Section 200 – User Operation

Note that Section 200 is written as a User Guide, and therefore refers to the installer in the third person — that is, as "the installer."

1.   M64 PHONE

The Medley M64 phone is equipped with a dial pad and with several types of feature keys for performing certain functions: fixed keys, soft keys, and programmable keys. The Medley M64 phone also as a speaker for hands-free conversation and a 64-character LCD display that gives you the status of a call.

1.1   Keys

In addition to the dial pad, the Medley M64 phone has several types of feature keys:

❑   Fixed keys
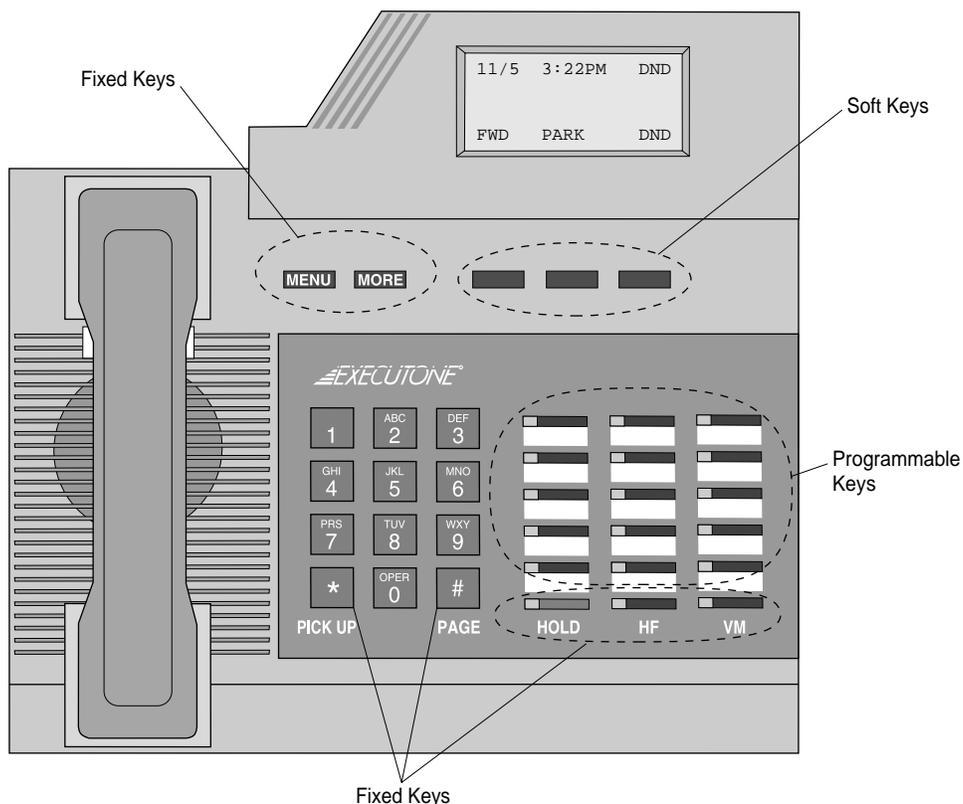
❑   Soft keys

❑   Programmable keys (explained in).

Figure 1. Medley™ M64 Phone Keypad

Fixed Keys

There are seven fixed keys:

MENU (F1)   Accesses station programming and user help.

NOTE: While in station programming or in help, your station is automatically placed in DND. Anyone calling your station is forwarded to your mailbox or a destination set by the installer.

MORE (F2)   Displays additional soft key selections.

HOLD   Places a call on exclusive hold — retrievable only from your station. If the call recalls, the LED flutters and the LCD display indicates the recall.

VM   Accesses voice mail. Also, transfers a caller to voice mail.

HF   Switches to speaker phone. You can make or answer a call without lifting the handset.

* (PICK UP)   Answers a call ringing at another station or department.

 # (PAGE)   Sends a page through other telephone speakers.

LCD Display

The LCD display, at the top of your phone, has four lines showing information pertaining to calls, telephone status, and telephone functions. The display also shows how many outside telephone lines are free. An asterisk (*) means a line is in use. A dash (-) means a line is available.

Soft Keys

Three soft keys sit below the LCD display. The function of each key appears in the bottom line of the LCD display. A soft key's function changes according to what is currently happening on your phone. In some cases, you will have more than three soft key functions available, but only three will appear at a time. You must scroll to the others. You can scroll in a continuous loop.

Scrolling Through Soft Keys

• Press the MORE (F2) fixed key.

A different set of soft keys appears.

Sample LCD Displays

The following figures show sample LCD displays and are followed by explanations of the soft keys involved. Procedures for using the soft keys are given in
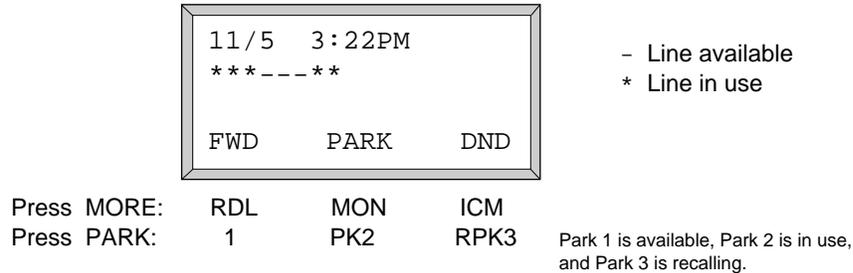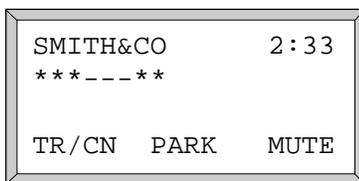
```
11/5  3:22PM
***___**


FWD      PARK      DND
```

– Line available
* Line in use

Press MORE: RDL   MON   ICM
Press PARK: 1   PK2   RPK3

Park 1 is available, Park 2 is in use, and Park 3 is recalling.

Figure 2. Idle Display

The idle display contains the following soft keys:

FWD　　　　Temporarily forwards your calls to another station or another user's mailbox.

PARK　　　　Allows you to place a call into a park zone for pick up at any station.

DND　　　　Places your station in do-not-disturb mode.

RDL　　　　Redials the last outside call made.

MON　　　　Lets you hear a caller leaving a message in your mailbox. While the voice is being heard through your speaker, you can intercept the call (by lifting the handset) or allow the message to be completed to your mailbox.

ICM　　　　If you have enabled the outside dial tone preference, this key lets you make an intercom call.

1 / PK2 / RPK3　　These keys show statuses of park zones and parked calls. In the figure, the three possible statuses are shown. A stand-alone number (e.g. **1**) indicates an open park zone. A number preceded by "PK" (e.g. **PK2**) indicates a call is parked in the park zone. A number preceded by "RPK" (e.g. **RPK3**) indicates a call that was parked in the park zone is now recalling.

User Operation

```
┌─────────────────────────────┐
│  SMITH&CO        2:33       │
│  ***___**                   │
│                             │
│                             │
│  TR/CN    PARK    MUTE      │
└─────────────────────────────┘
```

Press MORE:	VOL+	VOL-	REC
		FLASH	
Press PARK:	1	2	PK3

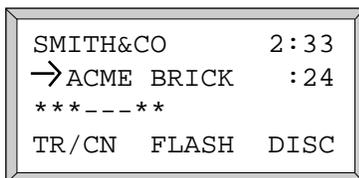**Figure 3. CO Call Display**

In addition to the soft keys already explained, the CO call display contains the following:

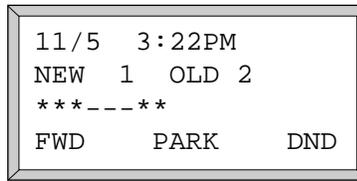|	
TR/CN	Provides transfer to a station that does not have a programmed station key and, as a secondary use, facilitates conferencing.
MUTE	Disables your handset or speaker microphone.
VOL+	Increases handset or speaker volume.
VOL-	Decreases handset or speaker volume.
REC	Lets you record all or portions of a call. Any conversation can be recorded including a conference call or service observing call.
	NOTE: The system might have been programmed by the installer to insert a short tone every 15 seconds while recording.
FLASH	Toggles between calls when a call-waiting tone is heard.

```
┌─────────────────────────────┐
│  SMITH&CO        2:33       │
│ →ACME BRICK      :24        │
│  ***___**                   │
│  TR/CN   FLASH   DISC       │
└─────────────────────────────┘
```

Press MORE:	REC	PARK	MUTE
Press PARK:	1	2	PK3

Figure 4. Call Waiting Display

The arrow shows you which call you are currently connected to. In addition to the soft keys already explained, the call waiting display contains the following:
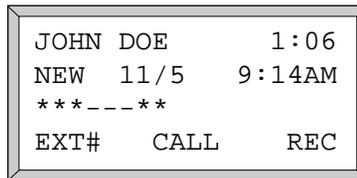
DISC	During call waiting, disconnects from one call and toggles to the other.

```
┌─────────────────────────┐
│ 11/5  3:22PM            │
│ NEW  1  OLD 2           │
│ ***___**                │
│ FWD    PARK    DND      │
└─────────────────────────┘
```

Press MORE: RDL   MON   ITCM
Press PARK: 1   PK2   RPK3

Figure 5. Message Waiting Display

The soft keys in the message waiting display are identical to those in the idle display.

```
┌─────────────────────────┐
│ JOHN DOE        1:06    │
│ NEW  11/5    9:14AM     │
│ ***___**                │
│ EXT#   CALL    REC      │
└─────────────────────────┘
```

Press MORE: DEL   CALL   SAVE
              REWIND   FF   MOVE
              PAUSE   CID#   REPLY
              VOL+   VOL-

Figure 6. Message Pickup Display

In addition to the soft keys already explained, the message pickup display contains the following:

EXT#	Sends a voice mail message to another user by using the dial pad (instead of using a station key).
CALL	Auto dials a number if caller ID is available. This key only appears if caller ID is available.
REC	Plays any recorded conversations or personal reminders. This key only appears if you have conversations or personal reminders saved.

The remaining soft keys in this display are explained <u>topic 2,</u> in the procedures in which the keys are used.

Note that the CID# soft key appears only if caller ID is available and that the REPLY soft key appears only if an in-house message has been received.

Programmable Keys

You program programmable keys as station keys, line keys, personal speed dial keys, and special feature keys. They are explained in detail in topic 3.

Station Keys

The station key's LED indicates the station's status:

Solid: In use or DND
Blinking: Ringing

Line Keys

If your station has been programmed to provide line keys, these keys give direct access to outside lines (in addition to dialing 9, 8, or 7). The LED indications for the line keys are as follows:

Solid: In use
Blinking: Ringing

2. TELEPHONE OPERATION

2.1 Basic Operation

Answering a Call

- Lift the handset.

  OR

  Press the HF key.

  NOTE: The procedure is the same whether the call is from the outside, in-house, or being transferred to you.

Disconnecting from an Outside Call

- Replace the handset.

  OR

  If using the speaker, press the HF key.

Disconnecting from an Intercom Call

- Replace the handset.

  OR

  Press a station key again.

  OR

  If using the speaker, press the HF key.

User Operation

Placing Calls

You can place both outside calls and intercom (ICM) calls. ICM calls are calls to extensions in your telephone system. The next two topics explain how to place calls.

Placing an Outside Call

1. Lift the handset.

   OR

   Press the HF key.

   OR

   Dial 9.

   Note that if you hear an outside dial tone, your phone has the outside dial tone preference enabled, and you must skip to step 3.

2. If you do not yet have an outside dial tone:

   • Dial 9 (or 8 or 7).

     OR

   • If your station has been programmed to provide line keys, press an unlit line key.

3. Dial the number.

Placing an Intercom (ICM) Call

The first procedure is for telephones that *do not* have outside dial tone preference enabled. The second procedure is for those that do.

For telephones that *do not* have outside dial tone preference enabled:

• With or without first lifting the handset, press a station key or dial the extension number.

  If you did not lift the handset, the call connects through the telephone's handsfree speaker.

For telephones that have outside dial tone preference enabled:

• Press MORE (F2). Then press the ICM soft key. Then lift the handset or press HF.

  OR

  With or without first lifting the handset, press a station key.

  If you did not lift the handset, the call connects through the telephone's handsfree speaker.

Redialing the Last Outside Call Made

1. Press the MORE (F2) key.

2. Press the RDL soft key.

Placing a Call Using System Speed Dial

You can use this feature only if system speed dial numbers are programmed into your system. To place a call:

- With or without first lifting the handset, dial the three-digit access number (600 to 699).

  If you did not lift the handset, the call connects through the telephone's hands-free speaker.

Answering a Call-Waiting Tone

If your station has the call waiting feature, then when you are on the phone and a second call is coming through, you hear a tone in your earpiece and see the waiting call on your LCD display.

1. Press the FLASH soft key.

   To toggle between the original call and the waiting call, press the FLASH soft key. An arrow in the display shows which call you are currently connected to.

2. To drop the call you are currently connected to, press the DISC soft key and you will be reconnected to the other caller.

Answering a Call-Waiting Tone While in Voice Mail

If you receive a call waiting tone while picking up voice mail, you have the option of ignoring the call or answering it by exiting voice mail. To answer the call:

1. Hang up. (If you hang up during the playback of a message, the message is saved.)

2. When your phone rings, lift the handset and you will be connected to the waiting call.

User Operation

Answering a Call Ringing at Another Station

If a call is ringing at another station, that station's station key blinks at your phone.

1.   Press the PICK UP key.

2.   Press the ringing station key.

Picking Up a Call Ringing at a Night Bell

You use this procedure if during night mode a night bell is in use instead of the night auto attendant.

1.   Press the PICK UP key.

2.   Press 0.

Placing a Call on Hold

•   Press the HOLD key.

Transferring a Call

1.   While connected to an outside call, press a station key.
     OR
     Press the TR/CN soft key and dial the extension number.

2.   To perform a blind transfer, hang up immediately.
     OR
     To announce the caller, wait until the called party answers, announce the caller and then hang up.

3.   If the transferred-to party does not answer, either press the station key again or press the FLASH soft key. You are reconnected to the original caller.
     OR
     Do nothing. The transferred call is forwarded to the party's mailbox.

Transferring an Outside Call to Main Greeting

1.   Press the VM key.

2.   Hang up.

Transferring an Outside Call to a Mailbox

1. Press the VM key and the appropriate station key.

   OR

   If the destination does not have a station key assigned, press the VM key, then the EXT# soft key, and dial the extension number.

2. Hang-up immediately or listen to a portion of the personal greeting to assure yourself that you have placed the caller into the correct mailbox. The caller always hears all of the personal greeting.

   NOTE: To ensure the privacy of the message, you are automatically disconnected at the record tone.

Transferring a User to His or Her Mailbox

To transfer a user who is calling from the outside to pick up messages:

1. Press the VM key.

2. Press *.

3. Press the appropriate station key or mailbox number.

4. Hang up.

Transferring a User to a Park Zone

1. Press the PARK soft key.

   The three soft keys become park zones, labelled 1, 2 and 3. If any key's label has a "PK" before the number, that park zone is in use and is not currently available for you to transfer your call to.

2. Press the soft key corresponding to the park zone where you want to place the call.

3. Notify the party who is to pick up the call and give the park location for retrieval.

   If the parked call is not picked up, that call recalls to your station. The LCD display shows the letters "RPK" in front of the park-zone number.

User Operation

User Operation

Initiating a Conference Call

1. While connected to a call, press a station key.

   OR

   Press the TR/CN soft key and dial the extension number.

   OR

   Press the TR/CN soft key and place a normal outside call.

2. Press the TR/CN soft key again to connect the three parties together in a conference.

3. Repeat steps 1. and 2. to add additional parties to the conference.

4. If the newest added-on party does not answer, press the party's station key again or press the FLASH soft key to return to the original conferees. Any other stations or lines connected to the conference can be dropped by pressing the party's station or line key (lit red).

   A total of 12 parties can be in conferences within the system at any one time. No more than four parties can be in a single conference.

5. To disconnect all parties in the conference, hang up.

Paging Other Telephones

The PAGE key lets you broadcast a voice page through other telephone speakers. You can page all telephones in your system or just a designated group. Telephones in use are *not* paged.

1. Press the PAGE key.

2. To page all available stations, press 0.

   OR

   To page a programmed paging zone, press 1, 2, or 3.

Paging Someone to Pick Up an Outside Call

1. Put the caller in a park zone.

2. Page the party and announce the park location for retrieval.

Muting the Microphone

To disable your handset microphone or hands-free microphone:

• While on a call, press the MUTE soft key.

   While mute is activated, the HF LED flutters, the LCD display shows "MUTED," and the HF key flickers.

Switching to Hands Free During a Call

- While using the handset, press the HF key and hang up the handset.

  The call is switched to the phone's speaker. Lifting the handset again switches back to the handset.

Combining Hands Free and the Handset

You can have a handset conversation, along with the caller's voice broadcast over the speaker:

- While using the handset, press the HF key but do not hang up the handset.

Using a Headset (If Provided)

In headset mode, a headset is connected to the handset jack. The hook switch is disabled and the HF key is used to connect or disconnect from a call.

To use the speaker while in headset mode:

1. Park the call. (Press the PARK soft key and then press a park zone soft key.)

2. Press the HF key.

3. Press the PARK soft key to reconnect to the call through your speaker.

   Reverse the steps to move the call from the speaker to your headset.

2.2   Voice Mail

Picking Up Your Voice Mail Messages

If you have new messages, the VM key blinks and the display shows the number of new and old messages in your mailbox.

1. Press the VM key.

2. When prompted, input your password.
   Note that if your password has been set as 0, you are not prompted to enter a password.

   Medley starts playback of messages with the oldest new message and continue until all messages are played. The display shows the origination of the message, the duration of the message, whether new or old, and the time and date when the message was left.

   Voice-prompted instructions are played at the end of each message. You can carry out the instructions with either dial pad keys or soft keys. Once you've learned these procedures, you can perform them at any time during a message or a prompt. The procedures are listed on the next page, under the topic, "Voice Mail Functions."

Picking Up Your Messages from Someone Else's M64 Phone

1. Press VM.

2. Press *.

3. Input the your mailbox number.

4. Input your password when prompted.

Voice Mail Functions

Pause	Press ⃞1 , *or* Press the PAUSE soft key. *This pauses for one minute or until ⃞1 is pressed again.*
Time/Date to Number	Press ⃞2 . *If caller ID is available, this toggles the second line of the display between the caller's number and the time and date of the message.*

Reply

To reply to a message from a user in the system:
1. Either press ③, or press the REPLY soft key.
2. Record your reply at the tone.
3. Press ① to stop.

You are returned to your mailbox and the original message.

Back Up

Press ④,
 or
Press the REWIND soft key.

When pressed during message playback, this backs up four seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.

Fast Forward

Press ⑤,
 or
Press the FF soft key.

This advances four seconds for each key press.

Move

To move a copy of a message to another user's mailbox:
Press ⑥,
 or
Press the MOVE soft key.

To move the message without an introduction:
Press ⑥ when prompted.

To add an introduction:
Press ① when prompted. Medley connects you to the personal greeting.
When you've finished your recording, press ① to stop. You are returned to the original message in your mailbox.

Delete

Press ⑦,
 or
Press the DEL soft key.

Save

Press ⑨,
 or
Press the SAVE soft key.

The message is played as an old message the next time messages are picked up.

Automatic Callback	Press the CALL soft key.
	The system exits your mailbox (without erasing the message) and automatically dials the caller ID provided number.
	NOTE: A local call might not be dialed correctly depending on the limitations of the local dialing plan. You might need to dial some of these calls manually.
Exit	Hang up.
	If you do this during playback, the message and any messages not deleted are saved.
	NOTE: If, while picking up messages, you receive a call waiting tone, hang up or press the HF key. When your phone rings, lift the handset and you are connected to the waiting call. (If you hang up during playback, the message is saved).

Picking Up Messages When out of the Office

You can pick up messages when away from the office. Since the display is not available to you, message handling operates slightly differently.

1. At the main greeting, press * and input your mailbox number

    OR

    Have the operator transfer you.

2. If required, input your password. Medley announces the number of new and old messages, starts playback with the oldest new message, and continues until all messages and recordings are played.

3. The functions listed in the next topic are also available from a remote location.

Voice Mail Functions from a Remote Location

Pause	Press 1 .
	This pauses for one minute or until 1 is pressed again.
Time/Date	Press 2 .
	This pauses the message, plays the time and date of when the message was left, and then resumes.
Reply	To reply to a message from a user in the system: 1. Press 3 . 2. Record your reply at the tone. 3. Press 1 to stop. You are returned to your mailbox and the original message.

Back Up	Press ④ .
	When pressed during message playback, this backs up four seconds for each key press. If pressed after the message has finished, it returns you to the beginning of the message.
Access User Programming	Press ⑤ . To change your personal greeting, press ① . To change your password, press ② .
Move	**To move a copy of a message to another mailbox:** Press ⑥ , *or* Press the MOVE soft key. **To move the message without an introduction:** Press ⑥ when prompted. **To add an introduction:** Press ① when prompted. Medley connects you to the personal greeting. When you've finished your recording, press ① to stop. You are returned to the original message in your mailbox.
Delete	Press ⑦ .
Main Greeting	Press ⑧ to go to the main greeting.
Save	Press ⑨ . *The message is played as an old message the next time messages are picked up.*
Transfer to Operator	Press ⓪ .
To Leave a Message	Press # When prompted, enter the user's mailbox number.
Disconnect	Press ✳ .(If pressed during playback of a message, the message is saved).

Leaving a Message in a Voice Mailbox

- Press the VM key and then a station key.

  OR

  Press the VM key, then press the EXT# soft key, and then dial the extension number.

  NOTE: Press 1 *during the personal greeting to advance directly to the record tone without having to listen the remainder of the greeting and the system prompt.*

Leaving a Message in Several Voice Mailboxes

- Press the VM key and then two or more station keys.

  NOTE: Only station keys can be used to select the additional mailboxes. If you have a department programmed as a station key, pressing the VM key and then its station key leaves a message for all members of the department.

External Pager Notification

You can have the system call and activate your external pager whenever the first new message is left in your mailbox.

1. Press MENU (F1)

2. Press 6 .

3. Follow the voice prompts.

   Medley calls your pager when your first new message is left and repeats the page (at the interval programmed at installation) until all new messages have been retrieved. Inputting or deleting the phone number that is to be called to activate your pager turns this feature on or off.

Screening Voice Mail Messages

1. While your station is idle, press the MORE (F2) key.

2. Press the MON soft key to turn on monitor mode, which lets you hear callers leaving messages in your voice mailbox.

3. When a caller is leaving a message, you can either intercept the call by lifting the handset or allow the caller to finish. *Note that you can also intercept the call while the caller is listening to your personal greeting.*

4. If you want to turn off monitor mode while a call is playing and cancel the output to your speaker, press the MON soft key. The message is continued to the mailbox.

5. To turn off monitor mode, repeat steps 1. and 2.

Guest Mailboxes

Guest mailboxes are designed for people who do not have an extension but need a mailbox (e.g., outside sales staff). A guest mailbox is not mapped to a particular phone but acts as if it were. It is handled like any other voice mailbox: it can be listed in the directory; it can be assigned to a station key; it can use external pager notification, etc.

To access voice mail from a remote location, see the topic,

To access voice mail from an in-house M64 phone, use the procedure for

NOTE: A guest mailbox must have a personal greeting recorded to accept messages.

Programming Your Guest Mailbox From An M64 Phone

1. Press MENU (F1).

2. Press *.

3. Input the your mailbox number.

4. Input your password when prompted.

5. You are prompted to either record the greeting, change the password, enter an external paging number, or exit by hanging up.

User Operation

2.3   Recording

Recording Conversations

Any conversation can be recorded, including a conference call or service observing call. If you have caller ID enabled, the recording stores that information for outside calls. Note that your system might be programmed to insert a short tone every 15 seconds while recording.

1. During a conversation, press the MORE (F2) key.

2. Press the REC soft key to begin recording.

    During recording the LCD displays "RECORDING".

3. End recording by pressing the REC soft key or by hanging up.

Recording a Personal Reminder

Note that your system might be programmed to insert a short tone every 15 seconds while recording.

1. Lift the handset.

2. Press the MORE (F2) key.

3. Press the REC soft key.

The intercom dial tone stops and recording of your station begins until either the REC soft key is pressed again or you hang up.

Playing Back Recorded Conversations

If you record conversations, they are played at the end of old voice mail messages when you listen to your voice mail. Or they are accessed directly by doing the following:

1. Press the VM key.

2. Press the REC soft key.

    The newest recording plays first.

User Operation

2.4 Call Forwarding and DND

Forwarding Your Calls to Another Extension

1. Press the FWD soft key.

2. Press the station key or dial the extension number of the station to where you want to forward your calls. If the forwarded-to station is busy or does not answer, the call is returned to your mailbox.

Forwarding Your Calls to Another Mailbox

1. Press the FWD soft key.

2. Press the VM key.

3. Press the station key of the station mailbox to where you want to forward your calls.

   OR

   Dial the mailbox's extension number.

Cancelling Call Forward

- Press the FWD soft key twice.

Putting Your Station in Do-Not-Disturb Mode

- When your station is idle, press the DND soft key to toggle your phone in or out of do-not-disturb mode. The LCD displays "DND" when you are in do-not-disturb mode.

User Operation

2.5   ACD Agent Operation

An ACD department is made up of agents who, when logged on, receive calls for that department. If you have been assigned to an ACD department, your phone has at least one AGENT LOG programmable key.

In ACD, the next call in queue is sent to the longest idle agent of the agents logged on. If all logged-on agents are busy, the call is placed on hold. The longest holding call is automatically connected when an agent becomes available. Callers on hold hear periodic prompts to continue to hold.

An agent can be part of one or more ACD departments. But as an ACD agent, you can only log on to one department at a time. Your phone must have an AGENT LOG programmable key for each ACD department you have been assigned to.

If the system sends an ACD call to you and you don't answer it (for example, because you've left your desk but forgotten to log off), the system automatically logs off your station. While logged on as an agent, your station temporarily turns off any of the following that were in effect: call waiting, DND, monitor mode.

Logging On or Off as an ACD Agent

- Press the AGENT LOG key for the particular ACD department to log on or log off to that department.

  If you are logged on and idle, the LCD display shows the status of the ACD department, showing how many calls are in queue and the longest hold time.

Wrap Mode

When you end an ACD call, going into wrap mode delays immediate assignment of the next ACD call until you have had time to complete any wrap-up activities.

Setting Your Station in Wrap Mode

- While logged on as an ACD agent, press the WRAP programmable key prior to disconnecting.

  A maximum allowable wrap time might have been set by the installer. If so, a countdown timer appears in the upper right portion of the LCD display indicating the amount of time remaining in wrap mode. At the expiration of the timer you automatically become available for the next call.

  You can also exit wrap mode manually.

Exiting Wrap Mode Manually

- Press the WRAP key.

2.6 ExecuDex

ExecuDex is an optional electronic address book that lets you store up to 100 caller ID names and numbers for auto dial. For you to have ExecuDex, your system must have caller ID and you must have the ExecuDex programmable key.

Storing an Incoming Call in ExecuDex

The ExecuDex key allows you to store up to 100 caller ID names and numbers.

- With the caller ID name appearing in the LCD display, press the ExecuDex key.

  The name and number are stored.

Auto Dialing with ExecuDex

NOTE: Some local calls might not be dialed correctly depending on the limitations of the local dialing plan. You might need to dial these calls manually.

1. While your phone is idle, press the ExecuDex programmable key.

2. Repeatedly press the dial-pad key corresponding to the first letter of the name until the desired name and number appear.

   A name that starts with Q or Z is retrieved by using $\boxed{1}$. Press # instead of a letter key to scroll through all stored names.

3. Press the CALL soft key to auto dial the number.

Deleting Names from ExecuDex

1. Select the name (using the preceding procedure).

2. Press the DEL soft key.

   Example: While on a call from Baker Electronics, Baker Electronics appears in your display. You can save the name and number by pressing the programmed ExecuDex key. Your display confirms that the information has been stored. To Call Baker Electronics, press the ExecuDex key, then $\boxed{2}$ key (corresponding to ABC). The display shows the first stored name that starts with A, B, or C. Press $\boxed{2}$ again until Baker Electronics appears. Press the CALL soft key, and the number is auto dialed.

User Operation

2.7 Cascade Paging Mailboxes

These optional mailboxes allow you to page additional external pagers when a new message has been left and earlier pages have not responded. You can program up to three paging numbers of up to 24 digits each. When a new message is taken, the system pages the first paging number for the number of times listed, then adds the second paging number and pages both for the number of times listed, and then adds the third paging number and pages all three until the message has been retrieved. The pager shows which mailbox has paged.

Programming Your Cascade Paging Mailbox

1. Press the PROGRAM Key.

2. Press *.

3. Press the cascade paging mailbox number.

4. You are prompted to enter each paging number and the number of pages before the next paging number is added. Input only the paging number. Do not include the line access (9, 8, or 7). A two-second pause can be inserted by pressing the FWD key.

Picking Up A Message From Outside

1. Call the main number.

2. At the main greeting press * and the cascade paging mailbox.

   OR

   If answered live, have the operator transfer you by pressing VM, then pressing *, and then inputting the mailbox number.

Picking Up A Message From a Feature Phone

1. Press VM.

2. Press *.

3. Input the mailbox number.

2.8 Special Features

The following special features are usually assigned to a limited number of system users.

Changing the System's Main Greeting
(Day, Night, Holiday, and Auto Modes)

This option is usually assigned only to the system operator. It changes the main greeting heard when a dialer calls your company's general number.

- Press the DAY/NIGHT MODE programmable key.

   Each time the key is pressed, it changes according to the following sequence: DAY, NIGHT, HOL, AUTO. (AUTO tells the system to follow the day/night mode tables programmed by the installer).

Silently Monitoring Other Extensions
(Service Observing)

The service observing capability is assigned to those who need to silently monitor others' calls in order to aid in quality assurance of call activity. The list of allowed extensions to observe is programmed by the installer.

1. Press the SERVICE OBSERVING programmable key (or dial code 561) followed by the extension number or station key of the extension you want to listen to.

   While observing another station, your display shows who that station is connected to and the duration of the call.

2. To end observing, press the station key again or hang up.

2.9 Help

Help gives you prompts on how to use the phone, on how to use voice mail, on the current programmed status of any key pressed, and gives you a user tutorial. To access help:

1. Press the MENU (F1) key.

   The caller is put on hold.

2. Press any soft key to hear a description of its use.

   NOTE: You do not have to listen to the whole description. You can exit at any time by following the next step.

3 To exit help, press the MENU (F1) key again. Or wait for help mode to time out.

User Operation

3.   USER PROGRAMMING

You can program the following:

- Programmable keys
- Whether station options are on or off
- Ringer tone and volume
- Voice mail options

Entering Program Mode

1. Press the MENU (F1) key.

2. Choose the appropriate number keys to access a programming function. The functions are shown on the next page. Medley also gives you voice prompts, so you do not need to have the function list with you when programming. Note that you do not have to wait for a voice prompt to begin or end before making your selection.

   For certain functions, detailed explanations are given in .

Exiting Program Mode

- Press the HF key or hang up the handset.

  You exit programming mode, and your extension is removed from DND.

Keys Used During Programming

In addition to the dial pad, the following keys are used during programming:

TO…	PRESS…	DESCRIPTION
Enter a setting	#	Confirms a new or existing setting and then backs up one level in the tree.
Access help	MENU (F1)	During any programming step, press the MENU (F1) key to hear a detailed description of the feature.
Delete	HOLD	Deletes the last entry and then backs up one level in the tree.

User Operation

User Programming Menu

[0] Help Mode

    [1] Using the Phone

    [2] Using Voice Mail

    [3] Phone Features

    [4] Tutorial

[1] Record Personal Greeting

    [1] Record

    [2] Delete

    [3] Hear

[2] Programmable keys

[3] Station Options

    [1] Call Waiting

    [2] Personal Greeting Reminder

    [3] Headset Operation

    [4] Outside Dial Tone Preference

    [5] Hands Free Answer

[4] Station Audibles

    [1] Station Ring Tone

    [2] Station Ring Volume

    [3] Message Ring

[5] Password

    [1] Record

    [2] Delete

    [3] Hear

[6] External Notification

    [1] Enter Pager Number

    [2] Delete Pager Number

    [3] See Pager Number

User Operation

4. EXPLANATIONS OF CERTAIN PROGRAMMING PROCEDURES

Determining Assignments of Programmable Keys (0 3)

1. Press the MENU (F1) key.

2. Press 0 3.

3. Press each programmable key to determine its assignment.

Recording Personal Greeting (1 1)

Initially, your mailbox has a generic greeting *("You have reached the mailbox for extension xxx."),* but you can record a personal greeting in your own voice. Note that a system prompt will follow your personal greeting with instructions to the outside caller, such as: *"To reach the operator press 0, to return to the main greeting, press 8, or to leave a message, begin recording at the tone."*

1. Press the MENU (F1) key.

2. Press 1 1.

3. Begin recording at the tone.

   Example: *"Hi, this is Bill, I'm away from my desk or on the phone, leave me a detailed message and I'll respond to it promptly."*

4. Press 1 to stop.

Deleting Personal Greeting (1 2)

Warning: Deleting your personal greeting turns your mailbox off.

1. Press the MENU (F1) key.

2. Press 1 2.

3. When prompted, press 2 to confirm deletion.

   Your mailbox is turned off until a new greeting is recorded.

User Operation

Reprogramming Programmable Keys (2)

The 15 programmable keys on your phone have been programmed by the installer. You can reprogram these keys. To verify settings, see "Determining Assignments of Programming Keys (0 3)"

1. Press the MENU (F1) key.

2. Press 2.

3. Press the desired programmable key.

4. Dial the appropriate digits for the type of key you want. See "Key Types," below, for explanations of key types and for the appropriate digits to dial.

5. Confirm by pressing the same programmable key again.

Key Types

Programmable keys can be programmed station keys, personal speed dial keys, line keys, and special feature keys.

Station Keys
These keys provide lamp information and easy access or transfer to destinations in the categories listed below.

To program a station key, dial a three-digit number for a destination in one of the following categories:

- Extensions   (100 to 131, 191, 192)
- Department pilot numbers   (200 to 209)
- Guest/info mailboxes   (300 to 499)
- Group mailboxes   (500 to 516)
- Cascade paging mailboxes   (520 to 529)
- System speed dial numbers   (600 to 699)

Personal Speed Dial Keys
These keys differ from system speed dial keys in that they are programmed only on your phone. To program personal speed dial keys:

- Input 9 (or 8 or 7) plus a phone number. You can program a personal speed dial number up to 24 digits long.

   If you want to insert a two-second pause, press the PAUSE key. If you want to insert a flash, press the FLASH soft key.

Line Keys
These keys give direct access to outside lines and provide appropriate lamp information. To program a key as a line key:

- Input a line number (1 through 16).

Special Feature Keys

These keys serve as on/off switches for the features listed below. To program a special feature key, dial the code for the one of the following features:

- Manual Day/Night Mode (Code 560).
  This key is initially programmed for use at the operator's station and changes the system's main greeting. Each time the key is pressed, it changes according to the following sequence: DAY, NIGHT, HOL, AUTO. (AUTO tells the system to follow the day/night mode tables programmed by the installer).

- Service Observing (Code 561).
  Service observing is assigned to those who need to silently monitor others' calls in order to aid in quality assurance of call activity.

  NOTE: Service observing must be authorized for your station and the list of allowed extensions must have been programmed by the installer.

- Agent Log On/Off (Code 5 + Department Number).
  The AGENT LOG key is used to allow agents assigned to an ACD department to manually take themselves in or out of call rotation. If you have been assigned to an ACD department or departments, a LOG ON key has been automatically created beginning with the lower left hand key of the programmable keys (use programming function ⓪ ③ to verify its location). Use this programming option only if you wish to change its location.

  NOTE: Dialing the feature code will not log on or off from a department. A programmable key must be programmed.

- ACD Agent Wrap Key (Code 562).
  The AGENT WRAP key is used to manually place yourself in wrap mode while on an ACD department call. If you have been assigned to an ACD department, an AGENT WRAP key has been automatically created on row three, the left hand key of the programmable keys (use programming function ⓪ ③ to verify its location). Use this programming option only if you wish to change its location.

- Caller ID ExecuDex Key (Code 563).
  ExecuDex allows each user to store up to 100 caller ID names and numbers in an electronic address book (ExecuDex) for later retrieval and auto dial. A programmable key must be programmed as an ExecuDex key.

Call Waiting (③ ①)

While on a call, another caller will camp-on on to your station if this option is turned on.

1. Press the MENU (F1) key.

2. Press ③ ①.

3. Press ① to turn the option on, or press ⓪ to turn the option off.

Personal Greeting Reminder (③ ②)

If you frequently change your personal greeting, this option reminds you what your current greeting says. You automatically hear the greeting when you use your phone for the first time after not using it for the period of time programmed.

For example, if you change your personal greeting to say you'll be out of town for two days, set the reminder interval to 50 hours to be reminded to change your greeting again when you return. If you set it for 36 hours, you will be reminded every Monday morning or every two days. If you change your greeting several times a day, set the reminder for about 3 hours.

Range = 0 (no reminder) to 500 hours

1. Press the MENU (F1) key.

2. Press ③ ②.

3. Press the time period desired.

Headset Operation (③ ③)

This sets your station to be used with a headset connected to the handset jack. While in headset mode, the hook switch is disabled and the HF key is used to connect or disconnect from a call.

1. Press the MENU (F1) key.

2. Press ③ ③.

3. Press ① to turn the option on, or press ⓪ to turn the option off.

Outside Dial Tone Preference (③ ④)

If you make mostly outside calls, this option automatically connects your station to an available outside line without you having to dial 9 (or 8 or 7). While in this mode, to place an intercom call, you must first press the appropriate station key or press the ICM soft key. Then you can dial the extension number.

1. Press the MENU (F1) key.

2. Press ③ ④.

3. Press ① to turn the option on, or press ⓪ to turn the option off.

Hands Free Answer (③ ⑤)

With hands free answer turned on, an intercom call to your station generates a short ring tone and the intercom caller is automatically connected to your speaker phone. With hands free answer disabled, an intercom call to your station rings with a single ring cadence. Outside calls ring with a double ring cadence.

1. Press the MENU (F1) key.

2. Press ③ ⑤.

3. Press ① to turn the option on, or press ⓪ to turn the option off.

Station Ring Tone (④ ①)

Changes the phone's ring tone to help distinguish it from other nearby ringing phones.

1. Press the MENU (F1) key.

2. Press ④ ①.

3. To choose (and hear) a ring type, press either ①, ②, ③, or ④.

4. Press # to accept the chosen tone.

Station Ring Volume (④ ②)

1. Press the MENU (F1) key.

2. Press ④ ②.

3. To choose (and hear) a ring volume, press either ① (low), ② (medium), or ③ (high). Or press ⓪ to turn the phone ringer off.

4. Press # to accept the choice.

Message Ring (④ ③)

When enabled, this feature periodically generates a short ring tone at your station as an additional alert that you have new messages.

1. Press the MENU (F1) key.

2. Press ④ ③.

3. Press ① to turn the option on, or press ⓪ to turn the option off.

Enter New Password (⑤ ①)

1. Press the MENU (F1) key.

2. Press ⑤ ①.

3. Enter from 1 to 8 digits. If you prefer to have no password, enter ⓪.

4. Press #.

Delete Current Password (⑤ ②)

1. Press the MENU (F1) key.

2. Press ⑤ ②.

3. When prompted, press ② to confirm deletion.

   If no new password is entered, the password reverts to the default, which is no password.

Enter Pager Number (⑥ ①)

1. Press the MENU (F1) key.

2. Press ⑥ ①.

3. Press the phone number for your pager (24 digits maximum).

4. Press #.

Delete Pager Number (⑥ ②)

1. Press the MENU (F1) key.

2. Press ⑥ ②.

3. Press ② to confirm deletion.

   The system will not page you until a new pager number is entered.

User Operation