ext. 10, 11, 16, 17, 22, 23, 28, or 29.

## Auto Attendant Extensions

Enter the extensions any auto attendants (AAs) will be connected to (any extension except 10, 16, 22, or 28 is acceptable).

## AA Transfer Return Extensions

Directly underneath each AA extension, indicate the extension that should get calls the AA cannot transfer because the extension or route the caller dials (after hearing the recorded greeting) does not answer.

## Other Transfer Return Extensions

The system normally returns transferred calls that are not answered to the extension that originated the transfer. Indicate any originating extensions that should not receive returning transferred calls. Directly under the originating extension, indicate the extension where the transferred calls should go instead.



# PARTNER™ Plus Release 2 System Planner

## Form A1: System Programming

1. Customer Name					6. Features Customer Most Interested In									
2. Installation Address														
3. Contact Name					Phone ( ) -									
4. Person to be Trained			Phone ( ) -		Alternate's Name			Phone ( ) -						
5. Sold by <input type="checkbox"/> AT&T Sales Force					Salesperson's Name					Phone ( ) -				
<input type="checkbox"/> Dealer:														

<b>7. Outside Telephone Lines (#104)</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Line</th> <th style="width: 20%;">Telephone Number</th> <th style="width: 5%;">New?</th> <th style="width: 45%;">Description</th> <th style="width: 25%;">Rotary? (#201)</th> </tr> </thead> <tbody> <tr><td>1</td><td></td><td></td><td></td><td></td></tr> <tr><td>2</td><td></td><td></td><td></td><td></td></tr> <tr><td>3</td><td></td><td></td><td></td><td></td></tr> <tr><td>4</td><td></td><td></td><td></td><td></td></tr> <tr><td>5</td><td></td><td></td><td></td><td></td></tr> <tr><td>6</td><td></td><td></td><td></td><td></td></tr> <tr><td>7</td><td></td><td></td><td></td><td></td></tr> <tr><td>8</td><td></td><td></td><td></td><td></td></tr> </tbody> </table>					Line	Telephone Number	New?	Description	Rotary? (#201)	1					2					3					4					5					6					7					8					<b>8. Check if applicable:</b> <input type="checkbox"/> Paging <input type="checkbox"/> AT&T paging system <input type="checkbox"/> Customer-owned (CPE) <input type="checkbox"/> Zones (#_____) <input type="checkbox"/> Music On Hold <input type="checkbox"/> Standard Tip/Ring Phone(s) <i>[Central Tel Programming: set Automatic Line Selection (ALS) to Intercom first]</i> <input type="checkbox"/> Fax Machine(s) <input type="checkbox"/> Answering Machine(s) <input type="checkbox"/> Auto Attendant(s) <input type="checkbox"/> Doorphone(s) <input type="checkbox"/> IROB protector(s) <input type="checkbox"/> UPS <input type="checkbox"/> Extra Alert(s) <input type="checkbox"/> Other Equipment					<b>9. Check if applicable:</b> <input type="checkbox"/> PBX/Centrex (#721) <input type="checkbox"/> PBX/Centrex dial-out code (#106)_____ <input type="checkbox"/> Recall Timer Duration (Centrex) (#107)_____ <input type="checkbox"/> Transfer Return rings (#105)_____ <input type="checkbox"/> Outside Conference Restriction (#109) <input type="checkbox"/> No toll-call prefix required (#402) <input type="checkbox"/> System Password (#403) _____ <input type="checkbox"/> Night Service (#503) <input type="checkbox"/> Emergency Telephone Number List (#406)					<input type="checkbox"/> Facsimile extensions (#601): _____ <input type="checkbox"/> Hotline ext. (#603): ___ to ring ext.: ___ Hotline ext. (#603): ___ to ring ext.: ___ <input type="checkbox"/> *Doorphone 1 ext. (#604): _____ <i>[ALS: Intercom Only]</i> Alerting exts. (#606): _____ <input type="checkbox"/> *Doorphone 2 ext. (#605): _____ <i>[ALS: Intercom Only]</i> Alerting exts. (#606): _____ <i>*Doorphones cannot be on ext. 10, 11, 16, 17, 22, 23, 28, or 29. Any extension can be a doorphone alert ext.</i> <input type="checkbox"/> Auto Attendant exts. (#607): _____ Transfer Return exts. (#306): _____ <input type="checkbox"/> Other Transfer Return exts. (#306): Originating ext.: _____ Trans. Ret. ext.: _____				
Line	Telephone Number	New?	Description	Rotary? (#201)																																																												
1																																																																
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8																																																																

10. Notes

11. Installation Date	12. Order Nos.	13. Sales Support Rep.	Telephone No.
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# Form A2 Instructions:

## 14. Extension Assignments

Name/Location	Enter name and location (room number or other description) for each extension.
Equipment Connected	Enter devices connected to each extension (examples: MLC-6, MLS-6, MLS-12, MLS-12D, MLS-34D, Fax, AM for answering machine, ROT for standard rotary phone, TT for touch-tone, AA for Auto Attendant). Customer will need a 267F2 bridging adapter when two devices share an extension jack (two adapters packaged with each 206 module).
Line Assignment/ Ringing Options	For each extension, show the lines assigned to it by indicating whether each line will ring Immediately (I), have a Delayed ring (D), or Not ring (N). If the line should appear on a button different from default assignment, indicate the desired new line button assignment. For example: if Line 3 should ring after a delay on first button above the left [ <u>Intercom</u> ] button (the first line button is the default button assignment for Line 1), under Line 3 show "1/D." A blank indicates the line is not assigned to the extension.
Line Access Restrictions	If any line assigned to an extension is to be restricted, show how by entering an O, I or N. A blank indicates all calls are generally permitted on the line. <ul style="list-style-type: none"><li>O    Outgoing calls only—can place calls, but can receive only transferred calls.</li><li>I    Incoming calls only—can only receive calls, cannot place calls.</li><li>N    No access to line—line appears on the phone but cannot place or receive calls (can only receive transferred calls). This is useful for monitoring call activity on the line.</li></ul>
Display Language	Check the appropriate column for extensions with MLS-34D and MLS-120 display phones.
No Abbreviated Ringing	If the user does NOT want Abbreviated Ringing, enter x.

## Auto Privacy

If the extension is to have Automatic Privacy, enter x. This prevents other extensions with the same line from joining in on calls at this extension. Useful for fax and modem extensions.

## Outgoing Call Restrictions

Check the appropriate column(s) to show dialing restrictions and overrides.

### Inside Only

User can only make intercom calls to others on the system.

### Local Only

User can only make intercom and local outside calls (no toll calls).

### Unrestricted

User can make any type of call.

### Disallowed List

One or more lists of Disallowed Telephone Numbers (form C) will apply to this extension. The user will not be able to place calls to numbers on those lists.

### Allowed List

One or more lists of Allowed Telephone Numbers (form C) will apply to this extension. The user will be able to place calls to specified numbers on those lists.

## Groups

Check the appropriate column(s) to indicate the extensions to be included in the Call Pickup, Calling, and Night Service groups.

### Call Pickup Group

An outside call ringing at an extension in the group can be answered at any other extension in the system.

### Calling Group

A user can ring or page a group of extensions simultaneously. The user is connected to the first extension in the group to answer.

### Night Service Group

When the person at Extension 10 turns on Night Service, incoming calls ring all phones in the group immediately, regardless of normal ring options. In addition, if there is a system password, phones in the group cannot place outside calls without entering the password, except Emergency Telephone Numbers or Marked System Speed Dial Numbers.

## Customer completes forms B–D.



# Customer Information—System Design and Training

## Who Will Design My System?

- When you purchase your PARTNER™ Plus system, your salesperson will help you determine the best way to set up your system. Based on this discussion, your salesperson will complete the System Programming forms in this Planner (forms A1 and A2).
- To indicate how you want to further customize your system and telephones, please complete the rest of the forms in the Planner sometime before installation. Easy-to-follow instructions are provided on facing pages.

*We suggest you complete the forms in pencil. If you need help completing them, please call our 24-hour Helpline at 1 800 628-2888.*

*Please keep the completed forms in a safe place. Record any future programming changes on the form—if programming is inadvertently cleared, the forms can be used to reprogram the system.*

## How Will I Be Trained?

- The technician who installs your system will be your trainer. You will be trained at your place of business by the technician on the day your system is installed and programmed.
- Your technician will:
  - demonstrate how to handle calls and use the system's features,
  - demonstrate how to program features and Auto Dial numbers onto telephones,
  - demonstrate how to change the programming for the system and telephones, and
  - explain how to use the documentation (the *Quick Reference* cards, and the *Installation and Use* guide).

## How Can I Prepare For Training?

- Our experience shows that training works best if you can dedicate 30–60 minutes of UNINTERRUPTED time for training on installation day, preferably in a quiet place away from distractions.
- Please designate one person and an alternate to participate in the training. The person(s) you select will then train the rest of your staff.

*This training will ensure that you take maximum advantage of your new AT&T system. Thank you for your participation.*

## System Speed Dial Numbers

The PARTNER Plus system can memorize a list of up to 60 frequently called telephone numbers, referred to as System Speed Dial numbers, which everyone on the system can use. With System Speed Dialing, employees don't need to remember changes in telephone numbers, and dialing is much quicker.

You assign a 2-digit code for each System Speed Dial number. This code ranges from 20 to 79. To dial a number, you press three buttons: the [**Feature**] button followed by the 2-digit code. For example, suppose your staff frequently calls Acme Supplies and you assign Acme's telephone number to code 20. To call Acme simply press [**Feature**][**2**][**0**]. If Acme moves, or the phone number changes, you program the new telephone number and dial the same way, [**Feature**][**2**][**0**].

## Personal Speed Dial Numbers

Up to 20 Personal Speed Dial Numbers can be stored for personal use at each user's extension, codes 80 to 89.

### Form B Instructions (top):

Record your Speed Dial numbers on the top of form B.

### Name and Telephone Number Column

Enter the telephone numbers and names. Include area codes.

The maximum length of a telephone number is 20 digits or special characters. Special characters are:

- P Pause 1.5 seconds
- R Recall—switchhook flash for PBX/Centrex features
- S Stop the dialing sequence
- T Touch-tone digits to follow (for rotary lines only)

### ★ Column

If you want users to be able to call a particular System Speed Dial number, regardless of any dialing restrictions placed on their extensions, you can "mark" the number so it can be dialed at all times. Mark the number by entering a star ( ★ ) in this column. (Personal Speed Dial Numbers cannot be marked.)

## System Extensions

To call each other, users of the system will need to know each other's extensions. They will also need to know the extensions in the Call Pickup Group, Calling/Paging Group, and Night Service Group.

### Form B Instructions (bottom):

All the information you need is on form A-2, in the "Name/Location" and "Groups" columns. Simply transpose the information from form A-2 to the bottom of form B.

Please have System Speed Dial numbers ready when the technician arrives.

After installation, please photocopy this form and distribute a copy to everyone using the system. They should keep this form near their phones for reference when placing calls. An extra blank form is in the *Installation and Use* guide.



## Form B: Speed Dial Numbers

**To Dial** • On MLS- or MLC-model telephone, press [**Feature**] + **Code** • On standard touch-tone telephone, press [**#**] + **Code** while receiving intercom dial tone.

### System Speed Dial Numbers

Code	Name/Company	*	Telephone Number
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			

Code	Name/Company	*	Telephone Number
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			
51			
52			
53			
54			
55			
56			
57			
58			
59			

Code	Name/Company	*	Telephone Number
60			
61			
62			
63			
64			
65			
66			
67			
68			
69			
70			
71			
72			
73			
74			
75			
76			
77			
78			
79			

### Personal Speed Dial Numbers

Code	Name/Company	Telephone Number
80		
81		
82		
83		
84		
85		
86		
87		
88		
89		
90		
91		
92		
93		
94		
95		
96		
97		
98		
99		

\* You can dial System Speed Dial codes with a ( \* ) at any time, regardless of dialing restrictions placed on your extension. System Speed Dial numbers are programmed by the System Manager (report problems and suggested revisions to your System Manager). To program Personal Speed Dial numbers, see the *Quick Reference* card.

## System Extensions

**To call another extension** • On MLS- or MLC-model telephone, press [**Intercom**] + **Ext** • On standard telephone, dial **Ext** while receiving intercom dial tone

Ext	Name	Call Pickup Group*	Calling/Paging Group*	Night Service Group*
▲ 10				
11				
12				
13				
14				
15				
16				
17				

Ext	Name	Call Pickup Group*	Calling/Paging Group*	Night Service Group*
18				
19				
20				
21				
22				
23				
24				
25				

Ext	Name	Call Pickup Group*	Calling/Paging Group*	Night Service Group*
26				
27				
28				
29				
30				
31				
32				
33				

\* An "X" in the column means the extension is a member of the Call Pickup Group, Calling/Paging Group, or Night Service Group.

▲ System Manager's extension.

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## Disallowed & Allowed Telephone Numbers

With **Disallowed Telephone Numbers** you can prevent users who can normally make outgoing calls from dialing specific telephone numbers or categories of telephone numbers (e.g., calls to 976 exchanges for pre-recorded messages, such as horoscopes, and 900 area code “chat lines”).

Conversely, **Allowed Telephone Numbers** are *exceptions* to dialing restrictions. For example, you might disallow (prevent) the dialing of 976 telephone numbers, but allow dialing of 976-1212 for weather reports. Or, you can use Allowed Telephone Numbers to permit people at extensions with dialing restrictions to dial certain telephone numbers, local exchanges, or area codes. For example, you may want people at normally toll-restricted extensions to be able to call specific customers or suppliers.

By combining Dialing Restrictions and Disallowed Telephone Numbers with selected exceptions (via Allowed Telephone Numbers, Marked Speed Dial Numbers, and a list of Emergency Telephone Numbers you will specify later), you can control outgoing call traffic and associated costs without placing unreasonable constraints on your staff.

### Form C Instructions (top):

Use form C to create lists of disallowed and allowed telephone numbers, and to assign the lists to extensions.

1. **Create lists.** You can create up to 4 lists each of Disallowed and Allowed Telephone Numbers.

- In the space under the List number, write in a description, if any, you want to use to identify the list (for example, “Suppliers”).
- Under “Telephone Number” write the area codes, local exchanges, or complete telephone numbers appropriate for that list (maximum **12 digits** per telephone number). Write complete telephone numbers exactly as they would be dialed out of your system, including area codes with leading 0's or 1's.

*NOTE: To prevent or allow certain **categories** of telephone numbers requires programming **more than one version** of the telephone number into the system. The number of versions depends on whether or not you need to dial a leading digit for long distance. For example, if you normally must dial a 0 or 1 for long distance, to prevent both local and long-distance calls to 976 exchanges requires programming 7 versions of the number. See the example on the top of the next column (left box). (The ! is a wildcard character that matches any single digit dialed.)*

*To prevent or allow calls to specific area codes (for example, calls to the 900 area code) requires programming 2 versions of the area code: 0900 and 1900. Follow the examples below—the left box if you dial a “0” or “1” for long distance, or the right box if you don't.*

### EXAMPLE DISALLOWED LISTS

Prevent calls to

- 976 Exchanges
- 900 Area Code
- 011 Foreign Countries

\* These entries are necessary only in states where dialing “0” or “1” is required for toll calls *within* the state (example: in NJ, which has two area codes, a person in 201 who wants to call 609 must dial a “1” first).

### DIALING “0” OR “1” FOR LONG DISTANCE IS REQUIRED

Item	Telephone Number
01	976
02 *	0976
03 *	1976
04	0!1!976
05	0!0!976
06	!1!976
07	!10!976
08	0900
09	1900
10	011

### DIALING “0” OR “1” FOR LONG DISTANCE IS NOT REQUIRED

Item	Telephone Number
01	976
02	!0!976
03	!1!976
04	900
05	011
06	
07	
08	
09	
10	

2. **Assign Lists.** In the “Extension Assignments” box, assign the lists to the extensions in your system, in any combination, by placing an “X” in the appropriate columns. For example, you could assign List 1 and 2 to Ext. 11, but only List 1 to Ext. 12.

## Emergency Telephone Numbers

You can create a list of up to 10 emergency numbers that can be *dialed at any time by any extension with access to an outside line*. Emergency numbers override all other dialing restrictions, and can even be dialed when Night Service is on.

### Form C Instructions (bottom):

List up to 10 emergency numbers on the bottom of form C. See the example to the right of these instructions.

*NOTE: There are a variety of factors that influence the effectiveness of call restrictions. Avoid putting 800 numbers in your Emergency List. If you need to allow restricted users to access 800 numbers, put those numbers in an Allowed List instead.*

### EXAMPLE EMERGENCY LIST

Item	Telephone Number
01	911
02	611 (local phone company service)
03	555-2345 (Boss's home)
04	555-4567 (auto club)
05	555-1357 (company doctor)



# Form C: Disallowed & Allowed Telephone Numbers

## Disallowed Telephone Numbers {#404}

List 1

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

List 2

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

List 3

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

List 4

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

## Disallowed List Extension Assignments {#405}

Ext	List 1	List 2	List 3	List 4
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				

Ext	List 1	List 2	List 3	List 4
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				

## Allowed Telephone Numbers (Overrides) {#407}

List 1

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

List 2

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

List 3

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

List 4

Entry	Telephone Number
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

## Allowed List Extension Assignments {#408}

Ext	List 1	List 2	List 3	List 4
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				

Ext	List 1	List 2	List 3	List 4
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				

## Emergency Telephone Numbers

### Emergency Telephone Numbers {#406}

Entry	Telephone Number
01	
02	
03	
04	
05	

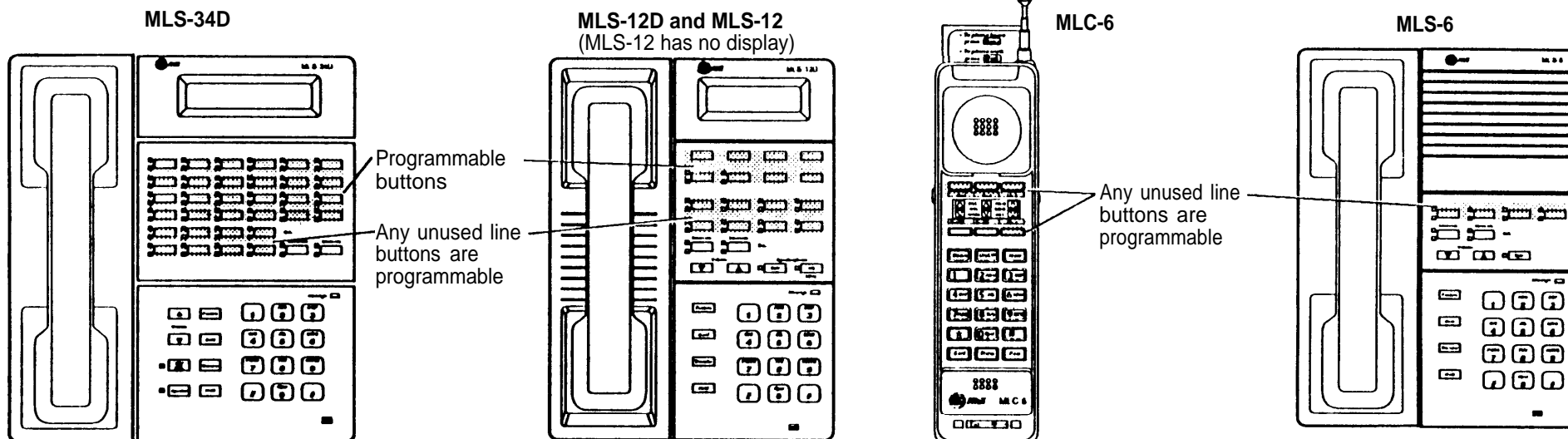
Entry	Telephone Number
06	
07	
08	
09	
10	

#### Notes:

- Consult your local phone directory to determine the numbers for police, fire, and ambulance service, because "911" is not available everywhere.
  - When programming emergency numbers and/or making test calls to emergency numbers:
    - Stay on the line and briefly explain to the dispatcher the reason for the call before hanging up.
    - Perform such activities during off peak hours, such as in the early morning or late evening.
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# Telephone Programming

Use forms D1 and D2 to record the features and Auto Dial numbers for the programmable buttons of MLS-series and MLC-6 phones. Telephone buttons that can be programmed depend on the type of phone, as shown below:



**NOTE:** Standard touch-tone, rotary, cordless, and feature phones cannot be programmed as described here.

**NOTE:** An MLS-6 or MLC-6 phone with 4 lines assigned to it has no programmable buttons. That is, if it only has lines 1 and 2, the phone has two programmable buttons—the buttons where “Line 3” and “Line 4” would have been.

## Form D1 Instructions (Standard Templates)

This form has two standard templates, one for an MLS-34D telephone and the other for an MLS-12D or MLS-12 telephone. These standard templates show how dial code features and Auto Dial numbers can be put on the programmable buttons of system telephones.

### Template 1 (Extension 10)

This template shows an MLS-34D phone programmed for extension 10 (typically the receptionist).

- The top three rows of buttons are programmed with Intercom Auto Dial buttons for extensions 11–28. This lets the receptionist dial any of those extensions with a single touch, or see which extensions are busy at a glance. The 24 programmable buttons on the MLS-34D are enough to program all extensions in your system as Intercom Auto Dial buttons.
- The bottom row of programmable buttons show dial-code features that are especially useful for the receptionist. For more information on these features, see the instructions for form D2, or the *Installation and Use* guide provided with the system. (If you have more than 18 extensions in your system, you can program additional Intercom Auto Dial buttons on this row, to let the receptionist have one-touch access to all extensions.)

### Template 2 (MLS-12 or MLS-12D)

This template shows dial-code features and Auto Dial numbers for an MLS-12 or MLS-12D phone. The Do Not Disturb and Privacy features are programmed on the first two buttons, since those features require buttons with lights.

If you want any telephones programmed like this template, simply list their extension numbers under the template, or if you prefer different setups for phones, fill in the completely blank templates on form D2. (If this standard template is close to what you need, you can edit it.)

**NOTE:** Form D2 provides blank templates for MLS-12 or MLS-12D, MLS-6 or MLC-6, and MLS-34D phones.

### Extension Assignments/Automatic Line Selection

Under the template, indicate the extensions to be programmed like the template. Directly under each extension, indicate its Automatic Line Selection setting, if it should be different from the factory setting—for example, to indicate that an extension should select outside lines 1, 2, 3, and 4, then select Intercom, enter “1 2 3 4, I” under the extension. (On a system with 8 lines, the factory setting is “1 2 3 4 5 6 7 8, I.”) When the user lifts the handset or presses [*Spkr*] without first pressing a line button, the system automatically selects the first available line assigned to the extension (for example, when line 1 is busy, the system selects line 2). The extension can be programmed to select lines in any order (for example, if the user has a standard phone or makes mostly intercom calls, you can



# Form D1: Telephone Programming (Standard Templates)

## MLS-34D Telephone

### Template 1\* (Ext. 10)

- Intercom Auto Dial Numbers
- Group Paging
- Night Service On/Off
- Loudspeaker Paging
- Fax Management  
(indicate fax machine extension)
- Message Light On
- Message Light Off

Ext. 11 ☀️ <input type="text"/>	Ext. 12 ☀️ <input type="text"/>	Ext. 13 ☀️ <input type="text"/>	Ext. 14 ☀️ <input type="text"/>	Ext. 15 ☀️ <input type="text"/>	Ext. 16 ☀️ <input type="text"/>
Ext. 17 ☀️ <input type="text"/>	Ext. 18 ☀️ <input type="text"/>	Ext. 19 ☀️ <input type="text"/>	Ext. 20 ☀️ <input type="text"/>	Ext. 21 ☀️ <input type="text"/>	Ext. 22 ☀️ <input type="text"/>
Ext. 23 ☀️ <input type="text"/>	Ext. 24 ☀️ <input type="text"/>	Ext. 25 ☀️ <input type="text"/>	Ext. 26 ☀️ <input type="text"/>	Ext. 27 ☀️ <input type="text"/>	Ext. 28 ☀️ <input type="text"/>
GRP-PAGE ☀️ <input type="text"/>	NIGHT-SVC ☀️ <input type="text"/>	LOUDSPK ☀️ <input type="text"/>	FAX-Ext. ☀️ <input type="text"/>	MSG-ON ☀️ <input type="text"/>	MSG-OFF ☀️ <input type="text"/>
☀️ Line 5	☀️ Line 6	☀️ Line 7	☀️ Line 8	Unused line buttons are programmable	
☀️ Line 1	☀️ Line 2	☀️ Line 3	☀️ Line 4		

NOTE: This standard template is recommended for extension 10, typically the receptionist's extension.

Auto. Line Sel.: \_\_\_\_\_  
Factory setting is "Outside lines 1, 2, 3, 4, 5, 6, 7, 8; Intercom"

### Template 2\*

- Outside Auto Dial Numbers
- Do Not Disturb
- Privacy
- Save Number Redial
- Last Number Redial

## MLS-12 or MLS-12D Telephone

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DND	PRIV	SNR	LNR
☀️ <input type="text"/>	☀️ <input type="text"/>	<input type="text"/>	<input type="text"/>
☀️ Line 5	☀️ Line 6	☀️ Line 7	☀️ Line 8
☀️ Line 1	☀️ Line 2	☀️ Line 3	☀️ Line 4

Unused line buttons are programmable

Assign to exts.: \_\_\_\_\_  
Auto. Line Sel.: \_\_\_\_\_  
Factory setting is "Outside lines 1, 2, 3, 4, 5, 6, 7, 8; Intercom"

Assign to exts.: \_\_\_\_\_  
Auto. Line Sel.: \_\_\_\_\_  
Factory setting is "Outside lines 1, 2, 3, 4, 5, 6, 7, 8; Intercom"

### Example

To assign the template to Exts. 11, 12, 15, and 16 (exts. 11 and 12 to have factory-set Automatic Line Selection, exts. 15 and 16 to be programmed to select the Intercom first, followed by outside lines 2, 1, and 4):







Assign to exts.:    11       12       15       16  
Auto. Line Sel.:        \_\_\_\_\_    1,214    1,214

\* Descriptions of these and other programmable features (with suggested abbreviations) are on the reverse side of this form.

## Form D2 Instructions (Blank Templates):

Fill in the templates to indicate how the individual telephones are to be programmed:

- To show the features and Auto Dial numbers to be stored on programmable buttons, put the appropriate abbreviations from the list below on the templates. (Except for Do Not Disturb, Fax Management, and Auto Dial, these features can be used even if they are not programmed. Details are in the *Installation and Use* guide.)
- Under the template, indicate the extensions to be programmed like the template. Directly under each extension, indicate its Automatic Line Selection setting, if it should be different from the factory setting—for example, to indicate that an extension should select outside lines 1, 2, 3, and 4, then select Intercom, enter “1 2 3 4, I” under the extension. (On a system with 8 lines, the factory setting is “1 2 3 4 5 6 7 8, I.”) When the user lifts the handset or presses [Spkr] without first pressing a line button, the system automatically selects the first available line assigned to the extension (for example, when line 1 is busy, the system selects line 2). The extension can be programmed to select lines in any order (for example, if the user has a standard phone or makes mostly intercom calls, you can set the order to “I, 1 2 3 4 5 6 7 8”).

 <b>DND</b>	<b>Do Not Disturb.</b> Prevents calls from ringing on your phone. Outside callers hear ringing, and intercom (inside) callers get a busy signal.	<b>GRP-CALL</b>	<b>Group Call.</b> Simultaneously rings all extensions in the Calling Group (see form A2). You are connected to the first extension to answer.
 <b>PRIV</b>	<b>Privacy.</b> Prevents other phone users with the same line from joining your telephone conversations.	<b>GRP-PAGE</b>	<b>Group Page.</b> Simultaneously voice signals (pages) all extensions in the Calling Group that have MLS-model telephones.
<b>EXHOLD</b>	<b>Exclusive Hold.</b> Guarantees that your call remains private when you place it on hold. Prevents others with access to the line from picking up the call.	<b>LOUDSPK</b>	<b>Loudspeaker Page.</b> If an optional paging system is connected to your system, you can make announcements over its loudspeaker with one touch.
<b>DROP</b>	<b>Conference Drop.</b> Allows the <i>last outside party</i> you add to a conference call to be dropped from the conference, without disconnecting the other parties. (For a Centrex system, use the Centrex code instead.)	<b>PICKUP-GRP</b>	<b>Call Pickup Group–Answer.</b> From your phone, picks up an <i>outside</i> call ringing at any extension assigned to the Call Pickup Group (form A2). For example, if you are Ext. 11, and Ext. 30 (which is in the group) rings, you can pick up the call ringing at Ext. 30 from your phone by pressing PICKUP-GRP. Your extension does not need to be in the Call Pickup Group. Useful when the ringing line is not assigned to your phone.
<b>RECALL</b>	<b>Recall.</b> Sends a precisely-timed switchhook flash through the system. When you are using the handset, Recall gives you a dial tone without your having to depress the switchhook. Also used to access PBX/Centrex features that require a flash operation.	<b>PICKUP-(x)</b>	<b>Pickup Extension.</b> From your phone, picks up an outside call ringing at the extension you specify on the template. For example, to pick up Ext. 11, enter PICKUP-11. Helpful for officemates who want to pick up calls for each other.
<b>LNR</b>	<b>Last Number Redial.</b> Redials the <i>last</i> outside number you dialed, with one touch.	 <b>FAX-(x)</b>	<b>Fax Management.</b> Allows you to transfer calls to the fax machine with one touch. Also, if you program on a button with lights, allows you to see when the fax machine is busy, and when it is having trouble and not answering (e.g., when it is out of paper). On the template, indicate the extension the fax machine is on. For example, to program a button for the fax machine on Ext. 12, enter FAX-12.
<b>SNR</b>	<b>Save Number Redial.</b> Saves an outside telephone number into temporary memory for <i>later</i> one-touch redialing. Useful when you will need to redial a number but want to make other calls before redialing.	 <b>EXT-(x)</b>	<b>Auto Dial (Ring)–Extension Number.</b> Programs another extension onto a button, so you can dial it with one touch. If you program a button with lights, you can also see when the extension is busy and when it is transferring a call to you. For example, to program Ext. 15 onto a button, enter EXT-15 on the template.
<b>MSG-ON</b>	<b>Message Light On.</b> Lights up the Message light at a specific extension with an MLS-model phone. You press MSG-ON, then you dial that extension. Its message light will go on.	 <b>PAGE-(x)</b>	<b>Auto Dial (Page)–Extension Number.</b> Programs the intercom number for an extension with an MLS-model phone onto a button, so you can voice-signal (page) the extension with one touch. (This feature cannot be used to page extensions that have standard or MLC-6 phones.) If you program a button with lights, you can also see when the extension is busy and when it is transferring a call to you. For example, to program a button to page Ext. 15, enter PAGE-15 on the template.
<b>MSG-OFF</b>	<b>Message Light Off.</b> Works the same way as Message Light On, except the light goes off.	<b>AUTO-(x)</b>	<b>Auto Dial–Outside Telephone Number.</b> Programs an outside telephone number onto a button, so you can dial the number with one touch. On the template, put the name or telephone number (the abbreviation AUTO is not necessary).
<b>TT-EN</b>	<b>Touch-Tone Enable.</b> If you have a rotary line, allows you to use phone services such as “Bank-by-Phone” that require dialing touch-tone digits. After you place the call to the service and are asked to enter touch-tone digits, press TT-EN to change the rest of the digits you dial during the call to touch-tone.		
 <b>NIGHT-SVC</b> <b>Night Service On/Off.</b> If your system is programmed with Night Service, the MLS-120 or MLS-34D telephone at Ext. 10 has a Night Service button to turn the feature on and off (users at other extensions cannot program Night Service onto their phones). The Night Service button is always the second lighted programmable button (see template 1 on form D1). Once a Night Service button has been assigned, other features cannot be programmed onto that button.			

 **Button with lights required**

 **Button with lights recommended (but not required)**

**Note:** Although standard single-line touch-tone, rotary, cordless, and feature phones cannot be programmed, you can use *some* of the features in the above list with these standard phones by pressing [#] and a 2-digit code. Details are in *Installation and Use* guide.

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# Form D2: Telephone Programming (Blank Templates)

## MLS-34D PHONES:

Line 5	Line 6	Line 7	Line 8		
Line 1	Line 2	Line 3	Line 4		

Assign to exts.: \_\_\_\_\_

Auto. Line Sel.: \_\_\_\_\_  
*Factory setting is "Outside lines 1, 2, 3, 4, 5, 6, 7, 8; Intercom"*

## MLS-12 and MLS-12D PHONES:

Line 5	Line 6	Line 7	Line 8
Line 1	Line 2	Line 3	Line 4

Assign to exts.: \_\_\_\_\_

Auto. Line Sel.: \_\_\_\_\_  
*Factory setting is "Outside lines 1, 2, 3, 4, 5, 6, 7, 8; Intercom"*

Assign to exts.: \_\_\_\_\_

Auto. Line Sel.: \_\_\_\_\_  
*Factory setting is "Outside lines 1, 2, 3, 4, 5, 6, 7, 8; Intercom"*

## MLS-6 and MLC-6 PHONES: *NOTE: An MLS-6 or MLC-6 phone with 4 lines assigned to it has no programmable buttons.*

Line 1	Line 2	Line 3	Line 4
--------	--------	--------	--------

Assign to exts.: \_\_\_\_\_

Auto. Line Sel.: \_\_\_\_\_  
*Factory setting is "Outside lines 1, 2, 3, 4, 5, 6, 7, 8; Intercom"*

*NOTE: Line buttons are programmable only if they are not used for lines.*

### Summary of Abbreviations

<b>DND</b> = Do Not Disturb	<b>LNR</b> = Last Number Redial	<b>GRP-CALL</b> = Group Call	<b>FAX-(x)</b> = Fax Management Extension where (x)=fax extension [example: FAX-11]
<b>PRIV</b> = Privacy	<b>SNR</b> = Save Number Redial	<b>GRP-PAGE</b> = Group Page	<b>EXT-(x)</b> = Auto Dial (Ring)—Ext. where (x)=ext. [example: EXT-10]
<b>EXHOLD</b> = Exclusive Hold	<b>MSG-ON</b> = Message Light On	<b>LOUDSPK</b> = Loudspeaker Page	<b>PAGE-(x)</b> = Auto Dial (Page)—Ext. where (x)=ext. [example: PAGE-10]
<b>DROP</b> = Conference Drop	<b>MSF-OFF</b> = Message Light Off	<b>PICKUP-GRP</b> = Call Pickup Group-Answer	<b>AUTO</b> = Auto Dial—Outside Number Put telephone number or name on template [example: John]
<b>RECALL</b> = Recall	<b>TT-EN</b> = Touch-Tone Enable	<b>PICKUP-(x)</b> = Pickup Extension where (x)=extension number [example: PICKUP-11]	
Button with lights required	Button with lights recommended (but not required)		

## Instructions

We suggest using this form as a training aid, to communicate to your staff how their extensions are programmed in the system. To avoid completing an entire form for each user, first use one form to fill in information that applies to everyone, photocopy enough of them for each user, and finally complete the individual forms.

All the information you need is already shown on forms A1, A2, and C, in the *System Planner*, and the instructions below tell you where to find the information in the Planner.

### Line Assignments and Ringing

- |                                       |  |
|---------------------------------------|--|
| Line...                               | <ul style="list-style-type: none"> <li>■ Form A2: Check box next to each line assigned to this extension.</li> </ul>   |
| Description...                        | <ul style="list-style-type: none"> <li>■ Form A1, Section 7: If you wish, describe the line (with a telephone number, etc...).</li> </ul>  |
| Use line only to...                   | <ul style="list-style-type: none"> <li>■ Form A2 (Line Use Restrictions): Check the appropriate box for any restricted line.                             <ul style="list-style-type: none"> <li>O = Place Calls (“Outgoing Calls Only”)</li> <li>I = Answer Calls (“Incoming Calls Only”)</li> <li>N = Pick Up Held/Transferred Calls (“No Access to Line”)</li> </ul> </li> </ul> |
| Ringing...                            | <ul style="list-style-type: none"> <li>■ Form A2 (Line Ringing Options): Check appropriate box if any of the lines are Delayed Ring (D) or No Ring (N).</li> </ul>   |
| To call out...                        | <ul style="list-style-type: none"> <li>■ Form A1, sections 7 and 9: If any line is Centrex or PBX, enter the dial-out code (example: “9”).</li> </ul>  |
| <b>Transfer Return Rings</b>          | Form A1, section 9: Enter Transfer Return Rings. If there is no entry on form A1, enter a “4” (the factory setting).   |
| <b>Transfer Return Extensions</b>     | Form A1, section 9: Enter Transfer Return Extension. If there is no entry on form A1, leave blank.   |
| <b>Outside Conference Restriction</b> | Form A1, section 9: If checked on form A1, check the box on this form.   |

**No Abbreviated Ringing**

**Automatic Privacy**

**Call Pickup Group**

**Calling/Paging Group**

**Outgoing Call Restrictions**

**Allowed, Disallowed, and Emergency Phone Numbers**

**Night Service**

**Hotlines**

**Doorphones**

**Automated Attendants**

Form A2: Check appropriate boxes that apply to this extension.

Form A2: Check box if extension is in any of these groups.

Form A2: Check appropriate boxes that apply to this extension.

Form C: Either show the numbers assigned to this extension, or photocopy form C and check “see separate list.”

Form A1, section 9: if your system has Night Service *and* a System Password, check the first box. If your system has Night Service, but *no* System Password, check the second box.

Form A1, section 9: If your system has any hotline phones or doorphones, check boxes and complete charts. If you wish, include a description (for example, “copy room”).

Form A1, section 9: If any auto attendants will be connected to the system, indicate their extensions. Also indicate each auto attendant’s Transfer Return extension—that is, the extension to get calls the auto attendant cannot transfer because the extension or route the caller dials does not answer.

## EXTENSION PROGRAMMING INFORMATION

**Line Assignments and Ringing.** The lines checked are on your extension. Unless otherwise indicated on the chart, you can use the line to make and answer calls, your phone will start ringing immediately when a call comes in on the line, and to get an outside dial tone just press an idle line button.

Line	Description	You can use line only to...			Ringing: the line will...		To call out first dial...
		Place Calls*	Answer Calls	See Line Status**	Start Ringing after 20 sec delay	Not Ring	
<input type="checkbox"/> 1							
<input type="checkbox"/> 2							
<input type="checkbox"/> 3							
<input type="checkbox"/> 4							
<input type="checkbox"/> 5							
<input type="checkbox"/> 6							
<input type="checkbox"/> 7							
<input type="checkbox"/> 8							

\* You cannot receive regular inside or outside calls, but you can join calls, and calls on the line can be transferred to you.

\*\* The line appears on your phone, line button lights show line activity, and calls on the line can be transferred to you; but you cannot access the line to place or answer regular calls.

**Transfer Return Rings.** If a call you transfer is not answered within \_\_\_\_\_ rings, it will ring back at a) your phone or b) the Transfer Return Extension.

**Outside Conference Restriction.** Conferencing outside parties is *not* permitted on this system.

**No Abbreviated Ringing.** When you are on a line when another call comes in, your phone will ring repeatedly until the call is picked up or the caller hangs up. (If box is not checked, your phone will ring once, and the light next to the line button will flash repeatedly.)

**Automatic Privacy.** Others on the same line cannot join your calls. If you want the ability to let others join in when you want them to, program Privacy on a programmable button. (See p. 4, *Quick Reference* card.)

**Call Pickup Group.** You are in this group. An outside call ringing at your phone can be answered by any other extension. (See p. 6, *Quick Reference* card.)

**Calling/Paging Group.** You are in this group. Anyone on the system can ring or page all extensions in your group simultaneously. If you pick up first, you will be connected to the call. (See p. 6, *Quick Reference* card.)

**Outgoing Call Restrictions.** You *cannot* make these kinds of calls:

- Long-distance toll calls (extension is programmed for "Local Only")
- Outside calls (extension is programmed for "Inside Only")

However you *can* call these numbers if you have an outside line:

**Allowed Phone Numbers**

\_\_\_\_\_  see separate list  
 \_\_\_\_\_

**Disallowed Phone Numbers**

Following are numbers you *cannot* call:

\_\_\_\_\_  see separate list  
 \_\_\_\_\_

**Emergency Phone Numbers.** You can dial these numbers at any time, *regardless of any dialing restrictions:*

\_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_  
 \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_  
 \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_

**Night Service.** Your extension is in the Night Service Group.

- After hours all lines will ring immediately when calls come in. You can only dial Emergency numbers or Marked System Speed Dial numbers.
- After hours all lines will ring immediately, and you can dial normally.

**Hotlines.** The following hotlines are on our system. When someone picks up the handset of a hotline phone, the extension shown will ring automatically.

Ext.	Description	Rings Ext.

**Doorphones.** The following doorphones are connected to our system. When someone presses the button at a doorphone, the extensions shown will ring automatically, with unique DING-DONG ringing.

Ext.	Description	Rings Exts. (up to 5)

**Auto Attendants.** A device is at these extensions to automatically answer and route calls. If you have an MLS-12D or MLS-34D phone and the auto attendant transfers a call to you, the extension number will appear on the display.

Ext.	Description	Transfer Return Ext.



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