



Local: 863-614-1900 ★ Toll Free: 866-770-4930 ★ Fax: 888-782-3072
E-mail: telephoneman@telephonemanofamerica.com or Skype Us

TelephonemanOfAmerica.com or shop.telephonemanofamerica.com

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MERLIN LEGEND™
Communications System
Release 2.0

Analog Multiline Telephones Quick Reference

System Speed Dial

Account Codes

List Most Often Used Codes

List Most Often Used Codes

| System Speed Dial | | Account Codes | |
|----------------------------|------|----------------------------|------|
| List Most Often Used Codes | | List Most Often Used Codes | |
| Name | Code | Name | Code |
| 1. | | 1. | |
| 2. | | 2. | |
| 3. | | 3. | |
| 4. | | 4. | |
| 5. | | 5. | |
| 6. | | 6. | |
| 7. | | 7. | |
| 8. | | 8. | |
| 9. | | 9. | |
| 10. | | 10. | |
| 11. | | 11. | |
| 12. | | 12. | |
| 13. | | 13. | |
| 14. | | 14. | |
| 15. | | 15. | |
| 16. | | 16. | |
| 17. | | 17. | |
| | | Posted Messages | |

| | | | |
|-------------------|-----|-----|-----|
| 1. Do Not Disturb | 6. | 11. | 16. |
| 2. | 7. | 12. | 17. |
| 3. | 8. | 13. | 18. |
| 4. | 9. | 14. | 19. |
| 5. | 10. | 15. | 20. |

TELEPHONE

Line Buttons

Telephones with SA Buttons

- SA Ring** Use to make/receive ringing calls and receive inside voice-announced calls.
- SA Voice** Use to make/receive outside calls, receive inside ringing and voice-announced calls, and make inside voice-announced calls. (Co-workers hear your voice over the speakerphone.)
- SA Originate only** Use only to make inside and outside calls.
- Shared SA** Use to make/answer calls for co-workers or join conversations. Line is shared with another co-worker. Button can be either ring or voice.
- 555-XXXX** Use to make/receive outside calls only.

Telephones with ICOM Buttons

- ICOM Ring** Use to make inside calls and receive inside ringing and voice-announced calls.
- ICOM Voice** Use to make inside voice-announced and receive inside ringing and voice-announced calls.
- ICOM Originate only** Use only to make inside calls.
- 555-XXXX** Use to make/receive outside calls only.

Desk Stand

See your user card in the user card tray for instructions on adjusting the telephone's desk stand.

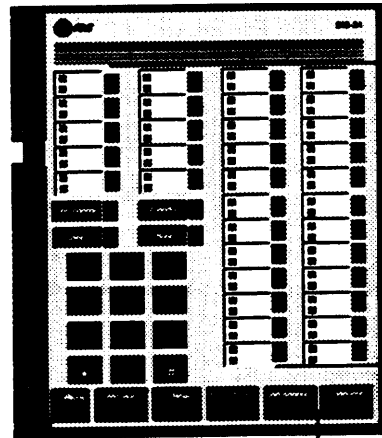
BIS Telephones

BIS-34D Display



1 Line
16 Characters

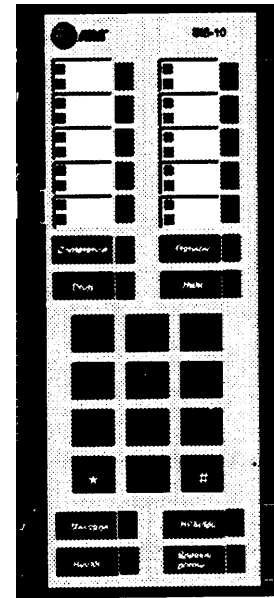
BIS 34



Line Button
Configuration
for BIS-34
& BIS-34D

Dedicated Feature Buttons

BIS-10 Buttons



Line
Buttons
&
Button
Labeling
Card

Dedicated
Feature
Buttons

Line Buttons per Telephone

- BIS-10 :10
- BIS-22 & BIS-22D: 22
- BIS-34 & BIS-34D: 34

Timekeeping Buttons

(Display phones only) Four buttons used to control display timekeeping functions.

Dedicated Feature Buttons

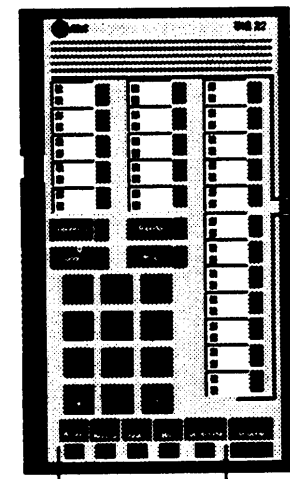
- Conference** Press to add another person to a call.
- Drop** Press to disconnect a person from a conference call.
- HFAI** (Hands Free Answer on Intercom) Press to answer voice-announced calls.
- Hold** Press to put a call on hold.
- Message** Press to read your messages.
- Microphone** Press to turn speakerphone microphone on and off.
- Recall** Press to disconnect without hanging up.
- Speakerphone** Press to turn speakerphone on or off.
- Transfer** Press to send a call to another phone.

BIS-22D Display



1 Line 16
Characters

BIS-22



Line Buttons
configuration
for BIS-22
& BIS-22D

Dedicated Feature Buttons

OFTEN USED FEATURES

Forward and Follow Me

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial * **33**.
5. Slide T/P switch to center.

To forward calls to an extension:

1. Press an **ICOM** or **SA** button.
2. Press programmed button.
3. Dial extension.

To forward calls to an outside number:

1. Press an **ICOM** or **SA** button.
2. Press programmed button.
3. Dial dial-out code for **ICOM** or **SA** button.
4. Dial phone number, then dial #.

To setup follow me from another extension:

1. Press an **ICOM** or **SA** button.
2. Press **Feature** and dial 34.
3. Dial your extension.

To cancel forward and follow me:

• From your extension:

1. Press **Feature**.
2. Dial * **33** + your extension.

• From one extension:

1. Press **Feature**.
2. Dial * **34** + your extension.

• Sent from all extensions:

1. Press **Feature**.
2. Dial * **34** * .

CALL HANDLING

Line Button Lights

| Light | Meaning |
|-------------------------------|---|
| Steady red | You are automatically connected to this line when you lift the handset. |
| Steady green | The line is in use or the feature programmed onto the line button is in use. |
| Steady red and green | You are using this line button or the Line Request feature is in use. |
| Steady red and flashing green | An incoming call is ringing on this line button or a call you transferred is returning to this line button. |
| Fast flashing green | You have put a call on hold on this line button. |
| Slow flashing green | Someone else has put a call on hold on this line button. |

Tones

| Tone | Meaning |
|---|--|
| Dial tone (steady tone) | You can make a call. |
| Busy (slow repeating tone) | The phone you are calling is busy. |
| Fast busy (fast repeating tone) | No lines are available. |
| Alternating high and low tones | You dialed a number incorrectly or misused a feature. |
| Confirmation tone (double break in dial tone followed by steady tone) | You used a feature properly. |
| Callback tone (five short beeps) | The outside line or the extension is busy and your phone is programmed for automatic callback. |
| Call waiting tone (one or two beeps while you are on another call) | You have an inside call (one beep) or an outside call (two beeps) waiting. |

Rings

| Ring | Meaning |
|-----------------------------------|--|
| One long ring | An inside call |
| One short ring and one long ring | An outside call |
| Two short rings and one long ring | An outside call transferred to you, a returning transferred call, or a returning Callback call |

Conference

Conference can have up to three inside participants, including yourself, and up to two outside participants.

1. Dial the first number or extension.
 2. Press **Conference**. (after first call is answered which puts call on hold).
 3. Select line button, if not selected.
 4. Dial next number or extension.
 5. Announce call and press **Conference**.
 6. Repeat Steps 2-5 for each outside participant.
 7. To end conference, hang up.
- Press Drop and line button to drop any participant added.
 - Press **Hold** to temporarily leave conference.
 - Press any participant's line to rejoin the conference.

Transfer

To transfer:

1. Press **Transfer**.
2. Press **ICOM** or **SA** button, if not already selected.
3. Dial extension or number.
4. Announce call, if desired.
5. Press **Transfer**, hang up, or return to call on hold.

To one-touch manual transfer:

1. Press **Auto Dial** button.
2. Announce call.
3. Press **Transfer**, hang up, or return to call on hold.

To one-touch auto transfer:

- Press **Auto Dial** button.

Ask your system manager if this feature is available.

OFTEN USED FEATURES

Auto Dial

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial * **22** for inside numbers, or * **21** for outside numbers.
5. Dial extension or outside number. Include entire dialing sequence, for example, dial-out codes. (See Special Characters Table.)
6. Repeat Steps 3-5 to program additional buttons.
7. Slide T/P switch to center.

To use auto dial button for ringing calls:

- Press programmed Auto Dial button.

To use inside auto dial button for voice-announced calls:

1. Press appropriate **ICOM Voice** or **SA Voice** button.
2. Press programmed **Auto Dial** button.
3. Begin talking after the beep.

Personal Speed Dial

Program 2-digit codes with numbers you dial most often, then use **Feature** button to use these codes to dial a number. (Feature available only on lo-button telephones.)

To program personal speed dial codes:

1. Slide T/P switch to P.
2. Dial # and 2-digit code (01-24), then dial * **21**.
3. Dial phone number or account number. Include entire dialing sequence, for example, dial-out codes. Special characters may be needed (See Special Characters Table).
4. Repeat Steps 2 and 3 to program additional codes.
5. Slide T/P switch to center.

To use:

1. Press **Feature**.
2. Dial 2-digit code (01-24).

System Speed Dial

Use company-programmed 3-digit codes to dial phone numbers. Ask your system manager for a list of numbers and their associated codes.

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press button to be programmed.
4. Dial * **24**.
5. Dial 3-digit company-supplied speed dial code.
6. Slide T/P switch to center.

To use:

1. Lift handset.
2. Press programmed button, or press **Feature** or dial # and dial 3-digit company-supplied speed dial code. (Before using # sign, you must lift handset.)

Special Characters Table

Features that dial numbers automatically may need special characters to allow for correct dialing or system response.

| Press... | See... | Means... |
|-----------------|--------|--|
| Drop | s | Stop. Halts dialing sequence to allow for system response. |
| Hold | p | Pause. Inserts 1.5 sec. pause in dial sequence. Multiple consecutive pauses allowed. |
| confer- ence | f | Flash. Sends switchhook flash. Must be first entry in sequence. |
| ## | # | For Extension Programming only ([Prog]): End of Dialing. Used to signal end of dialing sequence or used to separate grouped digits, for example, account codes from number dialed. |
| # | # | End of Dialing. Used to signal end of dialing sequence or used to separate grouped digits, for example, account codes from number dialed. |

FEATURES & PROGRAMMING

Programming Buttons

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial programming code.
5. Repeat Steps 3 and 4 if programming other buttons.
6. Slide T/P switch to center.

Programming Features

Some features set up how your phone works and are not programmed onto a button. The ‡ in the Programming Codes Table flags these features. To set these features:

1. Slide T/P to P.
2. Press **ICOM** or **SA** button.
3. Dial programming code.
4. Repeat Steps 2 and 3 for additional phone set up features.
5. Slide T/P to center.

Programming a Feature Button

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial * 20.
5. Slide T/P switch to center.

| Programming Codes | | | |
|---------------------------------|-------------------|-----------------------|----------------------|
| Account Code Entry | * 82 + code | Park | * 86 |
| Auto Answer All ◆ | * 754 | Personalized Ring ‡ | * 32 + ring(s) (1-8) |
| Auto Answer on Intercom | * 753 | Personal Speed Dial | #+ (01-24) + |
| Auto Dial | | | * 21 + phone no. |
| inside ◆ | * 22 + extension | Pickup | |
| outside ◆ | * 21 + number | general pickup | * 9 |
| Callback | | group pickup | * 88 |
| automatic callback off ‡ | ** 12 | inside | * 9 + extension |
| automatic callback on ‡ | * 12 | outside | * 9 + line |
| selective callback | * 55 | Privacy | * 31 |
| Call Waiting | | Reminder Service | |
| off ‡ | ** 11 | set reminder | * 81 |
| on ‡ | * 11 | cancel reminder | ** 81 |
| Camp-On | * 57 | Ringing Options | |
| Coverage | | abbreviated on ‡ | * 341 |
| coverage VMS off ◆ | * 46 | abbreviated off ‡ | * 342 |
| group ◆ | * 42 + group | delayed all lines ‡ | * 346 |
| inside and outside ‡ | * 48 | delayed one line ‡ | * 36 |
| off ◆ | * 49 | immediate all lines ‡ | * 347 |
| outside only ‡ | ** 48 | immediate one line ‡ | * 37 |
| primary individual coverage ◆ | * 40 + extension | no ring all lines ‡ | * 345 |
| secondary individual coverage ◆ | * 41 + extension | no ring one line ‡ | * 35 |
| Do Not Disturb | * 47 | Saved Number Dial ◆ | * 85 |
| Forward | * 33 | Signaling and Notify | |
| Last Number Dial | * 84 | signaling ◆ | * 23 + extension |
| Messaging | | notify receive ◆ | * 758+ extension |
| delete message | * 26 | notify send ◆ | * 757 + extension |
| leave message | * 25 | System Speed Dial | * 24 + (code) |
| next message | * 28 | Voice Announce | |
| posted message ◆ | * 751 | on ‡ | * 10 |
| return call | * 27 | off ‡ | ** 10 |
| scroll | * 29 | | |
| Paging: group | * 22 + group ext. | | |

No diamond means the feature can also be accessed from a feature code.

◆ Denotes features that must be programmed onto a line button.

‡ Denotes features that setup how your phone works; they are not used by pressing a programmed button.

OFTEN USED FEATURES

Callback

Use Callback to be notified when a busy extension or outside line is free. Callback works only for busy extensions on **ICOM** button phones; use Line Request for busy outside lines. On **SA** button phones, Callback works with busy inside extensions; it works with busy outside lines only on **SA** or **Pool** buttons. Selective callback which activates feature on call-by-call basis is available on Feature screen, from a feature code, or from a programmed button. You must program your phone for automatic callback which activates feature for every call.

To program a selective callback button:

1. Label a button.
2. Press **Feature** and dial **00**.
3. Press labeled button.
4. Dial *** 55**.
5. Press **Feature** and dial *** 00**.

To use selective callback for busy extension:

1. When you hear fast busy signal press programmed button or press **Feature** and dial **55**.
2. Hang up after five short beeps.
3. Lift handset after one long ring, and three short rings.

To use selective callback for busy outside lines:

1. When you hear fast busy signal, press **Feature** and dial **55**, or press programmed button you get dial tone. Finish dialing if necessary.
2. Hang up after five short beeps.
3. Lift handset after one long ring, and three short rings.

To turn automatic callback on/off:

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button
3. Dial *** 12** to turn on or **** 12** to turn off.
4. Press **Feature** and dial *** 00**.

To use automatic callback:

1. When you hear five short beeps after you reach a busy extension or outside line, hang up.
2. Lift handset after one long ring and three short rings.
3. For inside calls, extension or number is automatically dialed.

To cancel a queued callback request:

1. Press the button the call is on.
2. Lift handset.
3. Press **Drop**.
4. Press the button the call is on.

Account Code Entry

To program:

1. Label a button.
2. Slide T/P to P.
3. Press labeled button.
4. Dial *** 82**.
5. Press **Feature** and dial *** 00**.

To enter an account before calling:

1. Press programmed **Account Code** button, or press **Feature** and dial **82**.
2. Dial account code, followed by **#**.
3. Press outside line or **SA** button.
4. Lift handset or press **Speakerphone**.
5. Dial number (including dial-out code if using **SA** button).

Repeat Steps 1 and 2 to change an account code during a call. Caller does not hear you enter the account code. Account code cannot be changed if it was entered for the call before the call arrived.

Hold

Press the **Hold** button to put a call or conference on hold. As a reminder, your phone beeps every 60 seconds.

When the hold timer expires, a *Call on Hold* message is displayed on display phones.

OFTEN USED FEATURES

Call Waiting

Single beep means inside call waiting; two beeps mean outside call waiting.

To turn call waiting on/off:

1. Press **Feature** and dial **00**.
2. Press any **ICOM** or **SA** button.
3. Dial * **11** to turn on or ** **11** to turn off.
4. Press **Feature** and dial * **00**.

To complete a call and answer call waiting:

1. When you hear Call Waiting tone, hang up.
2. Lift handset when phone rings.

To put call on hold and pick up call waiting:

1. Press **Hold**.
2. Press **ICOM Originate Only** or **SA Originate Only** button. (You must have **ICOM Originate Only** or **SA Originate Only** button available to pickup call.)
3. Press **Feature** and dial **87**. To return to call on hold, press button with fast flashing light.

Pickup

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Select one of the following:
 - Dial * **9**. For a specific line or extension, dial line number or extension.
 - Dial * **88** for group pickup.
5. Slide T/P switch to center.

To use:

- Press programmed button, or press **Feature** and dial **9**. If button not programmed for specific line or extension, you can manually dial line number or extension, if desired.
- Group Pickup can also be accessed by pressing **Feature** and dialing **88**.

Park

To program:

See **Programming Buttons**.

To use park and speakerphone page:

1. Park the call.
 - Press programmed **Park** button.
 - Press **Transfer**, dial your extension, and press **Transfer** again or hang up.
2. Setup page.
 - For speakerphone page:
 1. Press appropriate **Group Page** or **Page All** button, or press any **ICOM** or **SA** button and dial Group Page or Page All extension.
 2. Announce call and give your extension.
 - For loudspeaker page:
 1. Press programmed **Loudspeaker Page** button or press **Feature** and dial **9** and loudspeaker page line number. If necessary, dial the code for the page zone.
 2. Announce call and extension where call is parked.

To pickup a parked call:

1. Lift handset.
2. Press programmed **Pickup** button, or press **Feature** and dial **9**.
3. Dial extension where call is parked.

OFTEN USED FEATURES

Do Not Disturb

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial * **47**.
5. Slide T/P switch to center.

To use:

- Toggle the programmed button on and off.

Last Number Dial

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press button to be programmed.
4. Dial * **84**.
5. Slide T/P switch to center.

To use:

1. Press the same type of button used to place the first call, (for example, **ICOM** or **SA**).
2. Press programmed button, or press **Feature** or **#** and dial **84**. (Before using **#** sign, you must lift handset.)

Saved Number Dial

To program:

1. Label a button.
2. Slide T/P switch to P.
3. Press button to be programmed.
4. Dial * **85**.
5. Slide T/P switch to center.

To save and redial:

1. Press programmed button before hanging up.
2. To redial call, press same type of button used to place the call (**ICOM** or **SA**).
3. Press programmed button.

Paging

To program speakerphone paging button:

1. Label a button as **Group Page-(name)** or **Page All**.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial * **22** and Group Page or Page All extension.
5. Slide T/P switch to center.

To use speakerphone paging:

1. Press an **ICOM** or **SA** button.
2. Lift handset.
3. Press programmed button or dial company-provided Group Page or Page All number.
4. Make announcement after beep.

To use loudspeaker paging:

1. Lift handset.
2. Press programmed button, or press **Feature** and dial **9** and Loudspeaker Page line number.
3. Dial code for company-defined zone if necessary.
4. Make announcement.

Coverage

For coverage, a co-worker must program an individual coverage button on his/her phone for either primary or secondary coverage. (Secondary coverage offers a two ring delay so you may answer before calls are covered. Primary coverage sends the call immediately to coverage.) You can program buttons for Coverage Off or Coverage VMS Off. To prevent coverage of inside or outside calls, use the following procedure:

To program which calls are covered:

1. Slide T/P switch to P.
2. Press an **ICOM** or **SA** button.
3. Dial ** **48** for outside-only calls, or dial * **48** for both inside and outside calls.
4. Slide T/P switch to center.

To program a Coverage OFF button or a Coverage VMS OFF button:

1. Label a button.
2. Slide T/P switch to P.
3. Press labeled button.
4. Dial * **49** for Coverage Off or * **46** for Coverage VMS Off.
5. Slide T/P switch to center.

To use buttons:

- Toggle On the **Coverage VMS OFF** button to prevent outside calls from being sent to voice mail.
- Toggle On the **Coverage OFF** button to stop all calls from being sent to coverage.

MESSAGING

Accessing Features

Some features must be programmed onto a line button while others can be accessed from a feature code or a programming code. Other features can be accessed from a feature code only. To access features, use the appropriate method as follows:

- Dial a feature code:
 1. Press **Feature** button or dial #. (Before using # sign, you must lift the handset.
 2. Dial the feature code.
- Press programmed button, if available.

| Feature Codes | |
|--------------------------------------|---------------------------------|
| Account Code Entry | 82+ code |
| Callback Selective | 55 |
| Call Waiting † | |
| pick up a call waiting call † | 87 |
| Camp-On | 57 |
| Follow Me | 34 +extension |
| Forward | |
| inside | 33 +extension |
| outside | 33 + dial-out code + number + # |
| Forward and Follow Me | |
| cancel from all extensions | * 34 * |
| cancel from one extension | * 34 + extension |
| cancel from your phone | 33 + your extension |
| Last Number Dial | 84 |
| Messaging | |
| cancel message † | * 53 + extension |
| delete message ❖ | * 26 |
| leave message | 25 |
| next message ❖ | 28 |
| return call ❖ | 27 |
| scroll ❖ | 29 |
| turn message light off (non-display) | 54 |
| Paging | |
| loudspeaker page | 9+line number+zone code |
| Personal Speed Dial † | code (01-24) |
| Pickup | |
| group pickup | 88 |
| inside | 9 + extension |
| outside | 9 + line number |
| Privacy | |
| off | * 31 |
| | 31 |
| Reminder Service | |
| set reminder | 81 +time + A or P |
| cancel reminder | * 81 |
| System Speed Dial | code (800-739) |

† Available only via feature code.

❖ Display phones only.

Leave Messages

On busy or unanswered phone:

- Press programmed **Leave Message** button or press **Feature** and dial **25**.

On display phones without calling:

1. Press **Feature** and dial **53**.
2. Dial extension.

Cancel Messages

1. Press **Feature** and dial * **53**.
2. Dial extension.

Receive Messages

Red message light is on when you have a message or fax, if you are programmed to be notified of fax arrivals.

To turn your message light off:

- Press the **Message** button.

Post Messages

You must have programmed a message button using feature code * **751**.

1. Press programmed **Posted Message** button.
2. Dial code for message to be posted (01-20).

To cancel posted messages:

1. Press programmed **Posted Message** button.
2. Dial **00**.